

Stakeholder Briefing: Mental Health Support for Children and Young People

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Mental Health Support Available in Gloucestershire

It's normal for children and young people to feel stressed or anxious at the moment. We've all experienced sudden changes in our routines and are living with uncertainty. For some young people, the coronavirus pandemic may also worsen or trigger anxieties they were already struggling with. How a child or young person reacts can vary according to their age, how they understand information and communicate, their previous experiences, and how they typically cope with stress.

You can support a child or young person by:

- Talking to them about what's going on, how they are feeling and what they're thinking about.
- Reassure them that it's ok to feel the way they do and that this will eventually pass.
- Try to answer their questions where you can and help them to reflect on how they're feeling.
- Keeping as regular a routine as possible can help a young person feel safer and more stable.
- Regular sleep and activity can also improve mental wellbeing.

If you think a child or young person would benefit from more support, there is a range of help available, and most services don't need a referral.

- **Kooth** for 11 to 18 year olds [see below for more details on this new service]
An online support platform where young people can access free anonymous counselling, join friendly discussion boards, keep online journals, goal trackers, and read self-help articles with the option to contribute their own experiences or advice.
 - Visit www.kooth.com
 - Online platform available 24 hours a day. Counselling available 12.00pm to 10.00pm Monday to Friday, and 6pm to 10pm at weekends.
- **Chat Health** for 11 to 19 year olds
A confidential text messaging service for young people to get in touch with a healthcare professional for advice and support on physical and mental health issues.
 - Text 07507 333351
 - Available Monday to Friday from 9.00am to 4.30pm excluding bank holidays.
- **TIC+** for 9 to 21 year olds
Phone, text or online counselling for young people. A parent support and advice line is also available online.
 - Call 01594 372777, text 07520 634063 or visit www.ticplus.org.uk.
 - Available hours vary. Check here <https://ticplus.org.uk/contact>

- A new anonymous helpline will be launching on 22 June 0300 303 8080 [see below for more details on this new service].
- **On Your Mind Glos** for all ages
An NHS website to explore topics such as bullying, eating disorders and anxiety, and where you can go for more support.
 - Visit www.onyourmindglos.nhs.uk
 - Available 24/7
- **Gloucestershire Self Harm Helpline** for all ages
A safe, non-judgmental helpline for young people and adults who self harm, and their friends, families and carers.
 - Call 0808 816 0606, text 07537 410 022 or webchat at www.gloucestershireselfharm.org
 - Available 7 days a week from 5.00pm to 10.00pm
- **Childline** for under 19 year olds
Online support, resources and phone counselling. Calls are free and won't show up on a phone bill.
 - Call 0800 1111 or visit www.childline.org.uk.
 - Available 7 days a week from 9.00am to midnight
- **Young Minds** for all ages
The children and young people's mental health charity, Young Minds has lots of resources, advice and toolkits for young people and professionals, and a parents' helpline.
 - Call 0808 802 5544 or visit www.youngminds.org.uk
 - Available Monday to Friday from 9.30am to 4.00pm
- **Winston's Wish** for under 18 year olds
Provide support and therapeutic interventions for children and young people who have been affected by bereavement by phone and email. Winston's Wish also offers advice for adults and professionals through their helpline, online resources and publications.
 - Call 08088 020 021, email ask@winstonswish.org, or visit www.winstonswish.org
 - Available Monday to Friday from 9.00am to 5.00pm
- **Young Gloucestershire** for 16 to 25 year olds [see below for more details on this new service]
Counselling by phone and via online chat for 16 to 25 year olds facing challenges with their mental and emotional wellbeing. Young people can be referred or can refer themselves.
 - Visit www.youngglos.org.uk/young-people/mental-health/linked-up-project
- **The Mix** for under 25 year olds
Support with mental health, money, homelessness, finding a job, relationships and drugs. They can talk to young people about their situation and signpost them to organisations that could help.
 - Call 0808 808 4994 or [email](#).
 - Available 7 days a week from 4.00pm to 11.00pm

- **Parenting Support Line**
 A free confidential advice line providing guidance and emotional support on any aspect of parenting and family life.
 - Call 0800 542 02 02, email familyinfo@gloucestershire.gov.uk, or message on [Facebook](#).
 - Available Monday to Friday 9.00am to 8.00pm and Saturday 10.00am to 6.00pm
- **Gloucestershire Healthy Living and Learning**
 Provides support around the PSHE curriculum to teachers and advice for parents. There are resources, as well links to partner organisations to support the emotional health and wellbeing of all children and young people.
 - Visit www.ghll.org.uk/mental-health
- **GPs** are open and available to support people of all ages
- **Child and Adolescent Mental Health Services (CAMHS, formerly known as CYPS)**
 CAMHS are currently accepting and providing care to children or young people presenting with priority and urgent needs. For children and young people who have not been clinically triaged as presenting with urgent or priority needs, they are providing advice and guidance and signposting to alternative support opportunities within the community. In addition, CAMHS are providing the family with their contact details. They have also informed families that they will not require a new referral from their GP or school when their operating model changes assuring them that they can simply come back to them directly.
 CAMHS are currently reviewing their operational delivery model and this is being reviewed within their trust governance process and they hope to provide an update on a revised operational model in the next 2 weeks.
 - Any professional working with children and families is welcome to call the CAMHS Professional Advice Line on 01452 894272 (office hours) to discuss any potential referrals and for consultation and advice.

Crisis support

If there is an immediate danger to life call 999. Available 24 hours a day, 7 days a week.

- **Crisis Resolution and Home Treatment Team** for people 11 and over
 An increased level of care for those with mental health conditions or experiencing emotional and psychological distress. Currently minimised face-to-face contact – use of telephone, text and video-based technology.
 - Call 0800 169 0398
- **Samaritans** for all ages
 Support for anything that's troubling you, no matter how large or small.
 - Call 116 123 or email jo@samaritans.org

- **Shout** for all ages
Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.
 - Text 85258

Please contact the services above for more information about a particular service or Helen Ford (Programme Director, Children's Mental Health and Maternity) at helen.ford5@nhs.net if you would like more information about mental health provision for children and young people in the county.

New Mental Health Services During the Covid-19 Outbreak

Gloucestershire County Council is working in partnership with Gloucestershire Clinical Commissioning Group to introduce a range of new mental health services in response to the Covid-19 outbreak. It is acknowledged that this is a challenging time for everyone. Social isolation, distancing, and changes in routine and relationships may contribute to mental health difficulties; as well as anxiety caused by concerns about our own health and the health of our loved ones. It is important that we have the necessary capacity in the system to respond; and, given social distancing requirements, that we look at new ways to deliver mental health support.

A press release has been published outlining the new services:

<https://www.gloucestershire.gov.uk/gloucestershire-county-council-news/news-april-2020/seal-of-approval-for-plans-to-launch-new-mental-health-services/>

We wanted to write to you as partners to provide more information about the new services that are in place including go live dates and referral routes. There are 6 new offers in total across both adult and children's services. This briefing includes information relating to Children and Young People's Services, a separate briefing is available covering adult services. These new and extended services will work alongside existing mental health services in the county to help ensure a joined up pathway for patients, whilst enabling universal access to some form of support.

The majority of services will initially run for a 9 month period to ensure that support is in place to deal with the short and medium term impacts of the outbreak on mental health and emotional wellbeing.

For GPs: information will be added to the G-care website.

Children and Young People

Tier 1

Kooth - Access to trained online counsellors for young people

Xenzone have been commissioned to provide 'Kooth' – a digital platform for young people aged 11 to 18. This online platform will include self-care resources, peer support and access to trained online counsellors, and will be open to any young person experiencing issues with their emotional

wellbeing, such as stress or anxiety. Kooth may be suitable for individuals who are awaiting a referral and/or treatment from the Children and Young People's Service respectively; or as 'step down' support for individuals exiting these services.

When the service will be accessible

Kooth is available now.

Referral criteria

This offer is described as 'tier 1' services offering universal level support for any child/young person living in Gloucestershire experiencing issues with their emotional wellbeing. No referral necessary.

How to access

Kooth can be accessed by following this link: <https://www.kooth.com/>. Users will have to register and select that they live in 'Gloucestershire'.

TIC+ Chat 1:1 Drop-in: an anonymous helpline for children and young people

Teen in Crisis (TIC +) have been commissioned to deliver an anonymous, online, text chat and telephone 1-1 drop-in service for children and young people aged 9-21 years living in Gloucestershire who are struggling with mild or temporary emotional wellbeing and mental health issues due to the Covid-19 pandemic.

When the service will be accessible

This service will be available from Monday 22nd June 2020.

Referral criteria

This service is described as 'tier 1/2' providing open access, universal level support for any young person who would benefit from speaking to someone anonymously to discuss mild or temporary emotional wellbeing and mental health issues due to the Covid-19 pandemic. No referral required.

How to access

To access the service, young people can call: 0300 303 8080

Or use the online chat from the website www.ticplus.org.uk

The service will be available Sunday – Thursday 5pm-9pm.

Note

TIC+s existing services are continuing to operate. Young people can choose to have either online web-chat, video or telephone counselling. Face-to-face counselling will resume again when social distancing restrictions are lifted. The Parent Support and Advice Line is also open for telephone and online web-chat: Monday 5-9pm; Tuesday 9.30am-1pm; Wednesday 5-9pm; and Saturday 9.30am-1pm.

Tier 2

Young Gloucestershire Link Chat for Vulnerable Young People

Young Gloucestershire are offering to support vulnerable young people aged 16-25 with their mental health during this time. Trained mental health youth workers will be available daily who can support young people using a range of methods such as zoom, phone calls, mindfulness sessions, counselling support online fitness sessions, group gaps etc. The support will be tailored to individual need.

When the service will be accessible

This service is available now. It is available for three months from April 2020 initially but is looking to be extended. Please contact the service for more information.

Referral criteria

This service is described as tier 2, it is open access but is targeted to young people who may be facing additional challenges in their lives.

How to access

01452 501008 or email getinvolved@youngglos.org.uk

Detailed Description of Children and Young People Covid-19 Mental Health Services and Alignment with Existing Support

This document is intended to provide more information about each of the new service offers that have been commissioned to support mental health during the Covid-19 outbreak. The new services will be available alongside existing mental health services to provide people with a range of options depending on their needs. NB this document includes details of alignment between new services and existing county-wide commissioned services and therefore does not include all additional local offers available through Voluntary, Community and Social Enterprise Sector.

Children and Young People (CYP)

Tier 1 Support

Kooth – Digital mental health and wellbeing support platform including self-care resources, peer support and access to online counsellors for 11-18 year olds (accessible now)

Detailed description of service

- Kooth is an online mental health and wellbeing platform that any young person (aged between 11-18 years) can access without a referral. Accessible on any web-enabled device, it is available 24/7, 365 days a year. Once registered, users will have access to a range of self-care resources, forums including peer support and online counselling. The site is anonymous at point of registration, but users will need to provide some non-identifiable information to create an account.

- It is an early intervention/prevention focussed service, providing an early response to, and identification of low level emotional wellbeing and mental health problems, for children and young people.
- Scheduled (i.e. pre-booked) and 'drop-in' online counselling sessions take place between midday-10pm Monday-Friday and 6pm-10pm Saturday and Sunday, this occurs 365 days per year. Counselling is anonymous as individuals are encouraged to register under a pseudonym. If a counsellor is concerned for a young person's safety, they will encourage the young person to disclose personal details about themselves so that they can be kept safe. If a young person chooses not to disclose information, the counsellor will continue to work with that young person as a means of managing safety and encourage them to adopt personal safety measures as well as developing trust to divulge information.
- Kooth's counsellors deliver an integrative counselling approach, drawing on brief solution-focussed, behavioural, coaching, CBT, Gestalt, humanistic, person centred and systematic therapy approaches.
- Kooth is a BACP (British Association of Counselling and Psychotherapy) accredited service.
- Kooth uses a range of outcome measures including GAD7 and PHQ9. It also uses its own bespoke tool CoGS (Counselling goals). This tool is similar to recovery star but the spokes are defined specifically by the young person which engages them more in trying to achieve positive outcomes.
- Live moderated forums take place on Monday, Wednesday and Friday during early evening.
- All content posted on Kooth in the peer support forums is pre-moderated, i.e. it is approved by a member of the Kooth Team before it is posted on the forums and visible to all users.

Alignment with other services

- The support provided by Kooth is designed to be quick, short term, prevention/solution focussed, focussing on low level issues. Users can access support as and when they need it, based on their need. This can be as anonymous and unstructured as they want it to be. It is not designed to provide longer term counselling for more complex issues where a therapeutic relationship is developed.
- It is intended to provide a universal offer that is open to any CYP living in Gloucestershire.
- It is suitable for CYP who are waiting referral/treatment from CAMHS/CYPS (or other YP MH provision), or as a step down support for individuals exiting these services.
- CAMHS/CYPS, GPs, TIC+ and any other service working with young people to support their mental health can signpost to Kooth. No referral is necessary. It is not intended to replace any of these services but rather complement their provision.

TIC+ Chat 1:1 Drop-in: an anonymous helpline for children and young people (launching 22nd June 2020)

Detailed description of service

- An anonymous, online, text chat and telephone 1-1 'drop-in' service for child and young people, aged 9-21 living in Gloucestershire.

- Operating between the hours of 5pm-9pm Sunday-Thursday, the service can offer quick, short term, solution focussed support to an individual who would benefit from speaking to someone about how they are feeling. Sessions are capped at 50 minutes.
- Aimed at CYP experiencing low level, mild or temporary emotional distress and or mental health problems due to the covid-19 outbreak.
- TIC+ mental health support workers operate a proactive, solution focussed, strengths based approach to include listening, psychoeducation, advice, coping strategies and signposting.

Alignment with other services

- The new helpline support provided by TIC+ is designed to be quick, short term, prevention/solution focussed, focussing on low level issues. Users can access instant, anonymous, easily accessible mental health support (within the operating hours). This service is operated by mental health support workers and it is not designed to provide longer term/formal counselling for more complex issues where a therapeutic relationship is developed.
- The new helpline will work alongside TIC+'s existing counselling services for children and young people which are currently being provided by phone, online text chat and/or video chat. Young people who contact the anonymous helpline who are identified as needing additional support will be encouraged to self-identify for scheduled face-to-face (when available) and online scheduled counselling services.
- The new helpline is intended to provide a universal offer that is open to any CYP living in Gloucestershire.
- It is suitable for CYP who are waiting referral/treatment from CAMHS/CYPS (or other YP MH provision), or as a step down support for individuals exiting these services.
- TIC+ has a formal partnership with CAMHS/CYPS which ensures young people who need it are identified at an early stage and will be appropriately referred for specialist mental health support where required.

Tier 2 Support

Young Gloucestershire Link Chat Service (accessible now)

Detailed description of service

- Young Gloucestershire is offering to support vulnerable young people aged 16-25 with their mental health during this time.
- Trained mental health youth workers will be available daily who can support young people using a range of methods such as Zoom, phone calls, mindfulness sessions, counselling support online fitness sessions, group gaps etc.
- Each young person will be allocated a mental health youth worker who will have regular communication with a young person tailored to the need of the young person during their period of engagement with the service.

Alignment with other services

- This service is described as tier 2 as it is targeted to vulnerable young people/ young people experiencing challenges in their life.
- It is open access and young people can self-refer.
- Young Gloucestershire is able to support up to 50 disadvantaged young people as part of this offer until end of June 2020. This may be extended in due course, please contact the service for more information.