

## Mental Health & Emotional Wellbeing Services and Resources for Professionals and Families

For urgent mental health help or if you need to urgently speak to someone

Call our **Single Point of Access (SPA)** Tel: **0300 777 0707** from 8am - 7pm.

Email: **hpft.spa@nhs.net**

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We are including a link for a video which has been created by the World Health Organisation (WHO). This video talks about COVID-19 and mental health. In particular from timestamp 10.56 minutes the video provides advice for parents as to how to support conversations with their child about the virus: <https://youtu.be/zDx1LKkk5c4>

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### Available anytime (24/7)

- **ChildLine – call 0800 1111**

Talk to a counsellor for free anytime by calling 0800 1111.

You can also log in for 1-2-1 chat or email

([www.childline.org.uk/get-support](http://www.childline.org.uk/get-support))

**UPDATE 22/4/20:** For now, you can only speak to a ChildLine counsellor online or on the phone from 9am – midnight.



- **YoungMinds Crisis Messenger – Text “YM” to 85258**

A free crisis messenger service support across the UK. If you are experiencing a mental health crisis and need support, you can text YM to 85258.

**UPDATE 22/4/20:** Remains 24/7

**YOUNGMINDS**

- **Samaritans – call 116 123**

Talk to a trained volunteer anytime for free non-judgemental support.

**UPDATE 22/4/20:** Unfortunately, due to the coronavirus outbreak, we are unable to offer our face to face service. Remains 24/7

**SAMARITANS**

- **NHS Direct – call 111**

NHS Direct can help if you have an urgent medical problem and you're not sure what to do.

**UPDATE 22/4/20:** Go to [111.nhs.uk](https://111.nhs.uk) (for people aged 5 and over only) or call 111  
Available 24/7.



- **Accident & Emergency (A&E) at your local hospital.**

If you feel you cannot keep yourself safe, it is best to attend your local A&E so they can help to keep you safe.



## Further websites and helplines

- **Just Talk** Herts website gives advice on looking after your mental health during coronavirus.

<https://www.justtalkherts.org/news/looking-after-your-mental-health-during-coronavirus.aspx>



- **Families First** Portal supporting all Hertfordshire families

<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx>



- **Hertfordshire county council** directory of services for families living in Hertfordshire:

<https://directory.hertfordshire.gov.uk/Categories/29>



- **The Anna Freud National Centre for Children and Families** is a children's mental health charity.

<http://www.annafreud.org/coronavirus>

The above link provides information and advice for children and young people, parents/carers and schools and colleges.



- **Kooth** - A free, safe and anonymous online counselling service for young people aged 10-16. ([www.kooth.com](http://www.kooth.com)). It provides support from qualified counsellors via mobile, tablet and desktop computer. Young people can access support directly without needing a referral.



**UPDATE 22/4/20:** Mon – Fri 12pm – 10pm OR Sat – Sun 6pm – 10pm



- **Family Lives** - An online parenting advice and support website [www.familylives.org.uk](http://www.familylives.org.uk) - They offer a confidential and free helpline service for families in England and Wales (previously known as Parentline). Please call **0808 800 2222** for emotional support, information, advice and guidance on any aspect of parenting and family life. Helpline service is open 9am – 9pm Monday to Friday, and 10am – 3pm Saturday and Sunday. Email contact: [askus@familylives.org.uk](mailto:askus@familylives.org.uk)



**UPDATE 22/4/20:** Remains the same

- **Young Minds** - Offers advice to parents and carers worried about a child or young person under 25. [www.youngminds.org.uk](http://www.youngminds.org.uk)



You may have questions about a child's behaviour, emotional wellbeing, or mental health condition. You may have a child who's already been admitted to NHS Child Adolescent Mental Health Services (CAMHS) and have questions about their treatment or want to know what to say to your GP when you visit them. Parent Helpline: **0808 802 5544**, Monday to Friday 9.30am – 4pm.

- **SANE** provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers. [www.sane.org.uk](http://www.sane.org.uk)



Out of hours Sane helpline Tel: **0300 304 7000** from 4.30pm – 10.30pm every day.

**UPDATE 22/4/20:** Although our previous SANEline number cannot operate at the moment, you can leave a message on 07984 967 708 giving your first name and a contact number, and one of our professionals or senior volunteers will call you back as soon as practicable. You can also contact us, as before, through our





**Hertfordshire Community**  
NHS Trust

Support Forum, Textcare and other services. You can  
also email us at [support@sane.org.uk](mailto:support@sane.org.uk)



**Hertfordshire**  
**Partnership University**  
NHS Foundation Trust



**Our values**  
Welcoming Kind Positive Respectful Professional

- **Papyrus** - A charity dedicated to the prevention of young suicide with a specialist telephone service called **HOPELINEUK**, call **0800 068 41 41** or text **0778 6209697**. [www.papyrus-uk.org](http://www.papyrus-uk.org)



**HOPELINEUK** offers support, practical advice and information to young people up to the age of 35 who are worried about how they are feeling or anyone who is concerned about a young person. Available Monday to Friday, 9am – 10pm; Sat/Sun & bank holidays 2pm – 10pm.



**UPDATE 22/4/20:** Remains the same

- **GET.gg** – Useful website with CBT help to mental health problems. [www.getselfhelp.co.uk](http://www.getselfhelp.co.uk) includes self-help downloadable worksheets (e.g. STOPP techniques, thought diary etc.) videos, audios, therapy resources and information sheets on a range of A to Z mental health topics (e.g. ADHD, anger, coronavirus, mindfulness, OCD, sleep hygiene, tolerating uncertainty, plus many other topics).



- **MindEd** - is a free educational resource on children and young people's mental health for all adults working with, or caring for, infants, children or teenagers. Aims to give adults the knowledge, understanding and confidence to act on concerns about mental health. <https://www.minded.org.uk/>.



- **Herts MIND Network** - Children & young person's team at Herts Mind Network under the Spot the Signs and Emotional Wellbeing project:



**Spot the Signs & Emotional Wellbeing Webinars**

The Spot the Signs & Emotional Wellbeing Project continues to run free of charge webinars on a range of wellbeing content for young people, parents/carers and youth professionals.

To book yourself on, visit Eventbrite (<https://bit.ly/2QZqK4f>) or contact [lara.mchale@hertfordshiremind.org](mailto:lara.mchale@hertfordshiremind.org) to arrange a webinar for a group of individuals.




**UPDATE**

**22/4/20:**

<https://www.hertsmindnetwork.org/Pages/Category/young-people> Children and Young People (CYP) provision is available remotely through webinars, video call, telephone, chat forums etc. If you have any queries, please do not hesitate to call us on 02037 273600. Teams are working remotely and are providing support through phone, Skype and online provision, click below link for current service provision <https://www.hertsmindnetwork.org/Handlers/Download.ashx?IDMF=0cbca8cf-ef86-4b57-9f4c-b0d5da97f7025> Still running both open sessions (via Eventbrite: <https://bit.ly/2QZqK4f>) and closed bookings (via Lara)

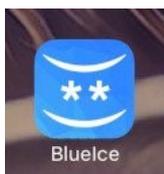
**Mental health apps**



**Beat Panic** – Overcome panic attacks and anxiety wherever you happen to be



**Big White Wall** – Get round the clock support from therapists to help you cope with stress and anxiety



**BlueIce** – Helps young people manage their emotions and reduce urges to self-harm





**Calm** – Supports meditation and sleep. Sleep stories, breathing programs, masterclasses and relaxing music (not all free).



**Calm Harm** – Helps reduce urges to self-harm and manage emotions in more positive way



**Catch It** – Learn to manage negative thoughts and look at problems differently.



**Chill Panda** – Use breathing techniques to help you relax more, worry less and feel better.



**Clear Fear** - Guided exercises using CBT principles to help manage physical, thought-based and emotional or behaviour changing elements of anxiety



**Cove** – Create music to reflect emotions like joy, sadness and anger to help express how you feel.



**Daylight** - A smartphone app that uses CBT techniques to help those dealing with anxiety and worry. *Free until December 2020.*



**DistrACT** – Quick and discreet access to information and advice about self-harm and suicidal thoughts.



**eQuoo: Emotional Fitness Game** – Adventure games designed by psychologists to help you increase your emotional fitness.



**Feeling Good: positive mind-set** – Use audio tracks to help relax your body and mind and build you confidence.



**ieso** – Connect confidentially and securely with mental health therapists using instant messaging.



**MeeTwo** – A safe and secure forum for teenagers wanting to discuss any issue affecting their lives.



**My Possible Self: The Mental health App** – Learn how to manage fear, anxiety and stress and tackle unhelpful thinking



**SilverCloud** – An eight-week course to help you manage stress, anxiety and depression at your own pace (referral from GP required).



**Sleepio** – An online sleep improvement programme, clinically proven to help you fall asleep faster.





**Sleepstation** – Connect with a team of sleep experts to help you fall asleep or stay asleep through the night.



**Stress & Anxiety Companion** – Breathing exercises, relaxing music and games to help calm your mind and change negative thoughts.



**Student Health App** – Reduce your worries, feel more confident and get the health information you need as a student.



**Thrive** – Use games to track your mood and teach yourself methods to take control of stress and anxiety.



**Headspace** - Guided and unguided meditations, mindfulness exercises, short audios on different aspects of wellbeing, sleep sounds and sleep storytelling, physical work out exercises, interviews.



**Happier You** - CBT based weekly audio courses on depression and mindfulness, plus lots of meditation, breathing and relaxation exercises.





Hertfordshire Community



NHS Trust

**Unmind** - Measure and manage your mental health

with bitesize audio courses to help with stress, sleep, coping, connection, fulfillment and nutrition. *Free until December 2020.*



Hertfordshire  
Partnership University

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Welcoming Kind Positive Respectful Professional