Tellmi Logic Model

Target

Who is the intervention for?

- Young people aged 11 - 25.
- People of all ages
- People who are worried, anxious or depressed or experiencing problems at an early stage
- People who are existing service users
- People with specific issues such as high risk, self-harm, eating disorders, autism etc
- People from traditionally under served groups such as LGBTQ+
- People who have difficulty accessing other mental health support eg in hospital or homeschooled

Intervention

What is the intervention?

- Anonymous peer support in age-banded groups. Users can open up about difficult issues and get useful replies from other people of a similar age who have had the
- Filtering by over 200 topics connects those experiencing similar life challenges or specific conditions such as autism or diabetes.
- 100% pre moderated by humans. All posts and replies are risk assessed and topic tagged before publication
- Qualified counselors intervene preemptively and respond to all high risk posts.
- Trained SuperPeers® (undergrad psych students) ensure that everyone gets a good reply and no one is left out
- Users can reply to other people, share advice and offer support
- Scheduled 1-2-1 Solution Focused Therapy with integrated outcome measures
- Users can access a directory of 700+ local, national, crisis and specialist services, psychoeducation and learning resources, apps and mental health self-management tools.
- Users can get their art, personal stories and poetry published

Change Mechanisms

How and why does your intervention work?

- Users are connected to a supportive community which makes them feel less isolated or helpless.
- Users learn that their problems are not unique to them - normalisation
- Users feel safe as they never get unhelpful or or nasty replies
- Users feel supported and recognise that there is help available to them
- Users gain a better understanding of their problem and identify actions for self help.
- Users learn that using their own experiences to help others makes them feel valued and valuable
- Users learn to identify their strengths and build resilience; 75% improve their wellbeing score in a single session
- Users develop valuable mental health self-management skills
- Users feel a sense of achievement and learn that their experiences offer valuable insights to others

Outcomes

What difference will it make?

- Tellmi users get immediate short-term relief from the problem.
- Tellmi users understand how to help themselves which builds resilience and confidence.
- Tellmi users are better equipped to cope with future stressors
- Tellmi users learn that psychological states can change. Thing do get better.
- Tellmi users have higher levels of 'patient activation' about their mental health and wellbeing
- Tellmi users have increased functioning in education, employment, training and other life domains

tellmi