

Wiltshire Children & Young People's Trust

To improve outcomes for children & young people in Wiltshire

and to promote and support resilient individuals, families and communities.



Wiltshire's

Little Book

for Children and
Young People on
Support for Wellbeing
and Mental Health

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Who is this book for?

This book is for:

Children and young people, parents, carers and families and professionals who work with and support children, young people and their families.

What is it for?

This book is to provide information on **who** does **what** in Wiltshire to help and support children and young people to have good mental health.

There are lots of organisations which support parents, carers and families in Wiltshire. You can find out more information here: www.askwiltshire.org.

At the end of the little book there is a list of websites and help lines.

Dial 999 in an emergency to contact emergency services. For medical advice, you should contact your GP.

Some definitions

What do we mean by good mental health?

“Good or positive mental health...is the foundation for wellbeing and effective functioning both for individuals and for their communities.”

No health without mental health

What does ‘wellbeing’ mean?

“Wellbeing is a positive state of mind and body, feeling safe and able to cope, with a sense of connection with people, communities and the wider environment.”

No health without mental health

What is a mental health problem?

“This is a phrase used to denote the full range of diagnosable mental illnesses and disorders, including personality disorder. Mental health problems may be more or less common and acute or longer lasting, and may vary in severity. They manifest themselves in different ways at different ages and may present in behavioural problems (for example, in children and young people).”

No health without mental health

A-Z of Services

Behaviour Support Service

What is this?

The Behaviour Support Service provides advice and training to schools on managing children with emotional and behavioural problems. The service also does some one-to-one work with children and runs some groups for both parents and children.

Who is it for?

It is for Primary school age children (4-11 years).

How can I access this?

The Behaviour Support Service can only be accessed through schools, about school problems.

Contact details

Inclusion Co-ordinator,
Behaviour and Attendance
Wiltshire Council
County Hall
Trowbridge BA14 8JN
Tel: **01225 718224**

Behaviour Support Teachers can be contacted through the Targeted Schools and Learning Area Office
Tel: **01225 757901**

Barnardo's Mandala, Specialist Therapeutic Service

What is this?

Mandala provides therapy sessions for children who have experienced early childhood trauma or abuse, and for children who don't have a good bond with their parents, or have very low self esteem, that is, anything that makes a child feel worthless or unlovable. Mandala use a range of play and creative therapies which are a good way to help children to explore deep feelings and are also suitable for children with learning difficulties.

Who is it for?

It is for children aged 5-18 who have experienced domestic abuse, bereavement, any form of abuse, or family breakdown, or who are isolated or lonely due to their disability.

How can I access this?

To discuss a referral please use the contact details below.

Contact details

Children's Service Manager, Barnardo's

Tel: **07584 347291**

Website: www.barnardos.org.uk/mandala.htm

Children's Centres

What is this?

Children's Centres provide support for parents, carers and their children aged under 5 years old. They offer advice and information about other services that may be able to help. Some Children's Centres also offer support which may include individual and group work and home visits.

Identifying emotional and mental health issues in under 5 year olds can be difficult as young children display a wide range of behaviours that come and go. However, if you are worried about your child then speak to your health visitor or GP as soon as you can.

Who is it for?

The core service is available to any family with a child under 5 years old living in the catchment area.

How can I access this?

Drop in during opening hours or give them a call.

Contact details

Contact the Children's Centre Development Officer on
Tel: **01225 757982** for details of your nearest centre or
Email: earlyyears@wiltshire.gov.uk.

Cruse Bereavement Care

What is this?

Cruse Bereavement Care offers professional and confidential support to those having difficulty coping with one of life's most traumatic times - the death of someone close. This includes individual and group counselling, social club meetings and events and support on the telephone.

Who is it for?

Cruse Bereavement Care offers support, advice and information to children, young people and adults when someone dies.

How can I access this?

Telephone our office on Tel: **01793 619933**.

There is someone there to take your call between 12.30 and 3.30pm, Monday-Thursdays.

At other times leave a message with your contact details and we will get back to you, or email swindon@cruse.org with your name and telephone number.

Contact details

Cruse Bereavement Care Phone

Tel: **01793 619933**

Email: swindon@cruse.org

Early Years Inclusion team

What is this?

The Early Years Inclusion team provides advice and support to Early Years settings, such as playgroups and nurseries, to help children with disabilities and difficulties feel happy in these places.

Early Years inclusion officers provide a programme of support for children and may support a child or family within their home, early years setting and school.

Early Support Development workers provide advice and support through the early support programme for families with babies/children under five with additional needs, disabilities and difficulties.

Who is it for?

Children up to five years old.

How can I access this?

If you have any concerns about your child, you should talk first to the Special Educational Needs Co-ordinator (SENCO) in your child's Early Years setting, or to your family's health or social care professionals.

Contact details

Tel: 01225 757950

Educational psychologist

What is this?

Educational psychologists use their knowledge of child development to support the inclusion, learning and emotional wellbeing of children and young people. Educational psychologists sometimes work directly with children and young people. Most of their work involves giving advice and support to parents, teaching staff and other professionals.

Who is it for?

Children and young people from birth to 18 years with additional emotional, social or educational needs.

How can I access this?

Where a child or young person goes to a Wiltshire school or Early Years setting, access is normally through that school or setting.

Contact details

Schools and Learning Area Office North and East

Tel: **01249 709450**

Schools and Learning Area Office South and West

Tel: **01225 757901**

Greatwood Horse Power

What is this?

Greatwood offers programmes to develop confidence and promote self-esteem.

Horse Power is a life skills and emotional literacy programme, developed at Greatwood for children and young people with special educational needs. The children will learn social skills, communication and improve their life chances through interacting with the small animals and rescued horses.

Who is it for?

Children and young people aged 3-25 years.

How can I access this?

Contact Greatwood direct using the contact details below.

Contact details

Greatwood Rainscombe Hill Farm

Clench Common

Marlborough

Wiltshire SN8 4DT

Tel: **01672 514535**

Email: **info@greatwoodcharity.org**

Website: **www.greatwoodcharity.org**

Health Visiting Service

What is this?

The Health Visiting Service promotes good health and helps prevent ill health for pre-school children. This is done by stopping things happening in the first place, whenever possible, and by acting quickly before things get worse, when necessary. The positive promotion of health and wellbeing includes immunisations and screening programmes.

Health Visitors can provide information, advice and guidance to families about all aspects of baby and child care such as sleep routines, feeding and healthy eating, and understanding and managing children's behaviour. They also run parenting groups that offer advice and support.

Who is it for?

This service is for all families with pre-school children. Every family with a pre-school child has a named Health Visitor.

How can I access this?

Health Visiting Services are delivered locally within Children's Centres, homes and GP practices.

Contact details

Website: www.gwh.nhs.uk/wards-and-services-a-z/a-to-z/childrens-services/

Integrated Youth Service

What is this?

The Wiltshire Integrated Youth Service is open to everyone aged 11-19 and offers extra support to those who need more help. This includes positive activities such as dance, sports, drama etc.; support for those not in education, employment or training; and support services for those young people who are struggling with substance misuse (alcohol and drugs).

Who is it for?

11-19 and up to 25 for young people with a disability.

How can I access this?

The Integrated Youth Service can be accessed directly by contacting or walking into youth centres in each area or through a referral into a service either from a young person themselves, a teacher, or a health professional.

Contact details

For more information about the Integrated Youth Service visit: www.sparksite.co.uk.

A service called 'The Line' can also be accessed through Sparksite, a confidential counselling service for young people.

Mediationplus: 5-18 Counselling Project

What is this?

The 5-18 Counselling Project from Mediationplus provides trained counsellors for children. In difficult family situations, counsellors actively listen to children to help bring their concerns to the surface. Mediationplus can help children express their feelings of anger, confusion or rejection.

Who is it for?

For children and young people aged 5 -18 years whose parents have separated or divorced.

How can I access this?

Email, call or write using the details below.

Contact details

mediationplus

34 Milton Road

Swindon SN1 5JA

Tel: **01793 527285**

Email: **info@mediationplus.co.uk**

Mediationplus: Re-Connect

What is this?

Re-Connect is one of the projects provided by Mediationplus. From our Swindon base, Re-Connect provides mediation to young people aged 13- 25 years and their families to repair relationships whether living at home or not. Mediation is a way of bringing people together to help them settle disputes or make joint decisions to improve things between them.

Who is it for?

Young people aged 13-25 years.

How can I access this?

Email, call or write using the details below.

Contact details

mediationplus

34 Milton Road

Swindon SN1 5JA

Tel: **01793 527285**

Email: info@mediationplus.co.uk

Child and Adolescent Mental Health Outreach Service for Children and Adolescents

What is this?

The main role of Child and Adolescent Mental Health Outreach Service for Children and Adolescents (OSCA) is to work intensively with children and young people experiencing lots of different behavioural, emotional and mental health needs and to prevent risky behaviours getting worse and to work towards recovery. This can be provided in addition to specialist Child and Adolescent Mental Health Services (CAMHS) to provide intensive wrap-around support.

Who is it for?

Young people aged 11-18 years.

How can I access this?

By referral from a GP, health professional, teacher, social worker, etc. to the Single Point of Access (SPA). A CAMHS Referral form should be completed for all CAMHS referrals.

Contact details

Single Point Access (SPA):
Melksham Hospital
Spa Road
Melksham SN12 7NZ
Tel: **01225 905094**

Professionals can make a referral using the SPA which can be found at:
www.wiltshirepathways.org.

Primary Child and Adolescent Mental Health Service

What is this?

The Primary Child and Adolescent Mental Health Service (PCAMHS) offers time-limited interventions (for a fixed short term) to address the emotional and mental health needs of young people at an early stage with the aim of reducing longer term mental health problems. Before a child or young person is referred to PCAMHS, other support should have been tried first, for example school counselling, support from a health visitor or school nurse.

Who is it for?

Children and young people from birth to 18 years old.

How can I access this?

By referral from a GP, health professional, teacher, social worker, etc. to the Single Point of Access (SPA). A CAMHS Referral form should be completed for all CAMHS referrals.

Contact details

Single Point Access (SPA):

Melksham Hospital

Spa Road

Melksham SN12 7NZ

Tel: **01225 905094**

Professionals can make a referral using the SPA which can be found at: www.wiltshirepathways.org.

Relate Dorset and South Wiltshire

What is this?

Relate counselling provides one-to-one support for emotionally troubled children and young people. It offers them a chance to talk about problems confidentially with an independent skilled person they can trust. The counsellor will help the young person to look at things differently and find ways to cope with problems and feel happier.

Who is it for?

The young people's service is available from 10 years of age upwards.

How can I access this?

Children and young people can be referred by a teacher, social worker or can ask to see a counsellor themselves.

Appointments are in Salisbury and surrounding area only.

Contact details

Tel: 01305 262285

Email: counselling@relatedorset.co.uk

Relate Mid-Wiltshire

What is this?

Relate counselling provides one-to-one support for emotionally troubled children and young people. It offers them a chance to talk about problems confidentially with an independent skilled person they can trust. The counsellor will help the young person to look at things differently and find ways to cope with problems and feel happier.

Relate Mid-Wiltshire provides 3 services for children and young people:

- Relateen - one to one professional counselling service delivered in Secondary schools.
- Time to Talk - as above, in Primary schools.
- Talk Zone - as above, located outside school in Trowbridge, Chippenham, Devizes, Tidworth and as needed across Wiltshire.

Who is it for?

Children and young people from 5 to 19 years old.

How can I access this?

Children and young people can be referred by a teacher, or social worker, or they can ask to see a counsellor themselves.

Contact details

Appointments Line: 0300 003 1781.

Email: office@relatamidwiltshire.co.uk

School counselling

What is this?

School counselling provides one-to-one support for children and young people in school and can help them find ways to improve their emotional resilience (their ability to cope with stress and be able to adapt to change). Counselling can be a chance for children and young people to talk about their behaviour and find ways to stay calm and talk through problems.

Who is it for?

Children and young people aged 5-16 years.

How can I access this?

A variety of counselling and guidance services exist in different schools in Wiltshire.

Contact details

Talk to your school to find out more about counselling services in your school – for example, you can talk to your school nurse, your teacher or your Parent Support Advisor (PSA).

School Nurse

What is this?

School Nurses work with school-aged children, young people and families, schools and communities to improve health and tackle inequality. The service is provided by qualified nurses and support staff who are experienced in working with children and young people.

The service has teams whose members are experienced in public health, health promotion, including sex and relationship education, and emotional health and wellbeing, screening and safeguarding.

School Nurses can help with many different health and emotional issues.

Who is it for?

Children and young people aged 5-16 years.

How can I access this?

You can call in and see your School Nurse at your school.

Contact details

Website: www.gwh.nhs.uk/wards-and-services-a-z/a-to-z/childrens-services

Specialist Child and Adolescent Mental Health Services

What is this?

Specialist Child and Adolescent Mental Health Services (CAMHS) provides assessment and treatment for serious mental health disturbances and their associated risks. Workers will consider how serious the mental health concerns are, how long they have been going on, and how much they affect the rest of the person's life.

Who is it for?

It is for children and young people from birth to 18 years.

How can I access this?

By referral from a GP, health professional, teacher, social worker, etc. to the Single Point of Access (SPA). A CAMHS Referral form should be completed for all CAMHS referrals.

Contact details

Single Point Access (SPA):

Melksham Hospital

Spa Road

Melksham

SN12 7NZ

Tel: **01225 905094**

Professionals can make a referral using the SPA which can be found at:
www.wiltshirepathways.org.

SplitzKidz and KidzPace

What is this?

SplitzKidz in east and south Wiltshire and KidzPace in north and west Wiltshire offer support to young people in Wiltshire aged 11 to 16 who have witnessed and/or experienced domestic abuse.

Who is it for?

Young people aged 11 to 16 living in Wiltshire.

How can I access this?

An online referral can be made at www.splitz.org alternatively a telephone referral can be made by calling 01225 775276 during office hours.

Contact details

Splitz Support Service Oak House
Epsom Square
White Horse Business Park
Trowbridge
BA14 0XG

For more information about Splitz Support Service please visit: www.splitz.org or contact **01225 775276** during office hours.

Websites and help lines

Bristol Crisis Service for Women

Tel: **0117 925 1119**

Website: www.selfinjurysupport.org.uk

CALM (Campaign Against Living Miserably)

Helpline for 15 –24 year old males:

Tel: **0800 58 58 58**

Website: www.thecalmzone.net

Childline

24 hr helpline: **0800 1111**

Website: www.childline.org.uk

Cruse

National helpline: **0844 44779400**

Website: www.crusebereavementcare.org.uk

Cruse: Youth Involvement Project

Tel: **020 8939 9530**

Website: www.rd4u.org.uk/

Health and Wellbeing/Mental Health

Website: www.thesite.org/health

Mental Health Foundation

Website: www.mentalhealth.org.uk/

MIND Info line

Tel: **0845 766 0163**

Website: www.mind.org.uk

National Self Harm Network

Tel: **0800 622 6000**

Website: www.nshn.co.uk

Papyrus HOPELineUK

Tel: **0800 068 414**

Website: www.papyrus-uk.org

Rethink Mental Illness

Tel: **0300 5000 927**

Website: www.rethink.org

Samaritans

Tel: **08457 90 90 90**

Email: jo@samaritans.org.uk

Young Minds

Tel: **0808 802 5544**

Website: www.youngminds.org.uk

Youth Access

Tel: **0208 772 990**

Website: youthaccess.org.uk