



Understanding Togetherall: A quick reference guide

Introduction

The purpose of this document is to provide a quick reference guide for important information relating to Togetherall. It includes information on the service, who it is suitable for, the wide range of courses and resources that are available in the platform and the support you have available to help you promote the service to your community.

If you have any questions about the contents of this information pack or the Togetherall service please get in contact with your account manager.

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What is Togetherall?

Togetherall is a safe, online community where people support each other. By sharing feelings, thoughts, emotions, and experiences we can all improve our mental health, together. Members can sign up instantly, share anonymously and access the community at any time, day or night.

Togetherall is the only online peer-support community that is moderated 24/7 by fully trained mental health professionals and led by an on-duty clinical team. An early innovator in digital mental health, since 2007 we have provided a place for support to over 350,000 people worldwide.

We are the only digital mental health service rated by the Care Quality Commission (CQC). We work closely with the NHS, the British Armed Forces, and over 250 universities and colleges across the UK and North America.

What's included

- 24/7, anonymous support community
- A safe and stigma-free environment
- Moderation by trained mental health professionals (BACP members)
- Proactive risk identification and crisis escalation management
- Guided courses on a range of issues with peer-support involvement
- NHS-approved self-assessments
- Integration and signposting to your other tools and wellbeing pathways
- Resources and journaling to support self-management.
- Instant, free and simple access for members
- Self-referral or prescriber-referral options

[Watch a demonstration of the Togetherall platform.](#)



How Togetherall helps

We are all on our own journey when it comes to maintaining our mental health. It's part of being human.

Some people need treatment but are not ready to ask for help. Some cannot access the help they need. Others experience lifelong battles with anxiety or depression and require ongoing support. But all of us struggle with difficult situations, feelings, thoughts and emotions.

Whatever someone's need, we know it always helps to share and connect with real citizens who understand. Community is vital to break isolation, prevent escalation and to bolster the treatment or recovery of mental health conditions.

Togetherall believes that supporting mental health starts with community. Our mission is to make community **accessible, scalable and safe**.

Accessible support



By breaking down the barriers to access and by integrating with other relevant services, Togetherall offers an easy route for people to get support, whatever their level of need.

With 24/7 online access, instant self-sign up and anonymity between members, Togetherall removes the common barriers that can prevent people from seeking the support they need.

As well as support from peers in the community, we signpost your other wellbeing pathways and services so that members can continue their journey and get additional help. This may include links to an EAP, the student welfare team or a local NHS service.

Scalable support



The scalability of peer-support and Togetherall's uptake among 'hard to reach groups' due to its accessibility, means we can reach more people and provide support earlier.

Unlike 1-2-1 models or in-person groups, there are no limitations to access, coverage or scale in our digital community.

Our focus on instant, easy, anytime access opens a route for more people to get help, and anonymous sharing appeals to people that may otherwise not access support.

Safe support



Developed over 14 years, Togetherall has robust risk and crisis practices, with protocols tailored around your existing safeguarding procedures.

Our 24/7 mental health professional moderators – all trained therapists or counsellors – proactively monitor the platform to keep it safe, free of bullying, inclusive and non-judgmental.

They identify individuals showing signs of distress and work with them to de-escalate the situation or in some cases arrange additional or emergency support.

How members can use Togetherall

Community



Togetherall offers an anonymous community for members to share how they're feeling, listen and be heard.

The community also offers the opportunity for members to support others and experience the benefits of giving support.

Contributions to the community could be through written posts or creative expression via 'bricks'. Members can use images, drawings and words to make vibrant and expressive 'bricks' that are posted to the Togetherall wall where they can choose to share the story behind their brick if they wish to.

Courses



Members can find courses specific to their concerns and learn techniques to proactively manage their mental health.

Resources



Togetherall offers a range of tools, self-assessments and articles that help members to understand how they're feeling and track their progress, including journaling and goal tracking tools.

“On signing on for the first time, I suddenly had a community of people who understood me... I wasn't alone anymore”.

Anonymous Togetherall Member

[Hear from a Togetherall member.](#)

Courses, resources and articles available in Togetherall

In addition to the support community there are a wide range of courses, resources and articles available in the Togetherall platform. The below list gives you an impression of what is available and what you might be able to signpost members of your population towards. Please check with your account manager for the latest details on any new resources which have been published.

Anxiety, Stress and Worry

Courses

Managing Social Anxiety
 Managing Health Anxiety
 Managing Stress & Worry
 Managing Phobias
 Managing Panic

Articles

Everything you want to know about anxiety
 Spotlight on social fear
 Deactivating the panic button
 Face your fear

Self-Assessments

Anxiety
 Anxiety about Health
 Fears and Phobias
 Social Phobia

Articles

Stopping self-harm
 Alternatives to self-harm

Sleep

Courses

Improve Your Sleep

Articles

Sleep talk
 Sleep easier

Self-Assessments

Sleeping

Depression and Low Mood

Courses

Managing Depression & Low Mood
 Balance Your Thinking

Articles

Mood Talking
 Sunnier days ahead
 Tackling our demons – the low down on depression
 What's driving your depression
 What to go for
 Get Physical
 Navigate your mood
 Baking the blues away

Self-Assessments

Depression
 General Distress

Bereavement & Loss

Courses

Coping with Grief and Loss

Articles

Living memory
 Moving on
 How to grieve

Self-Assessments

Loss or Trauma

Anger Management

Courses

Managing Anger

Articles

Slow down and smell the coffee
 Control your anger
 Tension buster

General Mental Health, Wellbeing & Self-Development

Courses

Problem Solving
 Balance Your Thinking
 Assertiveness Training

Self-Harm

Courses

Managing self-harm

Stop Procrastinating

Articles

Listen and learn
Mind the gap
How to be happy
The way to mindfulness
Goal setting
Living in the moment

Self-Assessments

General Distress
Wellbeing

Alcohol, Smoking and Substance Misuse

Courses

Cut down your drinking
Quit Smoking

Articles

Sobering thoughts
When less is more – managing alcohol problems

Self-Assessments

Concern about drinking
Concern about drug use

Job Loss & Financial Stress

Courses

Managing Stress and Worry
Problem solving

Articles

When the penny drops
At a loss
All washed up and nowhere to go
My story: Derailed, then back on track
My Story: A bumpy ride

Bullying

Courses

Managing PTSD
Assertiveness Training

Articles

Be assertive
Bully for you
Standing up to a bully

Obsessive and Compulsive Tendencies

Courses

Managing OCD
Assertiveness Training

Articles

When obsession turns to compulsion
Washing away the myths
Freeing yourself from obsession and compulsions

Self-Assessments

Obsessive or compulsive tendencies

Loneliness and Isolation

Togetherall Community

Gaining and giving support to the community and harnessing creative expression through bricks to speak to people from all around the world in similar situations

Articles

Only the lonely

When to refer someone to Togetherall

Togetherall is available to those aged 16+ who have access to a device with an internet connection. Please speak to your account manager to find out about any specific access restrictions in your area.

The Togetherall platform supports the mental health of individuals across a wide spectrum – from those who are feeling low and not like themselves to those who are suffering from diagnosed mental and physical health conditions who may be between treatments or on waiting lists.

However, Togetherall may not be suitable for individuals looking for one-to-one support, those in acute distress or those in crisis and in need of urgent assistance.

Individuals who would benefit from Togetherall:

- ✓ Are struggling with low mood and not feeling like themselves
- ✓ Are currently experiencing work or study-related stress
- ✓ Are experiencing generalised anxiety or mild depression
- ✓ Have difficulty in opening up to close friends and family
- ✓ Are isolated in some way
- ✓ Are reluctant to access other face-to-face services due to fear of stigma
- ✓ Are currently awaiting treatment for a mental or physical health condition
- ✓ Are looking for support between treatment sessions
- ✓ Require services outside office hours: those in work, or with caring commitments for example
- ✓ Are not able to travel to face-to-face appointments, perhaps due to a lack of transport, physical health conditions, work commitment, childcare etc.

“On good days I can support others. On bad days, when I need supporting, I can find information to understand how to deal with it.”

Anonymous Togetherall Member

Togetherall in numbers

- **1 in 2** members say anonymity was the top reason for joining. **2 in 5** say instant access was their main reason.
- **25%** of community members identify being from ethnic minority backgrounds.
- **78%** of members used Togetherall to share a thought or feeling for the first time.
- **65%** of usage is outside 9-5, Mon-Fri hours.
- **73%** of members who were currently on a waiting list for face-to-face therapy found Togetherall helpful.

How to access Togetherall

Eligible members can access Togetherall for free, 24/7 every day of the year – there is no waiting list.

(Please check the specific eligibility criteria for your community.)

1. **Register** – Encourage your community to visit **togetherall.com** (or your unique url if you have one) and click ‘register’ to answer a few basic questions.
2. **Activate** - Members will receive an email to verify their account which they can click to activate their account
3. **Participate** – Members can access the Togetherall support community and self-help resources

Building awareness of Togetherall in your community

From one-to-one conversations with individuals in your community to higher profile marketing campaigns, there are many ways you can help to raise awareness of the service and let people in your community know that support is available to them.

Sign up to receive our monthly email updates

- Receive new, relevant content from Togetherall every month which you can share with your audience across your channels to keep awareness levels high (including social media assets, blogs and messaging for emails).

Access the Togetherall Marketing Portal

Gain access to digital and print ready marketing collateral to support your promotional activity

- Access member facing marketing collateral including:
 - o Interactive pdf
 - o Presentation slides, email signatures and other digital tools
 - o Print ready leaflets, posters and banners
 - o Member facing videos, Togetherall logos and other brand assets
- Access additional information about Togetherall which supports your promotional activity including:
 - o Referrer scripts and messaging guides
 - o Best practice marketing guidance and templates
 - o White papers and information and research related to Togetherall

If you have any questions about Togetherall, how it can help individuals in your community or how you can promote the service to your community, please reach out to your account manager or get in contact with theteam@togetherall.com