

Health, Wellbeing and Emotional Wellbeing Support for Children in Surrey

Guide for Parents and Carers, April 2021

As we begin to come out of the national COVID-19 lockdown, it is important that you know how to access the right advice, guidance and support for your family.

This brief guide highlights a range of resources to help maintain your child's wellbeing and to address any emotional needs, as well as guidance about self-harm.

Telephone Advice Lines

NHS 111

If your child is unwell or has an injury and you are worried **call NHS 111**. They are available 24/7 and will get you the right help including booking timed appointments at A&E if needed.

Children and Family Health Surrey 0 – 19 Advice Line 01883 340 922

8am-5pm Mon-Fri exc Bank Hols
Contact their advice line for help on all aspects of child health, development and parenting.

Childline

Counselling service for children and young people available any time via phone or online:



Domestic Abuse Helpline 01483 776 822

9am-9pm 7 days a week. Please reach out if you need to talk. You can also visit the website:
www.healthysurrey.org.uk/domestic-abuse

Children's Text Service

Chat Health 07507 329 951, 11-19 yrs

9am-5pm Mon-Fri exc Bank Hols
Your child can text a School Nurse directly to chat confidentially about anything troubling them like anxiety, sleep issues, exam stress or eating.

Online Support

NHS.UK

Information and advice on health conditions, symptoms, healthy living, medicines and how to get help. www.nhs.uk

Kooth.com

Online mental wellbeing support for children from 10 years upwards in Surrey including a virtual chat with a trained member of the team. www.kooth.com

Qwell for Parents of SEND Children

Online emotional wellbeing support for parents and carers of children and young people with special educational needs and disability in Surrey: www.qwell.io

Healthy Surrey

Support for parents to look after your own mental health plus advice for keeping your family well. www.healthysurrey.org.uk

Emotional Wellbeing and Mental Health Resources

Every Mind Matters

Advice for parents and carers on looking after your child's mental health and self care videos for young people.

www.nhs.uk/oneyou/every-mind-matters



Young Minds

Useful tips and ideas for how to support your children with worries or mental health problems. youngminds.org.uk/find-help/for-parents/supporting-your-child-during-the-coronavirus-pandemic/

MindEd for Families

Advice and information from specialists and parents to help you understand what problems occur and what you can do best to support your family. www.minded.org.uk

Jigsaw South East

Supports bereaved children and young people and those facing the loss of a loved one.

www.jigsawsoutheast.org.uk

The Surrey Wellbeing Partnership is a group of voluntary sector organisations working together to improve the wellbeing of Surrey children, young people and families. Contact surreywellbeingpartnership@outlook.com to link to your local charity or visit their Facebook page www.facebook.com/Surrey-Wellbeing-Partnership-103386114667958

COVID-19 Parents Resource Pack

Surrey's Educational Psychology team has created a resource pack full of tips to help you cope with managing your children's remote learning, dealing with anxious feelings, coping with change, and ideas for wellbeing activities.

search3.openobjects.com/mediamanager/surrey/fsd/files/educational_psychology_coronavirus_covid_resource_pack_1.pdf

Free Online Parenting Guides

Online guides to help you understand your child's or teenager's emotional development to improve your relationship.

childrenshealthsurrey.nhs.uk/services/free-online-guides-families

Rise Above

Online films and info for young people on things they worry about but might not discuss such as body image, relationships and coping with unhelpful thoughts. www.riseabove.org.uk

Safe Space Health

Physical, emotional and wellbeing health information in an accessible, fun and interactive way for 11 -14 yr olds. www.safespacehealth.uk

Family Learning

Online parenting courses for parents and carers who are struggling to support their children with school, homework or behaviour issues.

www.surreycc.gov.uk/schools-and-learning/adult-learning/courses/family-learning



Family Information Service

Information and signposting for families in Surrey covering childcare, education, family finance and wellbeing plus COVID-19 resources.

www.surreycc.gov.uk/people-and-community/families

Emotional Wellbeing and Mental Health Early Signs

Every child and young person feels low, angry or anxious at times. But when these feelings don't pass quickly or are affecting them significantly, it's good to get help.

You know your child best, and what is normal for them, so if you're worried take a look at the self help resources in this guide or contact your school. Here are some of the signs to look out for.



Early Signs for Children and Young People of All Ages

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| Significant changes in behaviour |
| Ongoing difficulty sleeping |
| Withdrawing from social situations |
| Not wanting to do things they usually like |
| Self-harm or neglecting themselves |

Signs for Primary School Children

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| Marked withdrawal or not willing to speak |
| Anxious or obsessive behaviours |
| Significant over-activity compared to usual |
| Persistent difficulties getting on with other children |
| Preferring to play alone and not wanting to interact with family |
| Persistent tearfulness or unhappiness |
| Persistent aggression towards others |
| Night time bedwetting when previously dry at night |

Signs for Secondary School Children

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| Persistent low mood or unhappiness |
| Increased irritability over extended periods |
| Lack of energy for no obvious reason |
| Disturbed sleep |
| Increased anxiety |
| Withdrawn behaviour or social isolation |
| Reduced appetite or unusual eating behaviour |
| Reduced school performance or repeated truanting |
| Severe aggression or getting into trouble with authority |
| Poor concentration and attention |

For details on self help resources for you and your child, or for information on how to get in touch with a healthcare professional, see pages 2 and 5 of this guide.

Concerns About Self-Harm Spotlight

What is Self Harm?

Self-harm is when people deliberately hurt themselves as a way of dealing with very difficult feelings, painful or traumatic memories or overwhelming situations and experiences.

Self-harm can be hard to spot because people self-harm in different ways and some approaches are less visible or noticeable. The idea of self-harm is sometimes promoted through social media groups and parents and carers should be alert to how children use social media

After self-harming people may feel a short term sense of release, but the cause of their distress is unlikely to have gone away.

What Can I Do I'm Concerned About Someone Self-Harming?

If you think someone you care for is/or is thinking about harming themselves, do not panic as there is support available.

We encourage you to reach out to them. It's not always an easy conversation to have – but Papyrus Charity recommend:

- **Asking** sensitively and directly if they have been harming themselves
- **Managing** your reactions and remaining calm
- **Exploring** the reasons behind their self-harm
- **Listening** to their explanation
- **Trying** to understand what's happening from their point of view
- **Avoiding** taking control of the situation
- **Encouraging** them to seek support

If you are worried about your child you should act quickly. Visit the [NHS website](#) for more details on self-harm, or contact your GP or school nurse.

Getting Help

These organisations offer information and support for anyone who self-harms or is thinking about self-harm.

Local Services

GP - Your GP will be able to provide support, information and referral

Surrey Children's Single Point of Access (C-SPA) -

Parents and carers can phone in to access support, information and advice. Call 0300 470 9100 Mon-Fri 9am to 5pm, or 01483 517898 for the emergency duty team out of office hours

Virtual CYP Haven - a safe place for 10-18 year olds to talk about their worries and mental health in a confidential, friendly, and supportive environment. Call 01483 519436 Mon-Fri 4pm to 8.30pm and Sat-Sun 12 noon to 6pm

National Helplines

Mind - call 0300 123 3393 or text 86463 Mon-Fri 9am to 6pm

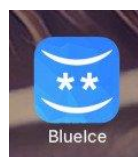
Harmless - email info@harmless.org.uk

YoungMinds Parents Helpline – call 0808 802 5544 Mon-Fri 9.30am to 4pm

Recommended Apps



Calm Harm - designed to help people resist or manage the urge to self-harm. It's private and password protected



Blue Ice - an evidenced-based app to help young people manage their emotions and reduce urges to self-harm



DistrACT - gives you easy, quick and discreet access to information and advice about self-harm

Getting More Help



If you are worried about your child's emotional wellbeing please contact their school. Whether they are learning from home or going in to school, our staff are here to help you. Speak to the Wellbeing Lead or Special Educational Needs Co-ordinator.

They can support you and put you in touch with the team of education, health and wellbeing staff linked to every school. This team is here to support your child with emotional wellbeing and mental health concerns and includes your School Nurse, CAMHS Early Intervention Service and Educational Psychologist. They can refer your child to other services with your permission if necessary.

Brief introductory films on each of the health and wellbeing teams in Surrey schools are available on the [Healthy Surrey website](#).

School Nurses

The School Nursing Team promotes physical health and emotional wellbeing in schools and the community. This includes anxiety, self harm, bereavement, sleep issues, illnesses, sexual health, healthy eating, exam stress and bullying.

Contact your School Nurse through your child's school or via the 0 - 19 Advice Line on 01883 340 922 (Mon to Fri 8am-5pm)

CAMHS Early Intervention Services

These Services are made up of Primary Mental Health Workers, Child Wellbeing Practitioners and Emotional Wellbeing School Nurses. They support children and young people when they begin to feel emotionally or mentally unwell, helping to build resilience and improve wellbeing to reduce the chances of problems becoming more serious.

Contact CAMHS Early Intervention Services through your child's school or via the CAMHS Single Point of Access on 0300 222 5755 (Mon to Fri 8am-8pm, Sat 9am-12pm)



Educational Psychologists

Educational psychologists can support your child if you're concerned about their emotional wellbeing. They focus on problem solving, providing information and signposting.

Contact your Educational Psychologist through your child's school or via the consultation line in your local area from 1-4pm each Wednesday:

North East Surrey: 01372 833588

South East Surrey: 01737 737777

North West Surrey: 01483 518130

South West Surrey: 01483 517179