

Your at-a-glance guide to Soluna by Kooth

About Soluna:

- Soluna is delivered by Kooth, a trusted NHS and local council partner, providing digital mental health support since 2001.
- Soluna is free for young people in commissioned UK areas, typically serving those aged between 10 and 26. Because our service is funded by local NHS services, councils, and organisations, specific age bands and availability depend on where young people live.
- No formal referral is needed; young people can access support directly via the web or mobile app.
- The app is rated 13+ on app stores due to standard health platform classification rules. Children aged 10–12 can access the full service directly via any web browser.

What does Soluna offer?

- **One-to-one professional (human) support:** British Association for Counselling and Psychotherapy accredited live text-based chat, delivered by qualified professionals. Available weekdays from 12pm to 10pm, and weekends from 6pm to 10pm, 365 days a year. Self-help activities are accessible 24/7.
- **Self-help resources and peer support.** Includes interactive tools (e.g. Noise Cleanse, which uses sound to promote relaxation) and pre-moderated peer community spaces.

How does Soluna support parents, carers and families?

We know it can be tough to know the 'right way' to support young people struggling with their mental wellbeing.

Soluna can help by offering free, in-the-moment support for your child. This could include mental wellbeing issues such as anxiety, exam stress, or low mood, or perhaps they want to use the platform to learn more about mental health and positive ways to manage it.

The service:

- Provides early support before problems escalate.
- Offers support for those who may be waiting for other services or a neurodevelopmental assessment.
- Complements ongoing care alongside other sources of support.
- Provides out-of-hours support, including evenings and weekends, 365 days a year.

Soluna's safeguarding and governance

- Human moderation: 100% of peer community posts are pre-moderated by professionals before publication. Private messaging between users is not possible.
- Age-gating and safeguarding: content is age-gated (10–12, 13–15, 16–17, 18+) so young people only see material suitable for them. Soluna collects Personally Identifiable Information (PII) to support enhanced safeguarding and coordination with local services.
- Therapeutic content carries the [PIF TICK](#) quality mark, showing it's evidence-based, up-to-date, and easy to understand.
- Soluna is clinically governed and built to align with all relevant UK safeguarding standards, as well as the Online Safety Act 2023.

How do I help my child access Soluna?

You can direct your child to SolunaByKooth.com - where they can find more information on our service.

No formal referral is necessary, and it's quick to sign up. Your child can start exploring our resources and finding support straightaway.

Young people already using Kooth will get clear instructions when they log in, and new users will be automatically directed to Soluna from Kooth.