

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



### UPDATED

#### Service updates

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. The Mental Health Support Teams in Schools are running a School and Families Advice Line via SPA
Step 2	As Above - more detail available on request. Currently accepting self-referrals via SPA.
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	Referrals for mental health and wellbeing support are still being accepted and one-to-one sessions are taking place by telephone or video calls. The ChatHealth text messaging service for secondary school aged young people is currently continuing and the duty School Nurse line is also available Monday to Friday 9am-5pm
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	Have launched an early intervention helpline for young people. 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-">https://www.hertsmindnetwork.org/Pages/Category/young-</a>

	<a href="#">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**

Hertfordshire Partnership Foundation Trust have enhanced 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 have a medical/physical emergency, in which case, they will need to attend A&E.

### **SPA**

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 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**

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**

Child Bereavement UK are delivering free webinars which have been designed for and by those working within the education sector, providing an introduction to supporting a bereaved student. There are specific webinars targeted towards nursery; primary; and secondary settings. Children's understanding and responses tend to vary according to their age and level of understanding, and the training reflects this. There are five sessions between the 21<sup>st</sup> and 28<sup>th</sup> May. To book please visit:  
<https://www.childbereavementuk.org/bereavement-awareness-training-for-education-providers>



A number of training offers are moving online. Herts Mind Network are delivering several 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 Strategic Leads for Mental Health in Schools have amended their Whole School and College Approaches to Mental Health speed dating session to a 2 hours webinar aiming to introduce and familiarise participants with the Healthy Young Minds in Herts Self review and Kite Mark including key resources and materials. The webinar is practical and interactive providing opportunities to share good practice across educational settings with colleagues countywide and to consider next steps for your school/setting. For further information please contact [SchoolMHTraining@hertfordshire.gov.uk](mailto:SchoolMHTraining@hertfordshire.gov.uk)

The OLLIE Foundation are also delivering workshops online. You can view the schedule at the top of this page: <https://theolliefoundation.org/training/dates/#hbb> Check the Just Talk website and Health Young Minds in Herts website for updates on training for professionals.

### **Support for school professionals**

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The Integrated Services for Learning Contactline (01992 588574) 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 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)

The 'Schools and Families Advice Line' (SFAL) is a new service established to provide emotional wellbeing advice and early help to children and young people, school staff and families during the COVID-19 pandemic. It can support school staff through: signposting to wellbeing resources which could be used in the classroom, supporting education staff to think about how they might adapt their current wellbeing processes to the COVID-19 situation, general discussion and psychoeducation for school staff around wellbeing/coping methods/normalising etc, signposting individual staff to wellbeing resources and one-off phone/video consultations to discuss staff wellbeing. **Contact Details: Telephone: 0300 777 0707 Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)** You will get a call back from a mental health practitioner between 8am-5pm, Monday-Friday



Education Support, a national charity, provides free counselling to all staff in education 24/7 365 days a year via text or phone: <https://www.educationsupport.org.uk/helping-you/telephone-support-counselling>

### **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 <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.

The national helpline launched by NHS England for nurses and other frontline staff who need support with their mental health during the Covid-19 pandemic can be contacted by phone 0300 131 7000, or text FRONTLINE to 85258. The helpline is open to all health and care workers in England.

### **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:



UPDATED -  
Information for Childr

*This information was correct on the 11<sup>th</sup> May 2020  
Please provide updates to CAMHS.Commissioning@hertfordshire.gov.uk*