

## Steps to take in an emergency

If you feel that you / your child needs urgent mental health support, then please consider the following steps:

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### Contact your CAMHS

#### Between 9am and 5pm, Monday to Friday:

If you are currently being seen by CAMHS, use this helpline in the first instance. The local teams' numbers are:

Kingston Tier 3 CAMHS (Woodroffe FACT)

Tel = 020 3513 5183

Email = [Kingston.CAMHS@swlstg.nhs.uk](mailto:Kingston.CAMHS@swlstg.nhs.uk)

Richmond Tier 3 CAMHS (Richmond CCFC)

Tel = 020 3513 3238

Email = [RichmondCAMHS@swlstg.nhs.uk](mailto:RichmondCAMHS@swlstg.nhs.uk)

Kingston Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8547 6269

Email = [ehssupport@achievingforchildren.org.uk](mailto:ehssupport@achievingforchildren.org.uk)

Richmond Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8487 5470

Email = [ehssupport@achievingforchildren.org.uk](mailto:ehssupport@achievingforchildren.org.uk)

### Book an emergency GP appointment

If you / your child needs urgent mental health support, but you feel like you can keep yourself / your child safe for a little while, you should book an emergency GP appointment – contact your GP surgery directly to book.

They can:

- look at your previous medical notes
- prescribe or adjust your medication to help you manage symptoms
- consider whether a referral for support from services other than CAMHS may be helpful



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### Crisis Lines

Out of office hours – please contact the South West London & St Georges Mental Health Trust 24 hours mental Health Support Line. Anyone can use this out of hours line even if you are not seen by CAMHS. The crisis line is supported by trained mental health advisors 365 days a year.

**South West London & St Georges Mental Health 24 hours support line**

**0800 028 8000**

**Please call this number first before you consider attending A&E**  
**(unless there is an emergency mental need)**

### Attend A&E

(call 999 if you need an ambulance)

If you cannot keep yourself/ your child immediately safe, and have contacted the Crisis Line, you may be advised to take yourself / your child to A&E.

A&E is where the most serious emergencies are treated - if you are experiencing a mental health emergency, it is important to take it as seriously as a physical health emergency. However, given current NHS pressures and waiting times we would only recommend attending A&E if there is a medical need.

You should go to A&E if yourself or someone you are supporting is having immediate thoughts of suicide and is making plans to act on them, and/or a significant injury has occurred (e.g. overdose of medication).

They can:

- Keep you / your child safe in the short term
- Give an assessment of your / your child's mental health needs
- Support you with an admission to hospital or direct you to the appropriate outreach service

**NHS**  
**A&E**

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## What national telephone/online support can I access?

If you are / your child is struggling with feelings and want to talk to someone, but are not ready or able to access emergency support, there are plenty of telephone and online services. They are free to use, and have confidentiality policies.

**shout**  
**85258**

Shout offers confidential 24/7 crisis text support for times when immediate assistance is required

Text "SHOUT" to 85258  
or visit [www.giveusashout.org](http://www.giveusashout.org)

**ChildLine**

Childline confidential telephone counselling service for any child with a problem

Call: **0800 1111** anytime or visit [www.childline.org.uk](http://www.childline.org.uk) for an **online chat** with a counsellor

**SAMARITANS**

24/7 365 days a year -they are here to listen and provide support

Call: **116 123** or email: [jo@samaritans.org](mailto:jo@samaritans.org)  
or visit [www.samaritans.org](http://www.samaritans.org)

**HOPELINEUK**

Papyrus provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person

Call: **0800 068 41 41**  
or Text: **07860 039967** (opening hours 9am to midnight -365 days a year)  
or visit [www.papyrus-uk.org](http://www.papyrus-uk.org)

**YOUNGMINDS**

text YM to **85258** to access a 24/7 crisis messenger

**Mermaids**

call **0344 334 0550** or visit [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk) for support for transgender and gender diverse young people

**THE MIX**  
Essential support for under 25s

The Mix provides free, confidential support for young people under 25  
Call: **0808 808 4994** (11am -11pm every day) or  
<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

**Crisis Tools**

Crisis Tools helps professionals support young people in crisis -short accessible video guides and text resources

Sign up for free resources  
<https://crisistools.org.uk/resources/>



Beat provide support to help young people who may be struggling with an eating problem or an eating disorder

Visit [www.b-eat.co.uk](http://www.b-eat.co.uk) or call the Youthline (under 18's) **0808 801 0711** or Studentline **0808 801 0811** (9am 8pm during the week and 4pm 8pm on weekends and bank holidays)

**Good Thinking**

Good Thinking is London's digital wellbeing service and provides a range of resources for young people to help improve mental wellbeing including free NHS-approved apps  
<https://www.good-thinking.uk/>

**family lives**

call **0808 800 2222** or visit [www.familylives.org.uk](http://www.familylives.org.uk) for support on parenting and family life



**Online counselling** **kooth**  
- provided by

Kooth is a free, anonymous counselling and well-being platform for young people who reside in Kingston. You can talk to counsellors, read helpful articles, get support from the Kooth community, and keep a private journal.

You can visit their website at [www.kooth.com](http://www.kooth.com)

## What free mobile apps can I use to support myself / my child?



These can be downloaded from the App store (iPhone) or Play store (Android)



### Websites that include lots of helpful resources:

<https://www.camhs-resources.co.uk/>

<https://charliewaller.org/what-we-do/for-parents/>

<https://www.happymaps.co.uk/>

<https://kr.afcinfo.org.uk/pages/young-people/information-and-advice/emotional-health-service/resource-hub>



# **Emotional Health Support Services for Children & Families**

*a handout with information, resources, and services to help support young people and their families*

## **Kingston and Richmond Single Point of Access (SPA)**

In the first instance, contact SPA if you are looking for support for a young person or have concerns, particularly if there is a risk of harm. This service should also be contacted if there are any safeguarding issues (e.g. lack of adult supervision, abuse or neglect, gang concerns, etc.) or any other concerns about the wellbeing of a young person.

Contact SPA on **020 8547 5008** (9am-5pm) or **020 8770 5000** (out of hours)

If there is a referral in process for your child, the Child & Adolescent Mental Health Service (CAMHS) subsection of SPA can be contacted during working hours on **020 8547 6171** for advice and guidance, or to discuss potential referrals.

## **Local services for counselling and support**

### **Relate**

Relate offers counselling services for children, young people and their families for any young person who is having problems, from low mood and anger problems to issues with parents and school.

You can contact them on **0333 320 2206** or visit [www.relate.org.uk](http://www.relate.org.uk)



### **Off the Record**

Off the Record provides drop-in counselling for young people who live or study in the Borough of Richmond. They provide early help to improve the emotional and mental wellbeing of young people.

You can contact them on **020 8744 1644** or visit [www.otrtwickenham.com](http://www.otrtwickenham.com) for further information.

## **Richmond and Kingston School Health Service**

The School Health Service provides confidential advice and support to young people attending a school or being home schooled in Richmond or Kingston, to help promote physical and mental wellbeing. Contact them on:

**Richmond:** 0208 917 4220  
**Kingston:** 0208 549 6323

or [CLCHT.richmondschoolnursing@nhs.net](mailto:CLCHT.richmondschoolnursing@nhs.net)  
or [KU19@yourhealthcare.org](mailto:KU19@yourhealthcare.org)



## **Local CAMHS**

### **Children and Adolescent Mental Health Service**

If you are due to be seen by a CAMHS team, please contact the appropriate team with any concerns or queries. The local teams' numbers are:

#### **Tier 3 CAMH Services:**

**Kingston Family, Adolescent & Child Team (FACT)**  
**0203 513 5183**

**Richmond Child & Family Consultation Centre (CFCC)**  
**0203 513 3238**

#### **Emotional Health Service (EHS)**

If the family reside in or have a GP in the **Kingston** Borough  
**0208 547 6269**

If the family reside in or have a GP in the **Richmond** Borough  
**0208 487 5470**

*these phones are staffed 9-5 on weekdays*



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**Lesbian & Gay Foundation**

Phone: 0345 330 3030 (6 - 10pm staffed, 10pm – 6pm, automatic system).

Web: <https://lgbt.foundation/>

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Provides counselling, direct services and resources to lesbian, gay and bisexual people.

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**Netmums**

<http://www.netmums.com>

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Parenting advice and information for the UK

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**Sexual Health Advice**

Phone: 0300 123 7123 (national sexual Health line)

Web: <https://www.nhs.uk/live-well/sexual-health/>

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Information and advice on sexual health, HIV, contraception and local services.

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**Victim Support**

24 hr support line: 08 08 16 89 111 (national)

West London: 020 7259 2424

Web: [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

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Provides confidential support and information to victims of crime and to witnesses attending court.

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**Advice on bullying at School and cyber bullying**

<http://www.bullying.co.uk/>

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Support and advice on bullying in schools and online.

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**ADHD Richmond and Kingston**

<https://adhdrichmond.org/>

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ADHD Richmond and Kingston is a charity set up to support parents, carers and families of children diagnoses with ADHD. There are lots of useful resources available on the website.

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**Express CIC**

<http://www.expresscic.org.uk/>

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Express CIC is an organisation based in Kingston which aims to support people with ASD and spread awareness in the community.

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**Gender Identity Development Service**

<https://gids.nhs.uk/>

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The Gender Identity Development Service (GIDS) is a highly specialised clinic for young people presenting with difficulties with their gender identity. The website has lots of information and support on offer for young people and parents/carers.

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**Counselling: The British Association for Counselling and Psychotherapy**

Web: [www.bacp.co.uk](http://www.bacp.co.uk)

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The British Association for Counselling (BACP) has an excellent website and you can use the search facility to find other counselling services.

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**Counselling – Off the Record (for young people)**

Web: <https://otrtwickenham.com/>

Address: 2 Church Street, Twickenham, TW1 3NJ  
Phone: 020 8744 1644

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Provides information and counselling for 11-25 year olds who live, work or study in the borough of Richmond upon Thames. The services are free and confidential. Call in or phone.

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**Relate Children & Young People's Counselling (Richmond only)**

<https://www.relate.org.uk/>

Address: Richmond, Kingston & Hounslow Relate Centre  
1A Hill Street (entrance on Water Lane) Surrey TW9 1SX  
Richmond TW9 1SX  
Phone: 0333 320 2206

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Children and Young People's Counselling is for any young person who's having problems. Whether it's depression and mental health concerns or issues with parents or people at school.

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**Depression Alliance and Mind**

Web: <https://www.mind.org.uk/>

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Depression alliance merged with Mind in August 2016 continues to raise awareness and campaign to improve attitudes towards depression which has been central to Depression Alliance's work.

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**Talk to FRANK**

Phone: 0300 123 6600

Web: [www.talktofrank.com](http://www.talktofrank.com)

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Information about drugs for families and young people

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**Dear Albert-Drug and Alcohol helpline**

<https://www.dearalbert.co.uk/>

Email: [hello@dearalbert.co.uk](mailto:hello@dearalbert.co.uk)

Phone: 07712707999

Helpline: 0800 880 3153

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Dear Albert is a social enterprise which specialises in peer mentoring and making recovery more visible by bringing together existing resources.

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**The National Self-Harm Network**

<http://www.nshn.co.uk/downloads.html>

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A national charity aims to provide support to people that self-harm, and the people affected by self-harm, including family and professionals. They have some useful resources that can be downloaded on understanding more about self harm and strategies to encourage other ways of coping with difficult emotions.

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**Alateen / Al-Anon Family Groups**

<https://www.al-anonuk.org.uk/alateen/>

For Alateen meetings, phone the General Service Office on 020 7593 2070

Confidential Helpline 0800 0086 811

Helpline available 10 am - 10 pm, 365 days a year

You can also send an email to general enquiries or a specific department on the website here <https://www.al-anonuk.org.uk/send-an-email/>

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Alateen is for teenage relatives and friends of alcoholics. Alateen is part of Al-Anon. We believe alcoholism is a family disease that affects everyone in the family. Alateen meetings are attended by 12-17 year olds. They meet to share their experiences of having, or having had, a problem drinker in their lives. They help and support each other.

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**Abuse: Women's Aid**

Phone: 0800 2000 247

Email: [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

<https://www.womensaid.org.uk>

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Working to end domestic violence against women and children through support and advice.

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**Bereavement - CRUSE (Richmond)**

Phone: 0749 5777 401

Help line: 0808 808 1677/ [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) (Monday & Friday 9.30-5pm and 9.30-8 Tuesday-Thursday)

Web: [www.cruiserichmonduponthames.org.uk](http://www.cruiserichmonduponthames.org.uk)

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Aims to promote the well-being of bereaved people and to enable them to understand their grief and cope with their loss.

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**Bereavement – Saying Goodbye Project (Kingston and Richmond)**

Phone: 020 8547 1552

Web: <https://sayinggoodbye.org.uk/>

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The project supports children and young people who have been bereaved of someone close and who live or study in the borough of Kingston upon Thames.

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**Information for Young Carers (Richmond & Kingston)**

<https://www.richmondcarers.org/services/services-for-young-carers/>

020 8867 2380 or email [info@richmondcarers.org](mailto:info@richmondcarers.org)

<http://kingstoncarers.org.uk/young-carers/>

020 3031 2754 or email

[youngcarers1@kingstoncarers.org.uk](mailto:youngcarers1@kingstoncarers.org.uk)

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The Young Carers Services provide:

- Information and support for young carers
  - Young carers activity and support groups
  - Activities and group trips during the school holidays
  - One-to-one support for young carers
  - Referral of young carers and their families to other carer support agencies.
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## Advice and Resources for Emotional Wellbeing



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**MindEd**

[www.minded.org.uk](http://www.minded.org.uk)

A free, completely open access, online education, available on tablets, phones or computers – bite sized chunks of 'e-learning' - to help adults to support wellbeing and identify, understand and support children and young people with mental health issues. The learning material is written and edited by leading experts from the UK and around the world.

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**ChildLine**

0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

A free 24-hour confidential helpline for children and young people in the UK. Children and young people can call this helpline about any problem, at any time.

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**The Samaritans**

Call any time day or night 116 123  
<https://www.samaritans.org/>

A confidential help service for people who want to discuss issues or problems in their lives, providing emotional support to those who are experiencing feelings of distress or despair, or feeling suicidal.

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**Young Minds**

Online information for young people  
[www.youngminds.org.uk](http://www.youngminds.org.uk)  
Parents information service: 0808 802 5544

An online information resource designed for young people who are experiencing personal or emotional problems. They also provide a helpline for parents only.

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**Mindfulness activities**

<https://positivepsychology.com/mindfulness-for-children-kids-activities/>

A list of mindfulness activities for children and teens.

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**Self Help Leaflets**

<http://www.ntw.nhs.uk/pic/selfhelp/>

Some excellent self help leaflets for young people and adults provided by Northumberland, Tyne and Wear NHS Foundation Trust

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**Self-help books**

<http://www.overcoming.co.uk/single.htm?ipg=4795>

The Overcoming self-help books offer courses of Cognitive Behavioural Therapy (CBT) in book form, aimed at young people and adults. CBT is recommended by the NHS for the treatment of many emotional and psychological problems. Our authors are mental health experts and our books are recommended by NHS psychologists. Understand your symptoms and start feeling better – we have self-help guides on over 30 emotional and psychological problems.



### **What happens if the telephone or internet connection stops working?**

We will agree on some specific ways to manage difficulties with the technology together. As a general rule, we will take the following steps:

- Try once to contact you again via telephone or the video link
- Try again to contact you via telephone or the video link 3 – 5 minutes later
- If we were using a video link, we will then try to contact you on the telephone number you have provided
- Send you an e-mail asking you to contact us

### **What to expect from your online therapy/ CHOICE appointment:**

- You will be invited to your session via an online link that will be sent to you.
- You will be asked to read the online consent form and send it back to us.
- For a CHOICE appointment, you will be asked a series of questions which includes family history, developmental milestones, presenting difficulties and life events/traumas. We may want to speak to you and your family separately to gather more information. Please be ready to step aside from the room in order for this to happen.
- For therapy sessions, your mental health clinician will adapt therapy to make it more effective online.
- Please let us know if you would prefer audio-only therapy as we understand some people may prefer this over video.
- Please also let us know if we are able to contact your parents after the session if need be.

**If you have any questions please let us know by emailing your mental health clinical. Stay safe and well! We look forward to meeting with you soon.**



# ONLINE THERAPY

## An information sheet

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We are all going through a strange and new period right now as a result of COVID-19. We are impacted in different ways - a change of daily routine, less social interaction, avoiding family and friendship gatherings etc. All of this affects our mental, emotional and physical wellbeing. **We want to be there for you.** We are trying something new to best support you in times of uncertainty. As such, we have decided to continue offering our services online.

### What to expect from us:

- Compassionate, professional and respectful psychological therapy sessions adapted to you.
- Appointments in a quiet, confidential space.
- Appointments which are free from interruptions or distractions.
- Appointments at an agreed time and we will continue to offer flexibility with appointment times where possible.

### What we expect of you:

- To attend sessions on time.
- Attend sessions dressed appropriately and to use respectful language throughout the session (e.g., no pyjamas!)
- Ensure you are in a safe and private place throughout the session which is free from interruptions.
- Be seated in a comfortable chair throughout the session and not standing or lying down (unless there are medical reasons for you to do so).
- To email if you are running late, need to cancel a session or can no longer be in a suitable and confidential place at the time of the session.
- Please do not record our sessions without agreeing this with your mental health clinician first.
- Please do not contact your mental health clinician outside of the session unless to communicate about rearranging an appointment or if this has been previously agreed.
- To make use of the contact details provided to you for support at a time of crisis and not to contact your mental health clinician for urgent support.