

## Supporting children and young people's mental health and wellbeing during coronavirus – information for professionals



### Service updates

Many services have now provided communication about their current status. Generally, most services continue to operate. Specialist mental health services have updated risk assessments and care plans for their current service users and have a plan about how to support them over the coming weeks, particularly if staff numbers decrease. Highest risk service users will be prioritised. Routine clinic appointments for some service users who have risk assessed as low risk have been postponed. Most services have moved to telephone or video based support but face to face help is still being provided where essential. Group work has been stopped. Service users have been contacted to explain the changes to their care. Most services are increasing their duty line capacity.

Service	Status summary
Specialist CAMHS	As Above – more detail available on request
Step 2	As Above - more detail available on request
PALMS	Please note new number: 01727 582122. PALMS continue to provide priority intervention to prevent CYP presenting at A&E and using emergency resources - more detail available on request
Wellbeing Service (16+)	As Above <a href="https://www.northessexiapt.nhs.uk/hertfordshire">https://www.northessexiapt.nhs.uk/hertfordshire</a>
Kooth.com	Capacity good, additional magazine content on coronavirus related issues
School Nursing	Around 50% of the school nursing service staff have been redeployed to support coronavirus operations, however, referrals for mental health and wellbeing support are still being accepted and one-to-one sessions are taking place by telephone or video calls, and the ChatHealth text messaging service for secondary school aged young people is currently continuing (07480 635050).
Educational Psychology	The Educational Psychology service is continuing to provide support and are offering a daily contact line
Safe Space (school counselling)	Safe Space continue to deliver using telephone and WhatsApp video calls. <a href="mailto:safespacemailbox@hertfordshire.gov.uk">safespacemailbox@hertfordshire.gov.uk</a>
YCT (community counselling East and North Herts)	YCT continue to deliver using telephone and video based calls <a href="http://www.yctsupport.com/">http://www.yctsupport.com/</a>
Rephael House (community counselling WelHat)	Rephael House continue to deliver using telephone and video based calls <a href="https://www.rephaelhouse.org.uk/">https://www.rephaelhouse.org.uk/</a>
Youth Talk (community counselling St Albans)	Youth Talk continue to deliver using telephone and video based calls <a href="http://youthtalk.org.uk/">http://youthtalk.org.uk/</a>
Signpost (Community Counselling SW Herts)	Signpost continue to deliver using telephone and video based calls <a href="http://signpostcounselling.co.uk/">http://signpostcounselling.co.uk/</a>
Herts Mind Network	Continue to provide moderated chat rooms for young people and have introduced age appropriate wellbeing through learning online courses <a href="https://www.hertsmindnetwork.org/Pages/Category/young-people">https://www.hertsmindnetwork.org/Pages/Category/young-people</a>
YC Hertfordshire	Although face-to-face work is currently suspended, young people can still contact a Youth Worker or Personal Adviser for one to one and project groupwork support

## **Crisis**

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Hertfordshire Partnership Foundation Trust would like to make you aware of some enhancements to their mental health crisis service. A CAMHS specialist is now available 24 hours a day, seven days a week, to provide specialist advice and support to families and professionals about children/young people experiencing a mental health crisis and/or to arrange a face to face assessment if required.

The service is available through the Single Point of Access (SPA) Tel: **0300 777 0707**  
Should you be concerned that a young person is at risk due to a mental health crisis, we would ask that your teams call us immediately, or advise the family/young person to do so in the first instance, unless they are in a medical/physical emergency, in which case, they will need to attend A&E.

## **SPA**

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Referrals can be made in the normal way via the Single Point of Access (SPA). HPFT have also enhanced the SPA service with increased psychological therapies now available directly through SPA.

The number is 0300 777 0707 and is operational 24/7. Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)  
*Please note the out of Hours Helpline number is still in operation (01438 843322) and will divert to the 24/7 SPA service.*

(Non urgent treatment will not start for the next few weeks so please help to manage expectations around this.)

## **Information for professionals**

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Healthy Young Minds in Herts has a helpful section for professionals which is regularly updated in relation to the coronavirus situation:

<https://www.healthyyoungmindsinherts.org.uk/schools/how-look-after-your-mental-health-and-emotional-wellbeing-during-covid-19-outbreak>

The Strategic Leads for mental health in schools are providing regular updates to Mental Health Leads in Schools.

The Just Talk website has become a central repository for new resources and information as they emerge: <https://www.justtalkherts.org/news/looking-after-your-mental-health-during-coronavirus.aspx> If you find a new resource that you would like to add to the site, please email [jen.beer@hertfordshire.gov.uk](mailto:jen.beer@hertfordshire.gov.uk)

A reliable source for updates relating to Coronavirus for adults is

<https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/>

## **Training for professionals**

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A number of training offers are moving online. Herts Mind Network are delivering a number of workshops online over the next few months. You can view the calendar and booking information for Eventbrite here: <https://www.hertsmindnetwork.org/spot-the-signs-and-emotional-wellbeing> There are a range of sessions for professionals, parents and carers on wellbeing related themes.

The OLLIE Foundation are also delivering workshops online. You can view the schedule here: <https://theolliefoundation.org/wp-content/uploads/2020/04/ONLINE-TRAINING-SCHEDULE-APRIL-MAY-2020-1.pdf> Check the Just Talk website and Health Young Minds in Herts website for updates on training for professionals.

*This information was correct on the 22nd April 2020  
Please provide updates to [CAMHS.Commissioning@hertfordshire.gov.uk](mailto:CAMHS.Commissioning@hertfordshire.gov.uk)*

## **Support for school professionals**

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The Integrated Services for Learning Contactline is available Mon-Fri term time providing a range of support/advice and guidance for parents and schools. The line is manned by Educational Psychologists and Advisory Teachers. The Educational Psychology Service is continuing to respond to school crisis/bereavement events and can be contacted using the numbers on the local offer.

Headteachers and senior leaders are busy supporting their staff and their families while being under significant stress themselves. We recognise that many of them may feel unable to offload on colleagues. Telephone support is available from the Herts for Learning Wellbeing team for SLT colleagues who would welcome the space and time to talk through any worries, stresses or concerns. Nothing is too small to be offloaded and conversations could make all the difference. All conversations are confidential. This is not an advice or guidance help-line. Contact [wellbeing@hertsforlearning.co.uk](mailto:wellbeing@hertsforlearning.co.uk) with your name and contact details requesting a wellbeing call with one of the team.

In recognition of the priority of Staff Wellbeing and peer support at this difficult time, the Strategic Leads for Mental Health in schools are offering a 90 minute remote group session on a twice weekly basis starting from Tuesday 21st April 2020. The aim is to provide the opportunity for up to eight school professionals starting with Mental Health Leads/Deputy Leads to access a peer Staff Wellbeing group facilitated by the Strategic Leads for Mental Health in Schools - Yael Leinman and Breda O'Neill. To book onto the group, please visit: <https://www.eventbrite.co.uk/e/staff-wellbeing-group-session-registration-102349223282> For more information, please email [SchoolMHTraining@hertfordshire.gov.uk](mailto:SchoolMHTraining@hertfordshire.gov.uk)

## **Support for front line health and social care professionals**

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MindEd has launched an information hub for all frontline professionals to manage their own mental health and wellbeing, whilst looking after others during the Covid-19 crisis. They have drawn together the best advice and tips, from a large panel of international experts. Created on behalf of Health Education England in partnership with NHS England-Improvement and supported by Skills For Care, this Hub is for everyone on the front line health and care services. <http://covid.minded.org.uk/>

A team of dedicated psychologists from Hertfordshire Partnership Foundation Trust will be providing telephone support in confidence, to help staff from health and social care organisations in Hertfordshire with emotional issues related to the current Covid19 pandemic (preliminarily until 15<sup>th</sup> May). HPFT have also sourced and reviewed a selection of online resources which they are recommending for front line professionals. <https://www.hpft.nhs.uk/information-and-resources/coronavirus/support-for-health-and-social-care-workers/>

Mind in Mid Herts are running Mindfulness mornings and afternoons in Hertfordshire every Monday to Friday at 8:30am and 4.30pm each day. These live sessions are open to all health and social care professionals in Hertfordshire including volunteers. Please enrol on these sessions via the Mind in Mid Herts website: [www.mindinmidherts.org.uk](http://www.mindinmidherts.org.uk) ; click on the Health and Social Care workers tab at the top of the home page and then the 'Register your interest for digital mindfulness' button to register your interest.

## **Signposting information for children and young people**

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The following information has been circulated to schools and can support you to signpost children and young people to key information and support:



## Looking after your mental health and wellbeing during Coronavirus Information for Children and Young People



### Information about Coronavirus:

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1. A children's guide to coronavirus from the Children's Commissioner  
<https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/03/cco-childrens-guide-to-coronavirus.pdf>
2. A free downloadable book for children illustrated by Axel Sheffler  
<https://nosycrowcoronavirus.s3-eu-west-1.amazonaws.com/Coronavirus-ABookForChildren.pdf>
3. A short book to support and reassure children under the age of seven about Coronavirus in a number of different languages <https://www.mindheart.co/descargables>

### Websites

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Just Talk is a multi-agency campaign, steered by young people and coordinated by the Public Health team at Hertfordshire County Council. The website has collected a number of helpful resources and put them on a dedicated 'looking after your mental health during coronavirus' page. These are added to frequently, so keep checking back. THIS WILL BE THE MAIN WEBSITE FOR LOCAL UPDATES.

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

Health for Kids / Teens cover subjects that promote a healthy body and mind. All of the content has been produced by school nurses, a whole range of other health and wellbeing experts, and most importantly young people.

Ages 11-19 <https://www.healthforteens.co.uk/hertfordshire/>

Primary age <https://www.healthforkids.co.uk/> (There's also a section for grown ups)

### Webinars / online workshops

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Mind – Herts Mind Network have a Young People's online group for those over 15. You can find out more here: <https://www.hertsmindnetwork.org/young-peoples-online-group>  
They are also delivering a number of workshops online over the next few months. There are some for families which young people and / or their families can watch online. You can view the calendar and booking information for Eventbrite here:

<https://www.hertsmindnetwork.org/spot-the-signs-and-emotional-wellbeing> There are sessions on 'The Five Ways to Wellbeing' and 'An Introduction to Mental Health'.  
Alternatively, 15-18 year olds can enrol on a 4 week 'Wellbeing through Learning' course covering various topics, e.g. Anxiety, Building Confidence. More information can be found here <https://www.hertsmindnetwork.org/wellbeing-through-learning-children-and-young-people>

The OLLIE Foundation are also delivering workshops online. You can view the schedule here: <https://theolliefoundation.org/wp-content/uploads/2020/04/ONLINE-TRAINING-SCHEDULE-APRIL-MAY-2020-1.pdf> Some of the courses are suitable for teenagers such as 'Keeping safe and carrying on for Teens' and 'Goalsetting for Teens'.

### Information, advice and guidance

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Chat Health is the school nurse text messaging service for all secondary school aged pupils in Hertfordshire. It is a confidential service and available Monday to Friday from 9am to 5pm. Young people can message for advice on all kinds of health issues such as sexual

health, emotional health and wellbeing, bullying, healthy eating and any general health concerns. The text number is: 07480 635050

Kooth is an online counselling service for anyone aged 10-25 in Hertfordshire. You can access a chat / messenger service, discussion boards, goal setting tools and a journal and a magazine containing a number of articles and some specifically about coronavirus and the impact on children and young people. The website is moderated by trained professionals. You need to register but it is anonymous. <https://www.kooth.com/>

YC Hertfordshire Services for Young People provides youth work, information, advice, guidance, work related learning and support for young people. Although face-to-face work is currently suspended, you can still contact a Youth Worker or Personal Adviser for one to one and project groupwork support by calling 0300 123 7538, emailing [yc@hertfordshire.gov.uk](mailto:yc@hertfordshire.gov.uk) or visit <https://www.ychertfordshire.org/>

School – some schools are still open for the children of key workers and other students that need to be in school. Some staff are working from home but may still be reachable. You may still be able to get in touch with your pastoral team at school for advice and guidance.

### **Apps / National websites**

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There are a number of apps to support mental health and Wellbeing. You are responsible for ensuring apps are appropriate for your age and needs.

You may consider the ThinkNinja app: As a direct response to the COVID-19 situation, Healios have updated ThinkNinja with specific COVID-19 content. This will bring self-help knowledge and skills to children and young people (10-18 years old) who may be experiencing increased anxiety and stress during the current situation. <https://www.healios.org.uk/services/thinkninja1>

Young Minds is the UK's leading charity fighting for children and young people's mental health. On this web page you will find lots of information about how to look after your mental health at this time <https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/>

### **Already working with a service?**

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If you are currently receiving support from a service or have been recently discharged, you can contact the service if you are struggling with your mental health. Most have a duty line which you can find out by looking on a letter they have sent you.

### **Need help now?**

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If you are having a mental health crisis, please call: 0300 777 0707 this line is open 24/7  
If you need physical health treatment in an emergency go to your nearest Accident and Emergency department or call 999.

Childline: If you're under 19 you can confidentially call, email or chat online about any problem big or small Freephone 24h helpline: 0800 1111

YoungMinds Crisis Messenger provides free, 24/7 crisis support across the UK if you are experiencing a mental health crisis. If you need urgent help text YM to 85258