


– YP version for the website and the communication strategy.

## **Children and Young Person Advice Helpline number to support crisis intervention and prevent mental health crisis**

Coventry and Warwickshire Partnership NHS Trust (CWPT) want to support you during the difficult times we are facing due to the Covid 19 situation. To do this we have developed a 24 hour 7 day a week telephone Advice Helpline run by qualified mental health clinicians to be there for you to contact when you need. We know that the feelings you may be experiencing at such difficult times are frightening and can make you feel that your emotional wellbeing is in crisis. We know that these emotions can lead to a mental health crisis which often means that you no longer feel able to cope or be in control of your situation. You may feel great emotional distress or anxiety, cannot cope with day-to-day life, intense sadness and may be thinking about suicide or self-harm or experiencing thought disorientation that can feel like hallucinations or hearing voices.

We want to be there for you to support and give advice, to work with you to feel more able to be in control of your emotions and manage the distress you are feeling together with you.

 Children and Young Peoples Specialist Mental Health service in CWPT have with the current crisis team worked together to develop a CYP response that will allow us to support you 24 hours 7 days a week and where needed continue to support you within the Rise Mental Health and Emotional Wellbeing service directly for Children and Young People.

### **Contact details**

If you are calling between the hours of 8am and 8 pm please call Childrens Crisis Team at Whitestone on:

**024 7664 1799**

If you are calling between the hours of 8pm and 8 am please call Coventry Crisis team Crisis team:

**024 7693 8000**

### **What to expect when you call:**

The mental health clinician who you speak to will want to know about you and will ask you some questions to help understand your feelings and emotions. They are doing this to help understand how to best help you and make sure that they get the right support for you.

Listening to you is so important and hearing your voice in terms of what you are experiencing, the feelings and the situation.

We may ask you about your family and the adults who are able to also support you or be part of your coping plan. This may mean we need to speak to an adult in your house as well but we will do this with you.

At times we may need to call you back to offer ongoing support and advice to do this we will need to have a contact number.

We also may need to think with you about other agencies that can support you but we will talk these suggestions through with you and or the adults you feel able to involve.

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Most importantly we want to be able to offer advice and support over the phone as you need it to prevent a crisis feeling becoming too overwhelming.

As well as our 24 hour 7 day a week phone advice helpline we have also been working hard to provide resources on line to provide more direct advice and guidance.

We acknowledge that these Covid 19 times are presenting challenges for all of us and we want to make sure that we are reaching out to you all - children and young people, parents, career's and families.

On the Rise website you will find a wealth of up to date links, advice, guidance and support to help support during these times.

In addition the following resources are available to all to telephone or contact via their website that are children and young people focused.

Young Minds parent helpline

Tel: 0808 802 5544

Website: <https://youngminds.org.uk/find-help/for-parents/parents-helpline/>

Papyrus

Tel: 0800 068 4142

Website: <https://papyrus-uk.org/hopelineuk/>

Opening hours: Weekdays 9am – 10pm, Weekend / bank holidays 2pm – 10pm

ChildLine

Tel: 0800 1111

Website: <https://www.childline.org.uk>