

Mental Health Services in North Somerset

Sadly, many of you will be aware of the sudden death of a young person in North Somerset. A death of a young person is never easy but, in these circumstances, can be even harder.

We felt this was a good opportunity to highlight the mental health and wellbeing support that is available. Listed below are several local and national organisations that can help support children, young people, and adults. Also included are resources for teachers, parents and people working with young people including details of consultation support being offered by CaMHs, how to make safety plans and an offer of support from our local Samaritans branch.

The Public Health team also run a suite of FREE training courses around mental health awareness that we would be happy to run for you and your colleagues. If you are interested please get in touch with our Suicide Prevention lead Helen.yeo@n-somerset.gov.uk.

Support for young people

kooth.com is a free, safe, anonymous, and non-stigmatising website for young people in North Somerset to receive counselling, advice, and support. It is available for young people aged 10-18 year and will work with young people up to 25 with a Learning Disability or Leaving Care.

Trained and qualified counsellors are available until 10pm each night, 365 days a year, providing a much needed out of hours advice and support service for young people. For more details go to <https://www.kooth.com/> or contact Lauren Finn on lfinn@kooth.com

Off the Record (OTR) is a mental health social movement by and for young people and has provided free, confidential, and self-referral support for young people since 1965. OTR has a reputation for inclusive, youth-led, and strengths-based projects and now reaches over 13,000 young people each year through a diverse range of offers, including increasing digital provision. OTR has now opened an offer of 1:1 and group work in North Somerset, including sessions such as Resilience Lab and Mind Aid. Telephone: 0808 808 9120. Email northsomerset@otrbristol.org.uk. Website: www.otrnorthsomerset.org.uk

School Nursing Service are an experienced, professional, and qualified team made up of School Health Nurses and Support Workers. The School Nursing team provide services to all children, young people (5-19+ years) and their families in North Somerset. Through delivery of the Healthy Child Programme and working in partnership with children, families and professionals, the service promotes physical, mental, and emotional health and wellbeing. They work closely with partner agencies and schools to provide education and support to children, young people, and their carers to protect them from harm and support them in making healthy lifestyle choices. **Telephone:** 01934 419339 this is operated from 08:30am-17:00pm Monday-Friday. **Email:** nsomerset.schoolnurses@nhs.net

Child and Adolescent Mental Health Services (CaMHS) provide a range of services including multi-disciplinary assessment and treatment to children, young people and families who experience mental health problems. They work with people from 0-18, and up to 19 in special circumstances e.g. ADHD, ASD, Complex disability, Special Educational Needs.

To make a referral to this service, please use the single point of access form. Cases are rated based on need in order to prioritise people. CaMHS are in regular contact with the Young People on their waiting list and caseload. Telephone: 0300 125 6700. E-mail: awp.nscamhs@nhs.net. [AWP website](#)

Grief Encounters deliver a helpline which is open 9am-9pm Monday to Friday, providing a confidential space to chat and be heard.

In addition, they are happy to offer guidance and advice, if a young person is worried about a friend or family member. Their service is free and available to anyone suffering a bereavement.

Telephone: 808 802 0111. **Email:** grieffalk@griefencounter.org.uk or through their website www.griefencounter.org.uk/ on the instant chat in the bottom right hand corner.

SHOUT - is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Anyone of any age, who is a resident in the UK, can text the service for support. Text SHOUT to 85258. For more information visit <https://giveusashout.org/about-us/faq/>.

Self-Injury Support – support for women and girls. Free downloads. Self-injury helpline Tel.: 0808 800 8088 Tuesday, Wednesday or Thursday 7pm – 9.30pm
www.selfinjurysupport.org.uk

Papyrus is the UK Charity for the prevention of young suicide (under 35). It provides confidential support and advice to young people and anyone supporting them. HOPELINEUK call 0800 068 4141 (open 9am - midnight every day including weekends and Bank Holidays) Text: 07860039967 Email pat@papyrus-uk.org.

Winston's Wish provide emotional and practical bereavement support to children and young people up to the age of 25, their families and those who care for them. Their Helpline team are experienced and trained bereavement professionals who can offer immediate advice, guidance and support to families and professionals supporting a bereaved child or young person. Tel: 08088 020 021. Email: ask@winstonswish.org Online chat: Chat to them online [here](#) between 1-5pm on Mondays and 9.30am-1pm on Fridays.

CRISIS Support

AWP 24/7 Response Line - is a dedicated telephone line for anyone who may be worried about their own or someone else's mental health. The telephone line offers out-of-hours care for people and children in crisis 24 hours a day, seven days a week, 365 days a year. If a person or someone they know feels unsafe, at risk or unable to cope without professional advice, dedicated staff will direct them to the team best able to meet their needs. The number to call is 0800 953 1919.

The Safe Haven Crisis Centre provides a safe space for people in acute emotional distress and is based in Weston-super-Mare. The centre is open seven days a week, between 6pm and midnight. People aged 16 and over can self-refer or be referred by a relevant professional or organisation. Referrals by email or phone: Email: refer.safehaven@nhs.net Tel: 01934 313 480

Support for Adults (18+) including parents and teachers

Young Minds Parent Helpline - The helpline offers detailed advice, emotional support and signposting for children and young people up to the age of 25. For further details visit <https://youngminds.org.uk/find-help/for-parents/parents-helpline/>. Call for free on 0808 802 5544 from 9:30am - 4pm, Mon - Fri.

24/7 Support & Connect- This talking service is locally commissioned and staffed by experienced and registered counsellors, who offer immediate emotional support and connections to local organisations. Tel: 0800 012 654

MindEd is a free educational resource on children and young people's mental health for all adults: www.minded.org.uk

Survivors of bereaved by Suicide offer, a national telephone helpline, online community forum and email support. They offer a unique and distinct service for bereaved adults across the UK, run by the bereaved for the bereaved. Their helpline and groups are open to all survivors of bereavement by suicide aged 18 years and over. Email – write to email.support@uksobs.org. Helpline – open 9am to 9pm Monday to Sunday 0300 111 5065

Cruse Bereavement Care is a leading national charity for bereaved people and their services are provided by trained volunteers and are confidential and free. They have a Free phone national helpline 0808 808 1677 (Mondays and Fridays 0930-1700, Tuesdays, Wednesdays and Thursdays 0930-2000). Their website Hope Again <https://www.hopeagain.org.uk/> provides support for young people.

The local Cruse Bristol district which covers North Somerset currently offers support through telephone, email or online for children, young people and adults. Tel: 0117 926 4045. Email: bristol@cruse.org.uk.

Support for schools and the wider community

Specialist support from CaMHS - During these difficult times that Urgent Care and Treatment Service are offering professional guidance to professionals supporting a young person's mental health. They can be contacted 0300 125 6700 Monday to Friday between 12:30 and 17:00. When being put through please reference UCT and ask for the Shift Co-ordinator.

Educational Psychology (EP) Service - As part of their statutory offer, the Service provides a Critical Incident response for all North Somerset schools, funded by the Local Authority. This work is considered a priority - the EP Service will respond promptly with a level of support judged to be appropriate to the nature, size, and severity of the event. Input includes support with the consideration of systems and processes (contingency planning, communication systems, support systems) as well as information and guidance on how critical events impact those in the school and wider community. For further information, please contact your link EP and ask for a copy of the CI Guidance. If you are looking for support following a Critical Incident, please call the team on 01823 357000.

The EP Service also offers traded support, which includes a comprehensive package of CPD. For further information, please contact either your link EP, or Senior Educational Psychologist, Guy Clayton (gzclayton@somerset.gov.uk).

Samaritans website offers a wealth of information and support on how to cope with a suspected suicide. Their Step by Step guidance provides practical support to help schools prepare for and recover from a suspected or attempted suicide. Many of the sections such as 'Starting a Difficult Conversation' can be useful in a variety of settings. For more information please go to www.samaritans.org/stepbystep.

If your organisation would like to talk to the Samaritans about some more specific support please email the Weston-super-Mare Director at WestonSuperMare.Director@Samaritans.org

Staying Safe (from suicidal thoughts). Download a safety plan, with filmed support to complete one: https://stayingsafe.net/how_to_make_a_safety_plan.

We hope you find these resources useful.

From Matt Lenny, Director of Public Health, North Somerset Council