

# Wellbeing Support Guide



**Children, Young People and  
Families**

## About Us

As a result of the coronavirus pandemic, some of our services are working in different ways, and some have ceased for the time being.

However, we are still here.

We have a variety of ways to support you and your child during this time, and there are a number of services available to support children, young people and their family or carers.

We have collated this information to help direct to you to the most appropriate place.

Our services are also working differently through this time and we are able to offer safe, secure software to enable face to face contact with families when needed.

These software systems support online meetings and video calls, which can be accessed from your desktop, laptop, tablet or smart phone via Outlook, App or Web Browser.

Staff will require an email address to invite families to a video meeting. You may need to provide a password when you join from a video system. You can find the meeting password in the email invitation.

Alongside all the services provided by Worcestershire Health and Care NHS Trust we thought it would be helpful to update you on some changes that have happened to services recently.

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## Support Available

### Starting Well Partnership – Support for families



## Starting well Partnership

EVERY CONTACT SHAPES A LIFE

The Starting Well Partnership is a new service launched on 1st April 2020. Worcestershire Health and Care NHS Trust are now working in partnership with Action for Children, Barnardo's and Redditch Borough Council to offer support to children, young people and families across the county from birth to early years and throughout school life.

The Starting Well Partnership website is now live and includes lots of information to support families during the current challenges as a result of Covid-19. There are also links to wider information on a range of issues, from infant feeding through to supporting a young person's mental wellbeing.

Further information is available via the following link [www.startingwellworcs.nhs.uk](http://www.startingwellworcs.nhs.uk)

### For Breastfeeding Support:

All breastfeeding mothers in Worcestershire will be contacted within 48 hours of discharge by a locality Breastfeeding Support Worker.

You can call the National Breastfeeding Helpline on 0300 100 0212 (9.30am to 9.30pm daily)

### How to contact your Health Visitor:

If your child is less than 5 years old and you need advice on any health or development issue, call the Telephone Advisory Service on 0300 123 9551

### How to contact your School Health Nurse:

If you are 11 – 19 years old you can text a School Health Nurse for confidential advice and support (Monday – Friday 9am – 4pm): Chat Health - text 07507 331750.

### How to contact your Special School Nurse:

The Special School Nursing team (SSN) are still accessible to Parents/carers and other professionals.

The team can be contacted via 01527 488446, Monday – Thursday 9am-3pm and Friday 9am -1pm; outside of these times a message can be left and we will respond as soon as we can.

Alternatively, please email the SSN generic email on [whcnhs.ssn@nhs.net](mailto:whcnhs.ssn@nhs.net)

### Locality details for Health Visitors and School Health Nurses:

If you need to speak to a specific Health Visitor or School Nurse in your area please call:

Worcester City: 01905 681 909

Worcester West (South of the river): 01905 681916

Redditch: 01527 488780 / 488770

Bromsgrove: 01527 488335

Droitwich: 01905 681 033

Kidderminster: 01562 514555 / 514637

Malvern: 01684 612 784

Evesham: 01386 502 576

Pershore: 01386 507 067



## How to contact your Parenting and Community Providers:

For help and advice including food banks, free childcare and childcare information, parenting advice including behaviour during self-isolation. A new system for online referrals to our parenting providers is now available via <https://www.startingwellworcs.nhs.uk/support-during-covid19>

If you are unable to access the internet, please call the Telephone Advisory Service on 0300 123 9551, who will help you make a self-referral.

## Speech and Language Team

Do you have children with additional needs or communication difficulties including autism?

It is a difficult time for everyone. As adults, it is difficult for us to take in all of the information and changes that Covid-19 has caused in our lives. It is even harder to help children and young people cope with all the uncertainties and disruption. Children who are feeling anxious and unsettled often show this in many different ways, including through their behaviour or communication.

We are here to help you.

You can email us for support - one of our team will call you back. Our email address is [WHCNHS.sltcovid19@nhs.net](mailto:WHCNHS.sltcovid19@nhs.net)

You can find resources related to Covid-19 on our website [www.hacw.nhs.uk/sltcovid19](http://www.hacw.nhs.uk/sltcovid19). We are adding new resources every week.

If your child is already seen by or monitored by Speech and Language Therapy, the team are still available by telephone or email to help advise and support you too.

## Community Paediatrics

Community Paediatricians are working differently during COVID 19 due to Doctors being needed to help care for patients of all ages within Hospital settings.

We do still have a team of Doctors and Clinical Practitioners who will be available for any urgent enquiries or care needs. We can arrange to see children face to face if this is essential. You may need to attend a different location for the clinic appointment and may

be seen by a different Doctor.

We have a Doctor allocated to take urgent calls every day.

The secretaries and appointments team are also available by telephone, should you have any questions. To make contact please call: 01905 681071 9am to 4.30pm Monday to Friday.

## Orchard Service Community Children's Nursing

The team remain available via their usual contact numbers for children and families who have a child with a clinical nursing need due to a life threatening condition. Children will also receive care that would otherwise be provided in hospital.

They will prioritise visits and will visit wearing appropriate PPE.

Please do not delay contacting the team if your child is usually seen by the team and think your child is unwell.

It is important that children are assessed as most illnesses are not related to COVID 19 and can be treated effectively.

Delay can put your child at greater risk.

Telephone Numbers:

- North Orchard Service: 01527 488223
- South Orchard Service : 01905 681590

Packages of care for children with continuing health care needs are also still in place, unless a family has made a choice for this to be suspended during COVID 19. Any family who has chosen to provide all care themselves, but struggles to continue this can contact the Home Support Team to re-introduce the care.

Home Support Team Telephone: 01527 488223

Orchard Service, Support for Families Team continues to be available and can be accessed directly by those already known to the team. Otherwise please contact the office numbers above to request contact and you will receive a call as soon as possible.

## Occupational Therapy and Physiotherapy Team

The Paediatric Occupational Therapy and Physiotherapy Team are still accessible to families and professionals. We are providing support and advice via telephone and video consultations.

The team are contactable on: 01562 514 520, Monday – Friday 9am-5pm. Outside of these



times please leave a message and we will respond as soon as we can.

Alternatively, please go to our website and Facebook page for more information and useful resources which are being updated regularly.

Websites:

[www.hacw.nhs.uk/services/service/physiotherapy-paediatric-88](http://www.hacw.nhs.uk/services/service/physiotherapy-paediatric-88)

[www.hacw.nhs.uk/services/service/occupational-therapy-paediatric-89](http://www.hacw.nhs.uk/services/service/occupational-therapy-paediatric-89)

Facebook: @cypfotphysio

## Support for Emotional Health and Wellbeing

### Child and Adolescent Mental Health (CAMHS)

We are working hard to make sure that wherever possible all aspects of the CAMHS provision continues to be delivered. We are being creative and using means of communication other than face to face, except in exceptional circumstances, in order to prioritise safety. The service has implemented the digital provision so as that 'virtual' groups and 1:1 work are included in the offer. This includes Reach4Wellbeing(which continues to be accessed via self-referral), CAST, CAMHS LD and specialist CAMHS including the eating disorders team. Below is a list of our current social media platforms which we are posting regular information on:

#### Twitter

Emotional Health and Wellbeing - @WHCT\_CAMHS

CAMHS DBT - @WHCT\_CAMHS\_DBT

Reach 4 Wellbeing - @WHCT\_R4W

CAST - @CamhsClaire

CAMHS LD - @WHCT\_LDCAMHS

#### Facebook

@WHCTCAMHS

#### Instagram

@WHCT\_CAMHS

Parents and Young People who are currently open to CAMHS can contact the team for additional support and advice in the event of a deterioration in the young person's mental health.

### Kooth.com



Kooth is an online service which is available 24 hours a day, 7 days a week. The service is particularly effective for children and young people in vulnerable and hard to reach groups who may find it difficult to access traditional models of service. It is a free, safe and confidential platform.

The service offers a wealth of self-help information and resources on health and wellbeing.

This includes information and experiences written by young people along with a daily diary function, articles on mental wellbeing, self-help tools, online games, blogs and access to an online Kooth community.

Kooth also provides an online counselling function whereby children and young people can have chat counselling with instant messaging.

### Here2Help Worcestershire



Here2Help is a countywide campaign and community response to provide help and support to vulnerable people and families affected by the Covid-19 pandemic. It is led and coordinated by Worcestershire County Council, supported by a growing network of individuals, groups and organisations across the county.

It was launched at the start of the pandemic, initially to help vulnerable households who may be self-isolating to access food and medicine – particularly where they don't have available family, friends and neighbours to support them. Increasingly the campaign is also responding to the secondary impact of the pandemic, which in the context of children, young people and families includes issues where:

- The financial situation in a household has changed and parents are struggling to be able

to feed their family;

- Parents might be struggling to cope without their usual support networks, to help look after children and keep them entertained (particularly where there may have already been challenging behaviour);
- The isolation and loneliness, accompanied by other issues, are bringing increasing stress and anxiety for children, young people and parents.

How does it work?

There are two ways to access support:

1. Providing information, advice and resources to enable self-help wherever possible. On the Here2Help website [www.worcestershire.gov.uk/here2help](http://www.worcestershire.gov.uk/here2help) there are a growing number of resources to help families entertain and educate their children, support their mental health, maintain their wellbeing at home, for instance.
2. People can request help by completing the short online form on the website or via a dedicated phone number, 01905 768053, which is open from 8am to 8pm seven days a week. People, groups and organisations can also offer help by completing a short online form on the website.

### Worcestershire Healthy Minds



Worcestershire Health Minds support people, aged 16 and over, who are experiencing problems such as stress, anxiety, low mood and depression. We are a free, confidential service offering a range of talking therapies and support including short courses, online therapies, and guided self- help. To access the service you must be aged 16 or over and registered with a GP in Worcestershire, visit [www.nowweretalking.nhs.uk](http://www.nowweretalking.nhs.uk)

Worcestershire Healthy Minds remains fully operational, although due to the coronavirus outbreak face to face appointments have been moved to telephone appointments to protect both the public and staff. The service is exploring video appointments, and looking to deliver the services' courses and groups via alternative digital options.

For people struggling with stress, anxiety, low mood or depression as a result of the coronavirus outbreak, don't worry you're not alone, 1 in 4 people experience symptoms like these, and we are here to help! So self-refer via [www.hacw.nhs.uk/self-referral](http://www.hacw.nhs.uk/self-referral)

## Mental Health Emergency

Whether you experience a sudden deterioration of an existing mental health problem or are experiencing problems for the first time, you'll need immediate support from specialists who can listen to your concerns and feelings, help implement appropriate support and help you deal with the challenges you are facing.

If you are already being supported by Mental Health Services you should try to speak to your usual team before calling the crisis team.

**Crisis Resolution Team: 01905 681915 (24 hrs a day 365 days a year).**

The Crisis Resolution Team offer advice, support and at times assessment for people who are experiencing a mental health crisis.

People calling the number can expect to speak to Mental Health Advisors and/or trained Mental Health Clinicians who will be able to listen to your concerns and help make appropriate plans with you to support you.

If you are unsure what you should do now, staff on this number will be able to guide you to the appropriate choice.



## Do you have a concern, complaint or comment?

Contact: Patient Relations Team, Worcestershire Health and Care NHS  
2 Kings Court, Charles Hastings Way, Worcester. WR5 1JR

**Tel: 01905 681517 Email: Whcnhs.pals@nhs.net**

Do you need to know about accessibility?

Read our detailed guides at  
[www.AccessAble.co.uk](http://www.AccessAble.co.uk)



## Do you have a communication or information support need?

If so please contact the person who gave you this leaflet so that those needs can be recorded and responded to.



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