

Supported Self-Help Success

West Central London  mind

Summary

Launched in January 2024, our one-year Supported Self-Help service has now concluded, marking a significant milestone in expanding access to personalised, early mental health support. The programme offered a free, 6-week guided journey designed to help individuals understand and manage their mental health through digital tools and human-led guidance.

While not a counselling service, the intervention blended counselling-based techniques with CBT-inspired tools, focusing on emotional resilience, anxiety, and everyday stressors. Funded through a national partnership with Mind and delivered locally by WCL Mind, the service placed a strong emphasis on personalised care, with regular check-ins and tailored resources to support each person's goals.

Feedback

A key innovation was the use of Limbic Access, an intelligent digital self-triage tool that streamlined referrals and ensured prompt support. This approach proved highly effective:

**9/10 client
satisfaction rating**

**Nearly 100% of
participants
would recommend**

Conclusion

The success of this pilot demonstrates the potential of digital-first, guided support models, particularly when underpinned by compassionate human contact.

With further investment, we hope to build on this success and continue offering this empowering form of early intervention to more people across our communities.

Testimonials

“I'm now making healthier choices. I'm in the same place by the sea that I was during our first call when I had thoughts of suicide. I feel on a different planet compared to how I felt then.”

“I'd give it 100%. It helped me and everybody should be able to access this. I was really low that weekend I referred myself, and I didn't know how I could get out of that. I've learnt so many new skills. You've supported me massively.”

“It's very tailored towards what people are going through and a lot of resources that help with specific problems. The resources are helpful, and the programme has actually helped compared to things other people have said to do before.”

Contact us:

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