

## Emotional Wellbeing and Mental Health Support for Recovery & Return

This resource is available to support Emotional Wellbeing and Mental Health for you, your staff and your families.

*Please note: this resource is updated on a regular basis. This update has a focus on recovery and returning to schools.*

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**Please note:** Essex County Council does not manage the content nor does it own these resources. It does not hold clinical risk for those using them. Please check the suitability of the resources based on your knowledge of the individual.

## Recovery and Return to Education

Emotional wellbeing and mental health continue to be an absolute priority with regard to recovery and return to education.

Please also refer to our webinar training sessions on recovery and returning to school/settings, available here on the Essex Schools Infolink Covid page: <https://schools.essex.gov.uk/admin/COVID-19/Pages/default.aspx> Scroll down to the Mental Health and Wellbeing section.

- Let's Talk Recovery & Returning to Educational Settings (Part 1):
  - Looking after the adults: <https://www.youtube.com/watch?v=qxKagTE6bv8&feature=youtu.be>
  - Child/young people's wellbeing: <https://www.youtube.com/watch?v=wwmzvjODWuY&feature=youtu.be>
- Let's Talk Recovery & Returning to Educational Settings (Part 2):
  - Bereavement and Other Losses (24 minutes): <https://youtu.be/NBZrrpk-gvc>
  - Anxiety and Low Mood (33 minutes): [https://youtu.be/diuc\\_OltFtQ](https://youtu.be/diuc_OltFtQ)
  - Psychological First Aid (17 minutes): <https://youtu.be/vkKK99NXmWI>
  - Neuroscience of Stress Response (14 minutes): <https://youtu.be/q2XwOozJHAc>
  - 5 Rs and One Planning (15 minutes): <https://youtu.be/oAXZPLbTCIc>
  - Long Term Whole School Approach (22 minutes): <https://youtu.be/cOTbCpaDr-g>

It may be that some pupils, who did not previously present as vulnerable, have become so during this period away from regular/usual education. We advise checking in with all pupils/families. It might be that you use a questionnaire to get a better sense of how pupil feel/have been feeling (there is one available for you to be able to use on the Essex Infolink Covid page, in the 'PowerPoints and supporting documents' zipped folder link).

It is also important to make sure that the adults in school and being cared for and looked after as they return to the working environment. Please refer to the most current Safeguarding Briefing by Jo Barclay, available here: <https://schools.essex.gov.uk/pupils/Safeguarding/Pages/Safeguarding.aspx>

### **What to do if you have concerns**

If you have any concerns about children/young people already open to EWMHS, you should contact the relevant local team where a Clinician of Day will respond (on 0300 300 1600). The EWMHS has contacted all existing patients to agree the level of service to be offered during this period.

For any new concerns, you should contact the Single Point of Access as usual: **0300 300 1600** (9 am-5 pm, Monday – Friday) or via email at [nelft-ewmhs.referrals@nhs.net](mailto:nelft-ewmhs.referrals@nhs.net)

The Essex Single Point of Access to Essex EWMHS by NELFT NHS Foundation Trust can also be accessed via: <https://www.nelft.nhs.uk/ewmhs-get-in-touch/>

If you feel a child or young person is at risk of harm, you must follow your normal safeguarding procedures;

- Write down exactly what the child/young person says, using their own words.

- Do not promise confidentiality to the child/young person and ensure they understand your duty of care if you have a concern.
- Enable the child/young person to be part of the process, if appropriate, e.g. clarifying details with them and ensure they know/understand what is going to be shared and with whom.
- Share the disclosure with your Designated Safeguarding Lead.
  
- Share the disclosure with the child/young person's parents/carers, unless it puts the child/young person at further risk to do so, in which case contact:
  - - **Family Operations Hub** 0345 6037627 (ask for the Children and Families Hub Priority Line), and/or contact the following:
    - **Emergency Duty Service** 0345 6061212 (immediate out of hours response, Mon-Thurs 5pm-8.45am and Fri 4.30pm-Mon 8.45am inc. Bank Holidays)
    - **Police** 999 or 112.

Further guidance on Safeguarding and procedures can be found here:

- Essex Schools Infolink:  
<https://schools.essex.gov.uk/pupils/Safeguarding/Pages/Safeguarding.aspx>
- Essex Safeguarding Children's Board: <https://www.escb.co.uk/>
- Essex Welfare Service are offering a request for support service for those who are vulnerable or in need of some support during this difficult time. They have volunteers that are happy and still comply with government guidelines: <https://www.essexwelfareservice.org.uk/support-request>

## Advice for Adults Working in School

How to structure conversations with children and young people when discussing their emotional wellbeing and mental health:

### The MHFA action plan: ALGEE



The diagram shows the letters A, L, G, E, E arranged in a circle around a central person icon. Arrows point from each letter towards the center.

- Approach the young person, assess and assist with any crisis
- Listen and communicate non-judgementally
- Give support and information
- Encourage the young person to get appropriate professional help
- Encourage other supports

ALGEE can also be applied to family and friends of the person  
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### Talking tips

-  Keep the chat positive and supportive, exploring the issues and how you may be able to help
-  Keep your body language open and non-confrontational
-  Be empathetic and take them seriously
-  Do not offer glib advice such as "pull yourself together" or "cheer up"
-  Take into account cultural differences in communication styles e.g. how much eye contact is appropriate

### Useful questions to ask

- How are you feeling at the moment?
- How long have you felt like this – is it an ongoing issue?
- Who do you feel you can go to for support?
- Are there any work related factors which are contributing to how you are feeling?
- Is there anything we can do to help?

- Risk-Avert: is providing resources to all schools in Southend, Essex and Thurrock which can help support pupils and parents during this unprecedented time. Risk-Avert is open and available to all schools during the pandemic, contact details can be found here: <https://www.risk-avert.org/> , and they have developed a set of resources to support pupils still in school to talk about concerns and anxiety and promote positive self-help skills. They are appropriate for KS3 and 4. You can also send these to parents if you feel this will be helpful. For more information or if you have difficulties accessing the resources, please contact our project co-ordinator Tania Gauder - [tania@thetrainingeffect.co.uk](mailto:tania@thetrainingeffect.co.uk) or call 01233 503795.
- Toolkit for schools by Action for Happiness: The Keys to Happier Living Toolkit is an engaging, accessible and evidence-based programme to promote the emotional wellbeing and resilience of children aged 7-11. <https://www.actionforhappiness.org/toolkit-for-schools>
- Rise Above: <https://campaignresources.phe.gov.uk/schools/topics/rise-above/overview> Helping you teach PSHE curriculum topics to Upper KS2, KS3 and KS4 pupils, with flexible lesson plans and ready-to-use PowerPoints co-created with teachers, and video content developed with 10 to 16-year-olds.
- ECC are encouraging schools to make recovery and emotional wellbeing a priority at this time. To support this our SEND Strategy Team for Social, Emotional & Mental Health have developed a collection of free training and resources for school/setting staff promoting the importance of emotional wellbeing for both pupils and staff: <https://schools.essex.gov.uk/admin/COVID-19/Pages/default.aspx>
- Coram Life Education launches free teaching toolkit to support children's health and wellbeing when schools reopen: <https://www.coram.org.uk/news/coram-life-education-launches-free-teaching-toolkit-support-children%E2%80%99s-health-and-wellbeing>
- The Bupa UK Foundation and the Carnegie Centre of Excellence for Mental Health in Schools are delighted to launch a new seminar series for School Leaders, Senior Mental Health and Pastoral Leads which focuses on the mental wellbeing of staff, pupils and the wider community as schools re-open: <https://leedsbeckett.ac.uk/carnegiebupaseminars/>
- The Good Grief Recovery Method. Resources for schools for helping children with loss: <https://www.griefrecoverymethod.co.uk/schools/>
- ELSA Support have provided resources to support returning to school: <https://www.elsa-support.co.uk/wp-content/uploads/2020/05/Wellbeing-questionnaire-back-to-school.pdf>
- CORC Assessments & Outcomes tools: <https://www.corc.uk.net/outcome-experience-measures/>
- The Children's Society resources and advice for returning to school: <https://www.childrensociety.org.uk/back-to-school/childrens-well-being-and-mental-health>
- A book for children created by a school about returning to school in a bubble: [http://www.adamsrill.lewisham.sch.uk/wp-content/uploads/2020/05/Coming\\_back\\_to\\_school\\_in\\_a\\_bubble\\_A\\_book\\_for\\_children\\_1\\_-\\_1.pdf](http://www.adamsrill.lewisham.sch.uk/wp-content/uploads/2020/05/Coming_back_to_school_in_a_bubble_A_book_for_children_1_-_1.pdf)
- Anna Freud Centre Managing the transition back to school: a guide for schools and colleges <https://www.annafreud.org/media/11727/managing-transition-back-to-school-jun2020.pdf>

- PSHE Association Coronavirus Hub: <https://www.pshe-association.org.uk/content/coronavirus-hub>
- Anna Freud Covid-19 Resilience Toolkit: <https://mentallyhealthyschools.org.uk/media/2047/coronavirus-toolkit-6-resilience.pdf>
- Anna Freud – Talking Mental Health Animation: <https://www.annafreud.org/what-we-do/schools-in-mind/resources-for-schools/talking-mental-health-animation-teacher-toolkit/>
- Anna Freud – Mental Health Toolkit for Schools: <https://www.annafreud.org/what-we-do/schools-in-mind/resources-for-schools/talking-mental-health-animation-teacher-toolkit/>
- Anna Freud – Mentally Healthy Schools resources: <https://mentallyhealthyschools.org.uk/resources/?page=1>
- NAHT Coronavirus: Supporting pupils' mental health and well-being <https://www.naht.org.uk/advice-and-support/coronavirus-information-and-resources/coronavirus-supporting-pupils-mental-health-and-well-being/#an-school-staff>
- Charlie Waller Memorial Trust resources: <https://www.cwmt.org.uk/schools-families-resources>
- Beano For Schools - Young Minds & Beano Resilience Lesson Plans: <https://schools.beano.com/lesson-plans/being-brave-and-becoming-resilient/>
- Back to School: A rights-based approach to recovery resources: <https://backtoschool.scot/about-this-resource/>
- Random Acts of Kindness Foundation – make kindness the norm resources: <https://www.randomactsofkindness.org/>
- Place2Be – Assembly ideas and class based activities to support school community as it comes back together: <https://www.place2be.org.uk/media/yesltwzt/primaryschoolresources.pdf>
- Mentally Healthy Schools, Wellbeing Inset Day Toolkit: <https://mentallyhealthyschools.org.uk/resources/planning-a-wellbeing-inset-day-toolkit>
- Safe Hands Thinking Minds: <http://www.safehandsthinkingminds.co.uk/covid-anxiety-stress-resources-links/> Some resources to support children and adults around anxiety, worry, stress, and fears; including those related to the pandemic/Covid-19
- \*Anna Freud Mental Health Toolkit for Schools - aiming to raise awareness amongst school and college staff of the range of validated tools that are available to help measure subjective mental wellbeing amongst the student population: <https://www.annafreud.org/schools-and-colleges/resources/mental-health-toolkit-for-schools/>
- \*Anna Freud Schools in Mind - Free network for school staff and allied professionals which shares practical, academic and clinical expertise regarding the wellbeing and mental health issues that affect schools. The network provides a trusted source of up-to-date and accessible

information and resources that school leaders, teachers and support staff can use to support the mental health and wellbeing of the children and young people in their care:

<https://www.annafreud.org/schools-and-colleges/>

- \*Anna Freud 'Early Years in Mind' - free online network for early years practitioners. The network provides easy to read and easy to use guidance on supporting the mental health of babies, young children and their families. The network was developed by mental health experts and shares practical and clinical expertise, and advice on using attachment-informed practice: <https://www.annafreud.org/early-years/early-years-in-mind/>
- \*Anna Freud 'Peer Support training programme' - Providing expert training and resources to staff in schools, colleges and children and young people's community organisations to develop a peer mentoring programme supporting mental health and wellbeing: <https://www.annafreud.org/schools-and-colleges/peer-support/>
- \*Anna Freud 'Express Yourself': Children's mental health toolkit: [https://mentallyhealthyschools.org.uk/resources/express-yourself-children-s-mental-health-week-toolkit/?utm\\_source=sim&utm\\_medium=newsletter&utm\\_campaign=cmhw21](https://mentallyhealthyschools.org.uk/resources/express-yourself-children-s-mental-health-week-toolkit/?utm_source=sim&utm_medium=newsletter&utm_campaign=cmhw21)
- \*Anna Freud '5 Steps to Mental Health and Wellbeing: A framework for Schools and Colleges'. <https://www.annafreud.org/schools-and-colleges/5-steps-to-mental-health-and-wellbeing/> and '5 Steps Seminars' <https://www.annafreud.org/schools-and-colleges/resources/5-steps-seminars/>
- \*Anna Freud 'Ten ways to support school staff wellbeing': <https://www.annafreud.org/schools-and-colleges/resources/ten-ways-to-support-school-staff-wellbeing/>

### Concerns about eating

- \* NHS information and advice regarding eating disorders: <https://www.nhs.uk/conditions/eating-disorders/>
- \* Advice & helpline by 'Beat' Eating Disorders: <https://www.beateatingdisorders.org.uk/support-services/helplines>
- \* Rethink Mental Illness covers different eating disorders and symptoms. As well as treatment options. You might find it useful if you have an eating disorder. Or you care for someone who does: [https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-conditions/eating-disorders/?gclid=EAlaIQobChMIuPmo6fGj7gIVHurtCh1JGgiiEAAYASAAEgINYPD\\_BwE](https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-conditions/eating-disorders/?gclid=EAlaIQobChMIuPmo6fGj7gIVHurtCh1JGgiiEAAYASAAEgINYPD_BwE)
- \* Mind explains eating problems, including possible causes and how you can access treatment and support. Includes tips for helping yourself, and guidance for friends and family: [https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/types-of-eating-disorders/?gclid=EAlaIQobChMIqozQ8u-i7gIVrIBQBh3M5gl0EAAYASAAEgKaavD\\_BwE](https://www.mind.org.uk/information-support/types-of-mental-health-problems/eating-problems/types-of-eating-disorders/?gclid=EAlaIQobChMIqozQ8u-i7gIVrIBQBh3M5gl0EAAYASAAEgKaavD_BwE)

## Supporting & Maintaining Emotional Wellbeing & Mental Health

Top tips for staying emotionally healthy:

5 ways of wellness:



- **Stick to a active daily routine** (e.g. creating your own daily programme including three meals a day, activity time slots, self-care opportunities and bedtime routine)
- **Do light activity** - stretch and home workouts (e.g. yoga, dance, spring cleaning the house)
- **Keep up hobbies that keep you moving** (e.g. baking, reading, writing, making music, gardening etc)
- **Engage in creative activities** (e.g. art, scrap book making, junk modelling, restoring furniture, create music, redecorating)
- **Keep connected to others** (e.g. phones, email, skype, websites, helplines & online counselling)
- **Keep an active mind** (e.g. learning a new skill, research, brain training games, home learning using such free websites)
- **Try Meditation and relaxation** (e.g. Apps and free YouTube videos such as headspace)
- **Hot desk at home with planned short brain breaks**
- **Plan meals in advance**
- **Do things you enjoy doing** (e.g. watch a boxset, paint your nails, listen to podcasts, reading etc)
- **Keeping hydrated**
- **Self-care opportunities** (Self-care is any activity that we do deliberately in order to take care of our mental, emotional, and physical health. Although it's a simple concept in theory, it's something we very often overlook. Good self-care is key to improved mood and reduced anxiety)

## **Parent/Adult Resources**

The following resources will help you to support the emotional wellbeing and mental health of yourself and your family:

### **Emotional Wellbeing through Coronavirus:**

- Guidance for the public on the mental health and wellbeing aspects of coronavirus (COVID-19): <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>
- Mind, coronavirus and your wellbeing to support quarantine/self-isolation: <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>
- Young minds; advice to young people and parent on mental health and impact of coronavirus: <https://youngminds.org.uk/about-us/media-centre/press-releases/youngminds-publishes-advice-for-young-people-and-parents-on-mental-health-impact-of-coronavirus/>

### **Supporting children and young people:**

- Supporting children and young peoples' mental health advice: <https://www.nhs.uk/conditions/stress-anxiety-depression/>
- NSPCC; Mental health and parenting: <https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/mental-health-parenting/>
- Kids Inspire: <https://kidsinspire.org.uk/virtual-childrens-mental-health-therapy-for-those-most-in-need/> The service remains open and the team are continuing to support families right across the county. If you need to speak with one of the team, you can still do so on one of the phone numbers. A member of the team will be available Monday - Friday between 9am – 5pm.
  - They are using safe online platforms to provide much needed therapy
  - A very small number of the most vulnerable young people are currently receiving face to face therapy
  - They are offering online consultation/support service for all key workers
  - If it would help to speak to one of the qualified therapists please get in touch.
- \*Anna Freud Depression: Online Therapy Study. This study is evaluating an online self-guided treatment programme for young people (aged 16-18) with depression. The treatment they use in this research study is called I-PDT, which stands for Internet-based Psychodynamic Therapy. <https://www.annafreud.org/on-my-mind/get-involved/research-and-studies/depression-online-therapy-study/>

### **Supporting yourself and your family:**

- Getting Help in Essex: <https://www.essex-gethelp.uk/> Find support groups, local services and resources to help you cope during the coronavirus (COVID-19) pandemic

- For your mind health get 'your mind plan' quiz, get 'your physical health quiz', plus NHS endorsed Apps: [https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/?WT.tsrc=Search&WT.mc\\_id=MentalHealthGeneric&gclid=CjwKCAjw3-bzBRBhEiwAgnnLCgr2g84Aq7XAAbtARWt6APSWPwt75UUcPUtsNkl6L37vTprESbG\\_wBoC8XwQAvD\\_BwE](https://www.nhs.uk/oneyou/every-mind-matters/your-mind-plan-quiz/?WT.tsrc=Search&WT.mc_id=MentalHealthGeneric&gclid=CjwKCAjw3-bzBRBhEiwAgnnLCgr2g84Aq7XAAbtARWt6APSWPwt75UUcPUtsNkl6L37vTprESbG_wBoC8XwQAvD_BwE)
- Mental health explained by the organisation Mind: <https://www.mind.org.uk/information-support/types-of-mental-health-problems/mental-health-problems-introduction/support-services/>
- The app by Action for Happiness is like having a little personal action coach in your pocket who; Gives you friendly 'nudges' with an action idea each day; sends you inspiring messages to give you a boost and; helps you connect & share ideas with like-minded people: <https://www.actionforhappiness.org/app>
- How to support someone experiencing mental health difficulties by the Mental Health Foundation: <https://www.mentalhealth.org.uk/publications/supporting-someone-mental-health-problem>
- 16+ self-help CBT online course by Moodgym (advocated from SAMHs document above): <https://moodgym.com.au/info/faq>
- \*Togetherall (18+) A safe community to support your mental health, 24/7: <https://togetherall.com/en-gb/>
- Parental mental health: How to help children living with parents with mental health problems by NSPCC: <https://www.nspcc.org.uk/keeping-children-safe/child-protection-system/parental-mental-health/>
- Young Minds for parents: <https://youngminds.org.uk/find-help/for-parents/>
- Activities for families whilst in self-isolation by Home Start: <https://www.home-start.org.uk/news/activities-for-families-during-self-isolation>
- Parent helpline and online counselling by Relate: <https://www.relate.org.uk/relationship-help/talk-someone>
- NHS mental wellbeing audio guides: <https://www.nhs.uk/conditions/stress-anxiety-depression/moodzone-mental-wellbeing-audio-guides/>
- Mental Health Foundation Podcasts: <https://www.mentalhealth.org.uk/podcasts-and-videos/podcasts-for-your-wellbeing>
- Obsessional Compulsive Disorder - OCD UK: <https://www.ocduk.org/>
- Rethink Advocacy: <https://www.rethinkessexadvocacy.org/>  
Essex All Age Advocacy service provides statutory and non-statutory advocacy for the community in Essex. Phone line remains active between 9am and 5pm, please leave a message with your name and contact details and they will get back to you within the same working day. Advocates are still working and doing all they can to continue to support clients in the best possible way.
- Renew Counselling <https://www.renew-us.org/> / 01245 359353 or 01268 822 800

Telephone support is now available to anyone who needs it, including existing clients and those who have not worked with us before.

- N.O.Ws The Time for Change <https://www.nowsthetimeforchange.com/> NOW is the time for change uses coaching methods combined with alternative therapies to improve wellbeing. Please see their website for contact details and links to their social media.
- Essex Family Wellbeing Resource Hub: <https://essexfamilywellbeing.co.uk/covid-19-pandemic-resource-hub/> To support you and your family through the COVID-19 pandemic, Essex Child and Family Wellbeing Service has created a brand new resource hub.
- Practical help and tips from us which may help you if you are newly bereaved under any circumstance, including a UK map to find your nearest support organisation: <https://www.thegoodgrieftrust.org/>
- \* Text support if you are feeling overwhelmed or struggling to cope: Text AFC to 85258, provided by Give Us a Shout / Anna Freud Centre: <https://www.giveusashout.org/about-shout/>. Free posters to display the number: <https://giveusashout.org/share-number/>

## **Child/Young People Resources**

The following resources will help children and young people to manage their own emotional wellbeing and mental health:

### **Apps:**

- NHS approved mental health apps list:

<https://www.nhs.uk/apps-library/filter/?categories=Mental%20health>

- Emotional Wellbeing & Mental Health (EWMH) Service Instagram Account @ 'ewmhs\_nhs'

### **Guidance & Activities for Children:**

- Cosmic Kids Yoga: <https://www.youtube.com/user/CosmicKidsYoga>
- Book: Back to School, a story about returning to school. Free to download: <https://www.elsa-support.co.uk/wp-content/uploads/2020/05/Back-to-school-after-Coronavirus-1.pdf>

### **Guidance for Young People:**

- We all have mental health by Anna Feud: <https://www.youtube.com/watch?v=DxIDKZHW3-E>
- Social media and mental health by Young Minds: <https://youngminds.org.uk/find-help/looking-after-yourself/social-media-and-mental-health/>
- Wysa a private reflective space: <https://www.wysa.io/>
- Mindfulness explained and activities by Headspace for Kids: <https://www.youtube.com/channel/UC3JhfsgFPLSLNEROQCdj-GQ>
- Essex Youth Service E-learning courses: <https://youth.essex.gov.uk/young-people/free-resources-for-you/> Free online courses for young people (secondary phase+).
- \*Essex Youth Service Online Activities: <https://youth.essex.gov.uk/young-people/online-activities/> (age 13-17)
- Rise Above: <https://riseabove.org.uk/> Mental Health website for young people (secondary phase+).
- Young minds; what to do if you are anxious about coronavirus: <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- \*Anna Freud - On My Mind aims to empower young people to make informed choices about their mental health and wellbeing. These pages have been co-produced by young people to help other young people: <https://www.annafreud.org/on-my-mind/> plus free printable posters for displays: <https://www.annafreud.org/on-my-mind/resources/>

## **Helplines**

The following links provide details of helplines, webchats and text support services:

### **Teacher Support Lines:**

- Teachers telephone support and counselling:  
[https://www.educationsupport.org.uk/individuals/telephone-support?gclid=CjwKCAjw3-bzBRBhEiwAgnnLCmUfeRwOAhPpgEqBxPPesGqh43Okyn8ax-Rs9wge26DOqT4gFhsejRoCil4QAvD\\_BwE](https://www.educationsupport.org.uk/individuals/telephone-support?gclid=CjwKCAjw3-bzBRBhEiwAgnnLCmUfeRwOAhPpgEqBxPPesGqh43Okyn8ax-Rs9wge26DOqT4gFhsejRoCil4QAvD_BwE)
- Text support service for teachers by Teach Together: <https://chartered.college/teachtogether/>

### **Parent Support Lines**

- Samaritans helpline 116 123: [https://www.samaritans.org/chatappeal3/?gclid=CjwKCAjw3-bzBRBhEiwAgnnLCgy8E\\_S\\_3AFSQ4rm0TOPR1nPGC-5sd-rCSlqvqCWHquaN\\_u-8QEdMRoCBqcQAvD\\_BwE](https://www.samaritans.org/chatappeal3/?gclid=CjwKCAjw3-bzBRBhEiwAgnnLCgy8E_S_3AFSQ4rm0TOPR1nPGC-5sd-rCSlqvqCWHquaN_u-8QEdMRoCBqcQAvD_BwE)
- Text support if you are feeling overwhelmed or struggling to cope: Text AFC to 85258, provided by Give Us a Shout / Anna Freud Centre: <https://www.giveusashout.org/about-shout/>. Free posters to display the number: <https://giveusashout.org/share-number/>
- Family support helpline by Families in Action: <https://www.family-action.org.uk/what-we-do/children-families/family-support-services/>
- Helpline by Supportline (any age): <https://www.supportline.org.uk/about/aims-of-service/>
- Parent helpline by Young Minds: <https://youngminds.org.uk/find-help/for-parents/>
- Parent confidential helpline by Family Lives: <https://www.familylives.org.uk/>

### **Children & Young People Support Lines:**

- NSPCC helpline 0808 800 5000: <https://www.nspcc.org.uk/what-you-can-do/make-a-donation/kids-in-real-life/> (The service includes emotional support)
- Online or on the phone anytime by Childline 0800 1111: <https://www.childline.org.uk/> (The service includes emotional support)
- Free, safe, and anonymous online support for 11-24 year olds by Kooth.com: <https://www.kooth.com/>
- Advice and helpline by Anxiety UK: <https://www.anxietyuk.org.uk/>
- Advice & helpline by Beat Eating Disorders: <https://www.beateatingdisorders.org.uk/support-services/helplines>
- Chat Health: <https://essexfamilywellbeing.co.uk/chat-health/> Chat to a School Nurse between the hours of 9-5pm Monday to Friday, providing timely and convenient access to confidential health advice for every young person in Essex.

- Helpline for under 25s by The Mix:  
[https://www.themix.org.uk/?gclid=Cj0KCQjwpfHzBRCiARIsAHHzZo3TCEkwAkum3duWevgyWHdkez2OvQWI2kBXrPb5GkTZS6AjdBErkaAngiEALw\\_wcB](https://www.themix.org.uk/?gclid=Cj0KCQjwpfHzBRCiARIsAHHzZo3TCEkwAkum3duWevgyWHdkez2OvQWI2kBXrPb5GkTZS6AjdBErkaAngiEALw_wcB)

## **Crisis Management**

Crisis management is for assessing risk when a person presents as showing signs of distress with their mental health, which causes concern for their safety or others safety.

### **Emergencies**

- Essex crisis management page guidance: <https://www.essex.gov.uk/mental-health>

#### **Emergency or crisis help:**

When you or someone that you care for is having extreme mental health difficulties, you may need to get help very quickly. This information is only to be used for a mental health emergency or crisis.

#### **Serious or life-threatening issues:**

If you or someone that you care for is in immediate danger, you should:

- **Contact the emergency services on 999**
- **Go to your nearest A&E department**

#### **Urgent issues:**

If you or someone that you care for is having an urgent mental health issue, you should:

- Call your mental health support worker, if you have one - this may be your care co-ordinator or key worker
- Call NHS 111: This NHS service is available 24 hours a day
- Book an emergency GP appointment - they should be able to offer you an appointment in a crisis with the first available doctor
- Call Adult Social Care on 0345 603 7630 or 0345 606 1212 (outside of normal working hours)
- Call the Crisis Team at EPUT (for Adults) or the **Crisis Support Service (for Young People) on 0300 555 1201**
- NHS Choices has a mental health helpline page with a list of organisations you can call for immediate assistance

## Further information

- NHS guidance on: Dealing with Mental Health Crisis or Emergency: <https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/dealing-with-a-mental-health-crisis-or-emergency/>

## Suicide Prevention

- How to promote positive emotional well-being and reduce the risk of suicide in children and young people by Essex County Council: <https://schools.essex.gov.uk/pupils/Safeguarding/Emotional Wellbeing and Mental Health/Documents/Promoting%20Positive%20Emotional%20Well-being%20and%20Reducing%20the%20Risk%20of%20Suicide%20-%20Spring%202018.pdf>
- Advice and free online training by Zero Suicide Alliance: <https://www.zerosuicidealliance.com/>
- prevention of young suicide Hopeline by Papyrus: <https://papyrus-uk.org/>
- Advice, helpline and webchat for young males aged 15-35 by Campaign Against Living Miserably (CALM): <https://www.thecalmzone.net/>
- Only national out-of-hours specialist helpline for people affected by mental illness. Text care and call backs by SANEline: [http://www.sane.org.uk/what we do/support/helpline/](http://www.sane.org.uk/what_we_do/support/helpline/)

## Safety Planning and Self-harm Coping Guidance

- Safety Planning and Self-harm coping plan guidance by Students Against Depression: <https://www.studentsagainstdepression.org/self-help/>
- Safety planning by Safe Lives: [http://www.safelives.org.uk/sites/default/files/resources/YP\\_safetyplan.pdf](http://www.safelives.org.uk/sites/default/files/resources/YP_safetyplan.pdf)
- Self-harm management toolkit by Essex County Council & Partners: [https://schools.essex.gov.uk/pupils/Emotional Wellbeing and Mental Health Information Portal for Schools/Documents/DS17\\_5950\\_SelfHarm\\_Toolkit\\_Digital.pdf](https://schools.essex.gov.uk/pupils/Emotional Wellbeing and Mental Health Information Portal for Schools/Documents/DS17_5950_SelfHarm_Toolkit_Digital.pdf)
- Calm harm app, to support people managing the urges to self-harm: <https://www.nhs.uk/apps-library/calm-harm/>
- Advice and guidance by Harmless: <http://www.harmless.org.uk/ourResources/copingStrategies>
- Self-injury support helpline, text support and webchat: <https://www.selfinjurysupport.org.uk/>

## Appendix 1

### Risk and protective factors

There are sets of risk and protective factors that may be present in someone's life and these factors interact to form feelings, thoughts and actions. The more risk factors present in a person's life, the more protective factors are needed to counterbalance the areas of risk. These factors exist on an individual level, within families and within wider communities.

	<b>RISK Factors for vulnerability</b>	<b>PROTECTIVE factors for growing resilience</b>
I N D I V I U A L	Prenatal trauma / premature birth / birth trauma, difficult temperament  Physical illness, especially if chronic or neurological  Learning or communication difficulties / disabilities  Separation from parents  Low self-esteem / learned helplessness  External types of self-motivation / attributions / self-efficacy  Difficulty in trusting others  <b>Sexual or physical abuse</b>  <b>Failing exams / impending exams</b>	Easy temperament, Being female  Positive self-image & self-confidence, Independent, autonomous  Internal types of self-motivation / attributions / self-efficacy (e.g. awareness that they have an impact on the world around them)  Ability to relate to and trust others  Good communication & social skills  Ability to regulate strong feelings and impulses and can delay gratification  Hope / positive beliefs / curiosity / creativity
F A M I L Y	Lack of secure attachment experiences  Fragmented family structures (single parent / separated families / army / <b>prison) divorce or separation) - relationships ending</b>  Parent / caregiver with mental health difficulties (depression, drug / alcohol abuse, <b>family history of suicide</b> )  Domestic violence, abuse, poverty, <b>unemployment</b> , loss and bereavement	Provides secure attachment experience / <b>relationships</b> provide care and support / create love and trust / offer encouragement  Warmth, cohesion – family is a 'group'  Absence of stress / conflict  Emotionally available and stable parent / carer  Highly structured / high expectations  Encourages participation in a 'family life'

C O M M U N I T Y	Separated families (children from parents in hospital)	Extended network of family and friends <b>CONNECTEDNESS</b>
	Lack of extended family and friends	Positive peer relationships / positive peer influence
	Birth experience – hospital approaches	Social organisations that offer array of services
	Gang culture	Consistent expression of social norms and expectations / what constitutes acceptable behaviour
	Ethos / attitudes / beliefs lack of community cohesion	Sense of cohesion / community neighbourhoods and neighbours / Sense of pride / culture / identity
	Violence, drugs, unsafe living area	Opportunities for children / young people to participate in community life as a valued members
	Unemployment / poverty areas Lack of a sense of power or input / involvement in community <b>Exam times in schools / results events</b>	

- Particular risk factors linked to suicide have been indicated in bold (Source of bold content: [www.befrienders.org](http://www.befrienders.org))

Appendix 2

**NELFT NHS Advice & Guidance Flowchart**

- NELFT NHS Advice & Guidance when planning to send a young person from an educational setting to A&E for mental health concerns:

