

Mind Young Health

A compilation of nationally available web-based resources with information for parents and carers on young people's mental health and wellbeing.

www.pkc.gov.uk/youngmentalhealthwellbeing



Contact Information What's In It for Parents and Carers?

ParentLine Scotland

ParentLine Scotland

Tel 08000 28 22 33
www.parentlinescotland.org.uk

ParentLine Scotland is a 24-hour national confidential helpline and web-chat service for parents and carers who need advice and support for a child or young person, including mental health and wellbeing issues. Their vision for the future is for every child and young person in Scotland to have a happy, healthy, safe and secure childhood through the help of trained counsellors listening, supporting and taking action.

Kinship Carers

Kinship Carers

Tel 08000 28 22 33
www.children1st.org.uk/what-we-do/our-services/search-our-services/kinship-care/what-we-do/kinship-care-helpline/

If you or someone you know is caring for a child who can no longer live with their parents and would like advice, support or information, you can contact the Kinship Care Helpline. Kinship Carers, run by ParentLine Scotland, is a national confidential helpline and web-chat service staffed by trained call-takers for kinship carers who need advice and support for a child or young person, including mental health and wellbeing issues.

NSPCC

NSPCC

Tel 0808 800 5000
www.nspcc.org.uk
help@nspcc.org.uk

The NSPCC provides a confidential helpline for parents and carers who need advice and support for a young person who may have mental health and wellbeing issues, or who have an enquiry on child protection and related subjects. The NSPCC offers parents and carers a direct helpline to their information specialists. ChildLine, operated by the NSPCC, provides confidential support for any young person with mental health and wellbeing issues or other concerns through a 24-hour helpline with trained advisers, online chats and message boards.

Papyrus

Papyrus

Tel 0800 068 41 41
SMS 07786 209697
www.papyrus.org.uk
Email pat@papyrus-uk.org

Papyrus provides direct support to parents and carers wanting to prevent young suicide through advice via their helpline, email and SMS service. Papyrus can offer training to support parents and carers in suicide awareness, alertness, and intervention skills. Papyrus provides a direct helpline for young people with suicidal feelings, which takes a positive, wellbeing approach to give them hope.

Breathing Space Scotland

Breathing Space Scotland

Tel 0800 83 85 87
www.breathingspace.scot

When a parent or carer calls Breathing Space, they will be able to talk to one of the specialist advisers who come from a range of mental health, counselling and social work backgrounds. They can ask to speak specifically to a man or a woman. People of all ages and backgrounds contact Breathing Space and they treat each call with patience and respect. Breathing Space helps people to explore their problems but will also give advice and signpost to local and national services.

ParentLine

SCOTLAND 08000 28 22 33

Tel 08000 28 22 33

www.parentlinescotland.org.uk

Monday - Friday
9.00 am - 10.00 pm

Saturday - Sunday
12 noon - 8.00 pm

What can a parent or carer expect if they phone?

When a parent or carer calls ParentLine Scotland they will be able to access direct help from trained call-takers who can offer advice and emotional support on any issue relating to the mental health and wellbeing of a young person.

The service also provides practical guidance which can be in the form of signposting to more specialist services, advocacy or ongoing telephone support with a named call-taker.

ParentLine Scotland may suggest that a young person contact their GP who can offer help to get other kinds of support on behalf of a young person.

Parents and carers can call repeatedly and there is ongoing support, however this is very much based on an individual's needs. ParentLine offer 'case management' for up to 6 weeks of support from the same counsellor providing emotional support as well as practical guidance.

Will people always be able to get through and will they be charged?

Usually, but it can vary, dependent on how busy it is. ParentLine would try to answer the call then offer to call back.

Calls from landlines and some mobiles are free.

Useful links

Ongoing support:

www.children1st.org.uk/help-advice/for-young-people/

Factsheet on self-harm:

www.children1st.org.uk/shop/understanding-self-harm/c-24/p-376

KINSHIP CARE

08000 28 22 33

Tel 08000 28 22 33

www.children1st.org.uk/what-we-do/our-services/search-our-services/kinship-care/what-we-do/kinship-care-helpline/

Monday - Friday
9.00 am - 10.00 pm

Saturday - Sunday
12 noon - 8.00 pm

What can a parent or carer expect if they phone?

When a parent or carer calls the Kinship Carers helpline they will be able to access direct help from trained call-takers who can offer advice and emotional support on any issue relating to the mental health and wellbeing of a young person.

The service also provides practical guidance which can be in the form of signposting to more specialist services, advocacy or ongoing telephone support with a named call-taker.

Kinship Carers may suggest that a parent or carer contact their GP who can offer help to get other kinds of support on behalf of a young person.

Parents and carers can call repeatedly and there is ongoing support, however this is very much based on an individual's needs. Kinship Carers offer 'case management' for up to 6 weeks of support from the same counsellor providing emotional support as well as practical guidance.

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www.children1st.org.uk/shop/understanding-self-harm/c-24/p-376

NSPCC

Tel 0808 800 5000

www.nspcc.org.uk

24 hours a day, 7 days a week

What can a parent or carer expect if they phone?

The NSPCC helpline offers a variety of advice and support services for parents and carers, through trained advisers, the online Information Service and guides. When a parent or carer phones, they will be able to speak to an information specialist with any concerns over child protection or related subjects. If advice or further information is needed, the NSPCC's Information Service offers the latest policy, practice, research and news on child protection issues, which a caller can ask any question on.

If a child is perceived to be at serious risk of harm then a referral can be made to the child's local authority at which point it would be investigated by them, and if deemed necessary, social workers may get involved but this normally only applies to the more serious cases.

The NSPCC may suggest that a parent or carer contact their GP who can offer help to get other kinds of support on behalf of a young person.

Parents and carers can utilize the service over specific concerns about the wellbeing or safety of a child as much as they require, so they can call repeatedly should they need to. With regards to providing ongoing support, dependant on support need, the NSPCC offer a range of services.

Will people always be able to get through and will they be charged?

This is dependent on the demand for the service; typically, getting through to a practitioner can take anywhere between a few seconds to 5 minutes. The NSPCC make every effort to ensure those who call the helpline are put through to a practitioner on their first attempt; however, this is not always possible. In this case they would be advised to call back later.

The NSPCC is free to call from landlines and most mobile networks. You can text or email NSPCC for a call back. If you text, please provide your telephone number and name (or false name if you prefer).

Useful links

Ongoing support:

www.nspcc.org.uk/fighting-for-childhood/our-services/services-for-children-and-families/

Self-harm info for parents:

www.nspcc.org.uk/preventing-abuse/keeping-children-safe/self-harm/



Tel 0800 068 41 41

www.papyrus.org.uk

Monday - Friday
10.00 am - 10.00 pm

Saturday - Sunday
2.00 pm - 5.00 pm

What can a parent or carer expect if they phone?

When a parent or carer calls Papyrus they will be able to access direct help through trained professionals who give non-judgmental support, practical advice and information to anyone concerned that a young person they know may be at risk of suicide, including professionals, eg teachers, probation workers, doctors, nurses, youth workers, etc.

All calls are confidential and can be made without disclosing names, location or personal details. In certain cases where our advisers become aware of imminent danger to life, we will advise that emergency support is required. We will usually get callers to work with us in accessing fast response services. Where appropriate, we may need to ask emergency services to become involved in order to prevent a suicide or other significant harm, even if the caller's consent is not given. In such cases, we will only ask the emergency services to locate the caller and to intervene. We will not share information other than absolute essentials.

Papyrus may suggest that a parent or carer contact their GP who can offer help to get other kinds of support on behalf of a young person.

The helpline is an advice service, not an ongoing support service. When appropriate, Papyrus advisers help callers identify who can provide ongoing support from other organisations.

Will people always be able to get through and will they be charged?

If the helpline is busy or if you need to call outside the opening hours, you can leave a message on the answer phone and Papyrus will get back to you as soon as possible during opening hours.

Papyrus is free to call from BT landlines, other networks and mobiles may vary. Your call will not appear on your itemised BT telephone bill.

Useful links

Ongoing support:
www.papyrus-uk.org/help-advice



Tel 0800 83 85 87

www.breathingspace.scot

Monday - Thursday
6.00 pm - 2.00 am

Friday-Sunday
6.00 pm - 6.00 am

What can a parent or carer expect if they phone?

When a parent or carer calls Breathing Space, they will be able to talk to one of the specialist advisers who come from a range of mental health, counselling and social work backgrounds. They can ask to speak specifically to a man or a woman. People of all ages and backgrounds contact Breathing Space and they treat each call with patience and respect. Breathing Space helps people to explore their problems but will also give advice and signpost to local and national services. Only in extreme situations will Breathing Space seek to intervene via emergency services.

The advisers can offer advice, and if appropriate, give referrals to agencies that can help with more specific problems in your local area. It may be helpful to have a pen and paper handy in case the advisor gives any practical help with phone numbers, addresses etc.

Breathing Space may suggest that a parent or carer contact their GP who can offer help to get other kinds of support on behalf of a young person.

Will people always be able to get through and will they be charged?

If a parent or carer is feeling distressed, in a state of despair, or requiring help with a young person who is feeling suicidal or needs emotional support outwith Breathing Space's opening hours, they can contact Samaritans on 08457 90 90 90. All calls are confidential and will be taken by a trained Samaritans volunteer. The phone line is available 24-hours a day, 7 days a week.

*Breathing Space is free to phone from landlines and mobile networks Vodaphone, Orange, Virgin and 3. The phone number won't show up in telephone bills. Other mobile networks will charge for calls to Breathing Space and calls will be listed in telephone bills. If you let the advisers know, they can phone you back in order to save your mobile phone charge.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

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