Leicester City Clinical Commissioning Group
West Leicestershire Clinical Commissioning Group
East Leicestershire and Rutland Clinical Commissioning Group

NHS

ITS GOOD TO TALK TO HELP YOUR EMOTIONAL, MENTAL HEALTH AND WELLBEING

Mental Health Support in Leicester City, Leicestershire, and Rutland

SERVICES GUIDE FOR CHILDREN, YOUNG PEOPLE AND FAMILIES

Don’t wait to get help!

Reach Out You're Not Alone

CONTENTS PAGE

Contents	Page
Getting to the Right Place	3
Top Tips for Children and Young People	4
Get Involved in Your Local Youth Groups	5
Self Help Online and by Telephone	6 to 9
Support During Covid	10
Support From Your Local Council	11 to 13
Accessing Local Services	14 to 16
Specialist Services	17 to 18
Useful Local Service Information	19
Top Tips for Parents/Carers	20
National Services	21

GETTING YOU TO THE RIGHT PLACE

Follow Top Tips to keep your emotional mental health and wellbeing in shape

Follow the top tips in this directory to stay well

Find help online & in your local area

If you are not feeling yourself, worried or anxious use this directory to find help online and local services in your area

Getting to the Help you need

If you are not sure where to go for higher level support make an urgent appointment with your GP or call 111 and ask for a referral

Urgent Mental Health Support

If you are struggling with everyday life, you can't cope and your mental health has developed into a crisis

Call the Central Access Point 24/7 Free 0808 800 3302

Urgent Help

If you are not safe, seriously hurting yourself (self harming) and your life is at risk

Call 999 or go to A&E

TOP TIPS FOR CHILDREN AND YOUNG PEOPLE TO KEEP WELL

In difficult times like these, looking after our mental health is just as important as taking care of our physical health. It's normal for everyone to feel anxious at the moment, and children and young people of all ages are just as affected as adults by the worry and stress coronavirus and other changes in your life can cause.

ASK FOR SUPPORT It can be a relief to talk. Take things at a pace that you feel comfortable with **(Check out the support in this directory)**

KEEP IN TOUCH with your friends and networks

PHYSICAL EXERCISE moving about and staying active can occupy your mind **https://www.nhs.uk/live-well/exercise/physical-activity-guidelines-children-and-young-people/**

EAT HEALTHY even if you don't feel much like eating, try to have regular meals **https://www.nhs.uk/live-well/eat-well/healthy-eating-for-teens/**

GET INTO A ROUTINE WITH YOUR SLEEP be creative with your bedroom and create a sleep friendly space **https://www.nhs.uk/live-well/sleep-and-tiredness/how-to-get-to-sleep/**

TAKE TIME FOR YOURSELF try some relaxing activities and hobbies, writing, or listening to music. Have a go at something you have never tried before.

Remember if you are not feeling yourself or struggling to cope

Reach Out

Find some help in this directory

GET INVOLVED IN A LOCAL GROUP AND HAVE YOUR SAY!

Youth Groups In Leicester City

Leicester City Young People's Council (YPC) are an elected body of young people elected by their peers to represent young people across the city. There are a number of youth groups to support young people to meet with decision makers of the local authority. These groups are important to help adults and decision makers understand the experiences of children and young people the local authority work with them and how to make the services better.

Tel: 07710 148 497
Email: bez.martin@leicester.gov.uk

The LPT YAB are a group of Young People (YP) aged between 13-21 years old who meet to participate in sharing their views, voice and experiences of health and wellbeing services across Leicester, Leicestershire and Rutland (LLR). The group currently meet virtually weekly. Young people can self refer to join the YAB, or be supported to via services and staff that may be working with a YP if this is identified as a positive activity and area of interest.

For information on the YAB contact the FYPC LD Governance team.

Email: FYPCLDGovernance@leicspart.nhs.uk

CYCLe is the County Youth Council for Leicestershire, its members are young people aged 11-18 represent other young people from across the 7 Borough and Districts of the County by providing a route for them to have their say on issues that affect them in their community. CYCLe aims to represent all young people from Leicestershire, it is non-discriminatory and non – party political any young people are welcome to attend and join in the meetings.

CYCLe meets regularly to tackle issues that affect young people from across the County and to try and make effective changes. It gets involved in diverse and creative projects and welcomes your views to make a difference to the way they plan and make decisions.

Website: https://www.leicestershirecommunities.org.uk/yp/

SELF HELP ONLINE AND BY TELEPHONE

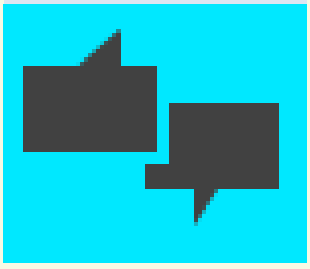
KOOTH ONLINE 11-18 YRS

Free online counselling support for young people!

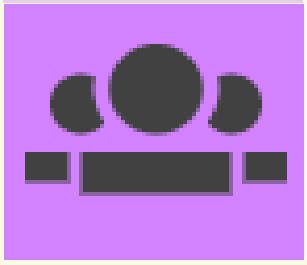
Register free at www.kooth.com

Your online wellbeing community for free, safe and anonymous support and counselling.

Discussion boards where you can start or join a conversation with the Kooth community



Free counselling and live chat with a member of the team



Kooth Magazine, featuring articles, tips and personal experiences from young people and the team

A daily journal and other self-help tools that you can use to track your emotions

SELF HELP ONLINE AND BY TELEPHONE

HEALTH FOR TEENS

I'm struggling to cope and feeling down, what can I do?

HEALTHY TOGETHER 0—19 SERVICE (SCHOOL NURSES)

Healthy Together is a confidential secure text messaging service called Chathealth.

If you need to find help and support with your emotional, mental health and wellbeing, or anything else you are worried about—text the team, they can help.

If you live in Leicester City text: 07520615386

If you live in Leicestershire or Rutland text: 07520615387

Check out the Health For Teens Web Site: www.healthforteens.co.uk

SELF HELP ONLINE AND BY TELEPHONE

Students attending; University of Leicester, Loughborough University and De-Montfort University can register with the University email address for free: Togetherall.com

SELF HELP ONLINE AND BY TELEPHONE

HEALTH FOR KIDS

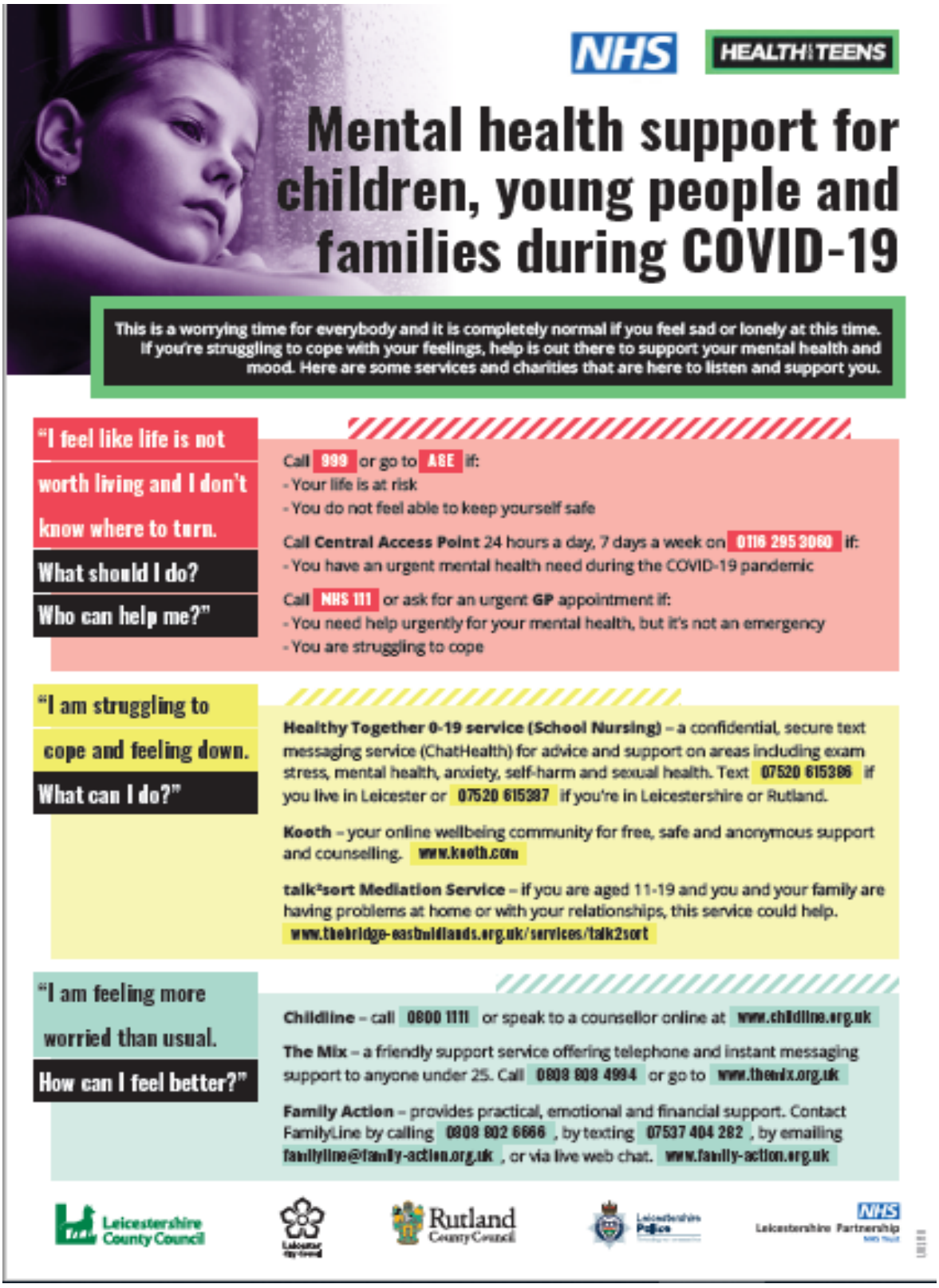
Health for kids website offers children of primary school age a fun website co de-signed with local children, offering trusted health advice from trusted professionals in a fun and interactive way.

There are short articles in clear language, quizzes games and animations.

www.healthforkids.co.uk

Health for kids also offers a 'grown ups' sub site that offers parents of children of this age group trusted health advice about a range of issues relating to their child.

GETTING HELP AND SUPPORT DURING COVID



HELP FROM LEICESTERSHIRE COUNTY COUNCIL EARLY HELP

EARLY HELP LEICESTERSHIRE

Did you know you can ask for help from your County Council?

The Children and Family Wellbeing Service (CFWS) offers a range of help and support to help you and your family.

Telephone for more information: 0116 3058727

CFWS provide a range of services which include:

- Youth Work
- Groups and workshops for young people on a range of different subjects
- Support for Young Carers – including group support
- SEND group support for young people with mild-moderate needs
- Wellbeing Practitioners who can provide 6-8 sessions of CBT based support for lower level mental health difficulties
- Support for young parents
- Workshops, discussion groups and group work programmes for parents
- Whole family support

Requests for help can be made by a young person themselves, their family, friends or by professionals supporting them. **Use the Request for Services online form to request some help.**

Web Site: https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/children-and-family-wellbeing-service-cfws

HELP FROM LEICESTER CITY COUNCIL EARLY HELP

Use one number to call Leicester City Council Children's Social Care and Early Help

Leicester City Council

Getting the right advice, action and support for children and their families is crucial. That's why we have created one number to access Children's Social Care and Early Help.

Our Early Help services and Children's Social Care Services are here to provide advice and guidance on the appropriate action to take depending on the nature of your concern.

Simply call 0116 454 1004 and select from the options given

0116 454 1004

Leicester City Council

Leicester City Council Website:
https://www.leicester.gov.uk/health-and-social-care/support-for-children-and-young-people/

HELP FROM RUTLAND COUNTY COUNCIL EARLY HELP

Rutland County Council

Early Help Rutland

It's important that you take care of your mind as well as your body and to get further support if you need it

We are all experiencing highs and lows and it's perfectly normal to miss loved ones, get frustrated, feel anxious or stressed. If you need to find help in Rutland visit the council website or use this directory to find the support you need.

Request support for you and your family by contacting a wellbeing practitioner at the Rutland Early Help Service by email or phone;

Email: EarlyHelp@rutland.gov.uk

Tel: 01572 758493
Please ask for the Early Help team

RESILIENT RUTLAND

Supporting Children and Young People's

The young people of Rutland have said that they want the stigma surrounding mental health to be removed, they want to learn to be resilient and receive early help to prevent small problems becoming big ones.

Resilient Rutland work in partnership with Rutland Schools to support wellbeing and resilience

If you would like further information about the project.

Email: info@resilientrutland.co.uk

Website; Resilient Rutland

ACCESS LOCAL SERVICES THAT CAN HELP

ADHAR

Adhar provides a range of low level preventative, community-based support opportunities for people with mental health needs and their carers, primarily but not exclusively targeted at the Asian and Black African/ Caribbean Communities living in the city of Leicester.

Tel: 0116 220 0070 for more information Website: Adhar

ADHD SOLUTIONS

The service provides information, help and support for children, young people, and adults with ADHD (Attention Deficit Hyperactivity Disorder) their families and professionals who supports them or works with them.

Tel: 0116 261 0711—Email: Info@adhdsolutions.org

CAREFREE BARNARDO'S SUPPORTING YOUNG CARERS

Provides a range of services for young carers under 18 (city) 19 (county) who provide regular and ongoing care and/or emotional support to a family member who are physically or mentally unwell, disabled and/or misuses substances.

Tel: 0116 2867182

Email: carefree@barnardos.org.uk

CENTRE FOR FUN & FAMILIES LTD (CFF)

CFF helps young people and their parents/carers who are experiencing communication, relationship, behaviour and mental health difficulties.

Tel: 0116 2234254 Email: centre@cffcharity.org.uk

Website: www.cffcharity.org.uk/programmes

FAMILY ACTION POST SEXUAL ABUSE COUNSELLING

Family Action provides therapeutic support to children who have experienced sexual abuse and are struggling in some way. The PSA service offers support to children aged 5 – 18. The Pre-trial Support Service offers support to children up to the age of 13 where there are police investigations and/or court proceedings.

Email: leicester@family-action.org.uk , Tel: 0116 216 8334

website: www.family-action.org.uk/what-we-do/children-families/psa.

ACCESS LOCAL SERVICES THAT CAN HELP

LOOKED AFTER CHILDREN

The Looked After Children's Health Team (LAC Team) promotes the health and well-being of children and young people who are looked after, including unaccompanied asylum seeking children. Carers and young people can contact the LAC Health Team for general advice on:

Tel: 0116 2951370

THE LGBT CENTRE

The Centre exists to provide a safe social and support space, deliver high quality professional services that are responsive to the needs of the local community and challenge the inequality created by society.

Tel: 0116 254 7412 between 10am-7pm, Monday, Wednesday and Thursday

Email: info@leicesterlgbtcentre.org

Website: leicesterlgbtcentre.org

MENTAL HEALTH SUPPORT FOR MUMS

The confidential service offers expert advice and information to support mothers who struggle with mental health issues during pregnancy and baby's first year. It is provided via a dedicated **Text line – Tel: 07507 330 026**

NEW DAWN NEW DAY

Deliver a range of services to vulnerable and socially excluded women and girls designed to meet their multiple and complex needs. providing a safe environment and high quality, gender-responsive, trauma-informed support

Tel: 0333 3444304 Email: admin@ndnd.org.uk
Website: http://www.ndnd.org.uk

THE BRIDGE—TALK²SORT MEDIATION SERVICE

If you are aged 11-19 and you and your family are having problems at home or with your relationships, this service could help.

Website: **https://www.thebridge-eastmidlands.org.uk/**

ACCESS LOCAL SERVICES THAT CAN HELP

SPECIAL EDUCATION NEEDS & DISABILITIES (SEND)

The Local Offer in Leicester, Leicestershire and Rutland gives children and young people with special educational needs or disabilities (SEND) and their families information about help and services in Leicestershire.

Leicestershire County Council

Website: [Local Offer Leicestershire]

Leicester's SEND Local Offer

Website: [Local Offer Leicester City]

TRADE SEXUAL HEALTH

Free, confidential health advice, information, services & support for the lesbian, gay, bisexual and trans communities of Leicester, Leicestershire & Rutland. Provides, drop in, testing, counselling.
Web Site: [www.tradesexualhealth.com/]

TRADE

TURNING POINT

TURNING POINT inspired by possibility

The service provides an easy to access, innovative and engaging substance misuse support service for Young People and Young Adults. A friendly, experienced and dedicated team operates across communities and can help young people and young adults with a range substance misuse issues.

Tel: [0330 303 600] **Email:** [ypandyaservice@turning-point.co.uk]

YOUNG CARERS SUPPORT IN RUTLAND

Rutland County Council

Young carers look after a family member such as a parent, brother, sister or other relative or they might care for a family friend.

Website: [Rutland Young Carers]

Email: [youngcarers@rutland.gov.uk]

Tel: [01572 758493]

SPECIALIST SERVICES THAT CAN HELP

SELF HARM

It can be difficult to know how to talk to your friends, family or a health professional about self-harm. But many people feel more supported and less alone after talking to someone. Self-harm is most often described as a way to express or cope with emotional distress and may be linked to bad experiences that are happening now, or in the past.

Some of the reasons that people may self-harm include:

- coping with emotional distress
- trying to feel in control
- a way of punishing themselves
- relieving unbearable tension
- a cry for help
- a response to intrusive thoughts

There is a clear link between suicide or suicidal thoughts and people who have previously self-harmed.

However, not everyone who self-harms wants to end their life. Some people describe their self-harm as a way of staying alive by responding to or coping with severe emotional distress.

It's important to find the right support to help deal with the underlying cause in a less harmful way. Contact **HARMLESS**

Contact: https://harmless.org.uk/people-that-self-harm/

HARMLESS

If you are not safe, seriously hurting yourself (self harming) and your life is at risk

Call 999 or go to A&E

SPECIALIST SERVICES THAT CAN HELP

BEREAVEMENT SUPPORT FOR CHILDREN AND YOUNG PEOPLE

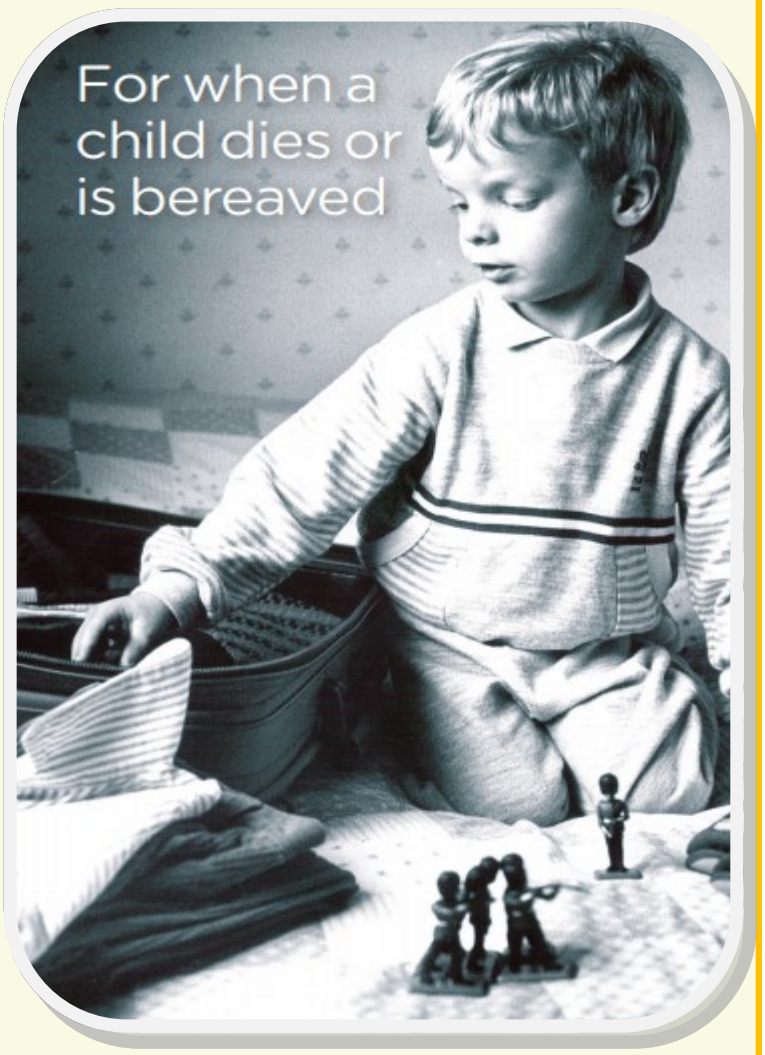
the Laura centre

Nothing can take away the pain when someone close to you dies.

Sometimes it may be someone else's idea for you to meet with a counsellor and you may not know until you have met with them whether you want to meet with them again.

When you meet with a counsellor you can go on your own for the first time or have a parent/carer or someone special to go with you.

Some people find it hard to talk and find it helpful to do other things like play games, draw, make stuff, use puppets or make things with Lego or just be quiet. You decide how much you feel like talking and what about.



Website: https://thelauracentre.org.uk/

Sometimes there will be groups for children and young people to meet each other and to share what it feels like when someone close to them has died.

Sometimes it helps to be part of a group and helps you to understand that your situation is not unique and you are not alone.

Remember you are not alone all you have to do is reach out!

INFORMATION FOR CHILDREN, YOUNG PEOPLE AND PARENTS/CARERS

LEICESTER, LEICESTERSHIRE & RUTLAND CCG SAFEGUARDING TEAM

If you're worried or are a victim of neglect, abuse or cruelty, children, young people and parents/carers, can contact the Designated Nurse at:
Tel: **0116 295 1433** Mobile: **07796998080**

LOCAL AUTHORITY EARLY HELP SERVICES (LLR)

The aim is to help families access the right services. This can include telephone advice, signposting, group programmes, youth work, workshops, short term and more intensive family support, emotional wellbeing support for children. **Leicester City—Tel: 0116 454 1004,**

Rutland—Tel: 01572 772 577 Ext. 8493 , Leicestershire — Tel: 0116 3050005

EDUCATIONAL PSYCHOLOGY SERVICE AT LEICESTERSHIRE COUNTY COUNCIL

The coronavirus (Covid-19) crisis has caused major disruptions to family life, through the introduction of social distancing, school closures and lockdown.

If you are a parent/carer, in Leicestershire, you can speak to an Educational Psychologist via the Leicestershire Educational Psychology Service Helpline: **Monday - Friday 9am to 11.30am,** incl. school holidays **Tel: 0116 305 5100**

SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND SUPPORT SERVICE (SENDIASS)

Providing free, impartial and confidential advice and support to parents and carers of young people aged 0-25 with special education needs or disabilities as well as young people themselves. Leicestershire Website: **SENDIASS** Rutland **Website: SENDIASS Rutland**

Leicester City Website: SENDIASS

LOOKED AFTER CHILDREN

The Looked After Children's Health Team (LAC Team) promotes the health and well-being of children and young people who are looked after, including unaccompanied asylum seeking children. Carers and young people can contact the LAC Health Team for general advice on:

Tel: 0116 2951370

SEND LOCAL OFFER

The 'Local Offer' is the phrase used to describe what is on offer for children and young people and their families with special educational needs and disabilities. The Local Offer brings together in one place information about health, education and social care.

You can find out more about the support available, information and guidance on the local authority websites: **Leicester City Council SEND Local Offer** **Leicestershire County Council SEND Local Offer** **Rutland County Council SEND Local Offer**

TOP TIPS FOR PARENTS/CARERS

LOOKING AFTER A CHILD/YOUNG PERSON'S MENTAL HEALTH

EVERY MIND MATTERS

https://www.nhs.uk/oneyou/every-mind-matters/childrens-mental-health/

There are times when we all feel the strain. As parents and carers, there are ways we can support children and young people to give them the best chance to stay mentally healthy.

Be there to listen

Regularly ask how they're doing so they get used to talking about their feelings and know there's always someone to listen if they want it. Find out how to create a space where they will open up.

How to start a conversation with your child

Support them through difficulties

Pay attention to their emotions and behaviour, and try to help them work through difficulties. It's not always easy when faced with challenging behaviour, but try to help them understand what they're feeling and why.

Help with difficult behaviour and emotions

Stay involved in their life

Show interest in their life and the things important to them. It not only helps them value who they are but also makes it easier for you to spot problems and support them.

Encourage their interests

Being active or creative, learning new things and being a part of a team help connect us with others and are important ways we can all help our mental health. Support and encourage them to explore their interests, whatever they are.

Take what they say seriously

Listening to and valuing what they say, without judging their feelings, in turn makes them feel valued. Consider how to help them process and work through their emotions in a more constructive way.

The Anna Freud Centre support guide

Build positive routines

We know it still may not be easy, but try to reintroduce structure around regular routines, healthy eating and exercise. A good night's sleep is also really important – try to get them back into routines that fit with school or college.

Sleep tips for children

NATIONAL SERVICES CAN HELP TOO

Anna Freud – The Anna Freud National Centre for Children and Families works to change the experience of children, young people and families with their mental health. **Website:** www.annafreud.org

Anxiety UK—Support for parents or secondary age young people who are experiencing high levels of stress or worry. **Tel:** 03444 775 774—**Text:** 07537 416 905 **Email** support@anxietyuk.org.uk Live chat via the icon on the website. https://www.anxietyuk.org.uk/get-help/support-for-children-young-people/

Beat – the UK's eating disorders charity. Call the Helpline on **Tel:** 0808 801 0677 ,Youth line on **Tel:** 0808 801 0711 or Student line on **Tel:** 0808 801 0811 , or try web chat at

Website: www.beateatingdisorders.org.uk

Childline – call **0800 1111** or speak to a counsellor online at www.childline.org.uk

Cruse Bereavement Charity—providing confidential and free support via a network of trained volunteers. Tel: 0116 288 4119 Monday to Friday 9.30am to 5pm Tuesday, Wednesday and Thursday 9.30am to 8pm. Weekends 10am to 2pm Online chat service 9am to 9pm Monday to Friday.
https://www.cruse.org.uk/get-help/crusechat

PAPYRUS Charity—for the prevention of young suicide. if you, or one of your friends, needs confidential suicide prevention advice **Contact:** HOPELINEUK on 0800 068 4141

Shout – text "SHOUT" to 85258 if you're unable to cope and need support from a crisis volunteer.

Start a Conversation—A non-judging environment where care and support are available to those in distress or those bereaved or affected by suicide.
https://www.startaconversation.co.uk/coronavirus-and-mental-wellbeing

The Mix – a friendly support service offering telephone and instant messaging support to anyone under 25. Call 0808 808 4994 or go to www.themix.org.uk

UAVA—Support for anyone who has been affected by domestic abuse and or sexual violence.
Tel: 0808 80 200 28 **Email:** info@uava.org.uk Text support: 07715 994 962

Young Minds – for children's and young people's mental health, including support if you're struggling. youngminds.org.uk

Author: Tricia Reynolds, Senior Officer—All Age MH & LD

Version: 1 February 2021

Reviewed: Annually