



# Mental health support for children, young people and families during COVID-19

The lockdown and the uncertainty of when life will return to normal can be difficult to think about and deal with. If you are concerned about your mental or emotional health and wellbeing, here is a list of advice and support services available to you if you live in Leicester, Leicestershire or Rutland.

## URGENT HELP - (EMERGENCY)

Call **999** or go to **A&E** if:

- Your life is at risk
- You do not feel able to keep yourself safe

## URGENT HELP - (NON- EMERGENCY)

Call **Central Access Point** 24 hours a day, 7 days a week on **0116 295 3060** if:

- You have an urgent mental health need during the COVID-19 pandemic

Call **NHS 111** or ask for an urgent **GP** appointment if:

- You need help urgently for your mental health, but it's not an emergency
- You are struggling to cope

# LOCAL SERVICES AND HELPLINES

**Healthy Together 0-19 service (School Nursing)** – a confidential, secure text messaging service (ChatHealth) where you can get professional health advice and support on areas including exam stress, mental health, anxiety, self-harm and sexual health.

Text **07520 615386** if you live in Leicester or **07520 615387** if you're in Leicestershire or Rutland. Parents and carers can text **07520 615381** (Leicester) or **07520 615382** (Leicestershire & Rutland) for confidential support.

[www.healthforteens.co.uk/leicestershire](http://www.healthforteens.co.uk/leicestershire)

**Kooth** – your online wellbeing community for free, safe and anonymous support and counselling.

[www.kooth.com](http://www.kooth.com)

**Children and Family Wellbeing Service at Leicestershire County Council** – a service offering telephone or video sessions with wellbeing practitioners for children and young people (age 8+) with mental health difficulties.

[www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding/report-abuse-or-neglect-of-a-child](http://www.leicestershire.gov.uk/education-and-children/child-protection-and-safeguarding/report-abuse-or-neglect-of-a-child)

**Early Intervention Service** – an emotional support service for those aged 5-18 living in Leicester, Leicestershire and Rutland with low to moderate mental health needs.

[www.relateleicestershire.org.uk/children-young-people-counselling.htm](http://www.relateleicestershire.org.uk/children-young-people-counselling.htm)

**ADHD Solutions** – they provide information, help and support if you have ADHD, as well as support for your family and anyone who works with you. Call **0116 261 0711** or email [info@adhd solutions.org](mailto:info@adhd solutions.org)

<https://adhd solutions.org/>

**Educational Psychology Service at Leicestershire County Council** – if you're a parent/carer and you'd like to speak to an Educational Psychologist, call the helpline on **0116 305 5100** (9am – 11:30am, weekdays)

[www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/education-and-childcare/educational-psychology-service](http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability/education-and-childcare/educational-psychology-service)

**talk<sup>2</sup>sort 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.

[www.thebridge-eastmidlands.org.uk/services/talk2sort](http://www.thebridge-eastmidlands.org.uk/services/talk2sort)

# NATIONAL SERVICES, HELPLINES AND CHARITIES

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

**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.

**www.annafreud.org**

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

**Samaritans** – the national helpline open 24 hours a day, 365 days a year for anyone who needs support or someone to listen. Call **116 123** free, or email **jo@samaritans.org**.

**www.samaritans.org/**

**Shout** – text “**SHOUT**” to **85258** if you’re unable to cope and need support from a crisis volunteer. **www.giveusashout.org/**

**Switch Board** – an LGBT+ listening service via phone, email and instant messaging.

Call **0300 330 0630** or go to **switchboard.lgbt**

**stem4** – a charity supporting positive mental health in teenagers – their website includes free apps and other resources. **stem4.org.uk**

**PAPYRUS** – the UK charity for the prevention of young suicide.

Contact **HOPELINEUK** on **0800 068 4141** if you, or one of your friends, needs confidential suicide prevention advice.

**papyrus-uk.org**

**NSPCC** – if you’re worried about a friend or a younger member of your family, call **0808 800 5000** or email **help@nspcc.org.uk** **www.nspcc.org.uk**

**Beat** – the UK’s eating disorders charity. Call the Helpline on **0808 801 0677**, Youthline on 0808 801 0711 or Studentline on **0808 801 0811**, or try web chat at **www.beateatingdisorders.org.uk**

**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**

**Family Action** – provides practical, emotional and financial support. Contact FamilyLine by calling **0808 802 6666** (Mon-Fri, 9am-9pm), by texting **07537 404 282**, by emailing **familyline@family-action.org.uk**, or via live web chat. **www.family-action.org.uk**

# ONLINE INFORMATION AND ADVICE

**COVID-19: Guidance on supporting children and young people's mental health and wellbeing** –

Public Health England

**Children's Guide to Coronavirus** – The Children's Commissioner for England

**COVID-19 – Protecting Children & Young People's Mental Health** – CYP Mental Health Coalition

**Helping Children Cope with Stress during 2019 n-Cov Outbreak** – WHO

**Talking to your child about coronavirus** – Young Minds

**How to talk to your children about Covid-19** – Anxiety UK

**Understanding Coronavirus** – Under 25s – The Mix

**Coping during the pandemic (Children 7-12)** – Online Course – The Recovery College Online

**Five Ways to Wellbeing** – Start a Conversation

**Health for Teens** – a website full of information and activities on mental, physical and sexual health, growing up, feelings and more.

**Health for Kids** – a website with fun activities, help and advice for children.

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