

*'It's about our life, our health,  
our care, our family and  
our community'*



**Better care together**

Leicester, Leicestershire & Rutland health and social care

## Children and Young People's Emotional, Mental Health and Wellbeing

### – Future in Mind



healthwatch



Leicestershire  
County Council

NHS

# Services Directory

## 2018-19

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Future In Mind Team

Last Updated: 14 September 2018 (v4)

# Background

Our shared vision in Leicester, Leicestershire and Rutland is that children and young people will have access to the right help at the right time through all stages of their emotional and mental health development.

For this to happen, we have developed a whole system approach to delivering a range of emotional, mental health and wellbeing services that meet all levels of need.

This guide is intended to give referrers information on each of the commissioned services available for children and young people, details about who can refer and contact information.

\*Please note that this list is not exhaustive and there are other voluntary sector organisations that can be accessed, for example YoungMinds ([www.youngminds.org.uk](http://www.youngminds.org.uk))

# Route to Resilience in Schools

Provided by the Centre for Fun & Families Ltd



ROUTE TO RESILIENCE  
IN SCHOOL | AT HOME | FOR LIFE

## About Us

Route to Resilience is delivered by a partnership of organisations - Centre for Fun and Families Ltd, Wellbeing Education, Mair Health Ltd and Billson Consulting Ltd.

Route to Resilience is a year long programme of support from the Route to Resilience delivery team and peer support from other schools in the programme that provides a cohesive structure to integrate and extend participating schools' existing work on character, values and resilience. Schools will work together in cohorts of 10 to 15 and attend a total of 10 half-day sessions over the academic year.

Six sessions are delivered by Wellbeing Education for head teachers/principals using the whole-school approach as a framework. These sessions accommodate schools' existing work on character, values and growth mindset, whilst sharing a great many practical, effective, innovative and inspirational ideas for use throughout the school.

Four sessions are delivered by the Centre for Fun and Families Ltd for school staff that interact with parents. These sessions will inform and equip school staff with the necessary skills and materials to plan and deliver parent/carers engagement events on resilience.

## Who can we support?

All state-funded or state-maintained primary schools, secondary schools, special schools and Further Education institutions within Leicester, Leicestershire and Rutland

## Working with us

There is no cost to sign up. For more information about the programme, or to register to participate, view our recruitment materials online:

<https://www.routetoresilience.co.uk/about>

## Contact

[www.routetoresilience.co.uk](http://www.routetoresilience.co.uk)

# Early Intervention Service

Provided by Relate Leicestershire

relate  
the relationship people

## About Us

The service is a partnership of organisations – Relate, ADHD Solutions and Centre for Fun and Families.

The service supports children and young people who present with low level mental health needs, which impact on their daily lives but do not meet the Children and Adolescent Mental Health Service (CAMHS) criteria and cannot be supported by universal services. For example, children who suffer from:

- Low mood
- Self-harm
- Anger management issues
- Anxiety
- Academic stress and school transitions
- Family relationships issues
- Coping with their illness (or the illness of someone close)
- Bullying (including social media)
- Loneliness and rural isolation

Professionals work in partnership to deliver counselling and group work for children, young people and parents.

Children & Young People who do not meet the criteria for the service will be referred to an appropriate service across the pathway.

## Who can we support?

We will support Children and Young People across Leicester, Leicestershire and Rutland who have low level mental health needs that do not require CAMHS intervention.

## Who can refer?

We accept referrals from GPs and CAMHS Access

## Contact

**Call 0116 2543011**

**Email [Reception@rllr.org.uk](mailto:Reception@rllr.org.uk)**

# Leicester City Early Help

Provided by Leicester City Council



## About Us

The Council's early help offer brings together a range of services to support children, young people and their families who need some additional help. More information is detailed in the Children Centre and Family Support Service offer.

Our offer is delivered across the following key areas:

- Whole family support (including support in schools)
- Child development
- Specialist children centre teachers
- Parent and community development
- Education welfare service
- Connexions – information, advice and guidance service
- Youth offending service
- Targeted youth support

Professionals work in partnership to deliver advice, help and support. All interventions are based on an assessment of need for each young person.

Children & Young People who do not meet the criteria for the service will be referred to an appropriate service across the pathway.

## Who can we support?

We support children, young people and families across Leicester

## Who can refer?

We will accept referrals from a range of professionals and will also accept self-referrals from children, young people, families and carers.

Assessment Information is available on our website:

<https://www.leicester.gov.uk/earlyhelp>

## Contact

**Call Advice Point on 0116 454 1004**

**Email [early-help@leicester.gov.uk](mailto:early-help@leicester.gov.uk)**

# Leicestershire Early Help

Provided by Leicestershire County Council



## About Us

Early Help offers a range of universal and targeted support to help tackle problems for children, young people and their families as soon as possible.

Help may be offered at any point in a child or young person's life. This includes both:

- help early in life (including pre-natal interventions), and
- help early in the development of a problem.

All referrals into Early Help are first taken by social workers in our First Response Children's Duty team. This is to check that children are safe and don't need a social worker. Sometimes, calls are made to parents and relevant professionals, such as teachers or nurses, to get more information before they are passed onto the most appropriate service area.

Children & Young People who do not meet the criteria for the service will be referred to an appropriate service across the pathway.

## Who can we support?

We support children, young people and families across Leicestershire.

## Who can refer?

You can use our **Request for Services Online Form** to request some help. Requests for help can be made by a young person themselves, their family, friends or by professionals supporting them. Referrals need the consent and engagement of children, young people and their families.

Assessment Information is available on our website:

<https://leicestershirecc-self.achieveservice.com/service/Request-for-services-children-and-families>

## Contact

**Call First Response Duty Team 0116 305005**

# Rutland Early Help Services

Provided by Rutland County Council



## About Us

Early Help is a process that practitioners (school teachers, school nurses, youth workers, etc.) use to get to know you and your family and decide how best they can help you and your family to reach your full potential. The Early Help process is consent based, which means that the practitioners will need your permission to start the process.

Professionals work in partnership to deliver advice, help and support. All interventions are based on an assessment of need for each young person.

Children & Young People who do not meet the criteria for the service will be referred to an appropriate service across the pathway.

## Who can we support?

We support children, young people and families across Rutland

## Referral for an Early Help Assessment (EHA)

The Early Help Assessment (EHA) aims to provide a standardised process for a holistic assessment of children's and young people's strengths and needs; taking account of the roles of parents/carers and environmental factors on their development.

Referrals will be accepted from professionals (e.g. GP, school nurse, social worker) and practitioners (e.g. teachers, counsellors) working directly with a child, young person or their family.

Assessment Information is available on our website

<https://www.rutland.gov.uk/my-services/health-and-family/early-help/>

## Contact

**Call 01572 772 577**

**Email [EarlyHelp@rutland.gcsx.gov.uk](mailto:EarlyHelp@rutland.gcsx.gov.uk)**

## Online Counselling

Provided by XenZone



### About Us

Kooth, from Xenzone, is an online counselling and emotional well-being platform for children and young people; accessible through mobile, tablet and desktop and free at the point of use. Kooth is able to break down barriers and stigma associated with accessing mental and emotional well-being support by offering a digital platform.

We provide:

- Early support and intervention especially for the most vulnerable children and young people
- Immediate & easy access to meet their needs
- Online chat & forums
- Online confidential counselling

### Who can we support?

The service is aimed at children and young people from ages 11-18 years old who are experiencing emotional, mental health or wellbeing issues. It will provide a young person friendly, safe and easy to use website from which to access a counselling service.

### Who can refer?

Anyone can refer people to us

### Contact

Website [www.kooth.com](http://www.kooth.com)

# Child and Adolescent Mental Health Services

Provided by Leicestershire Partnership Trust



## About Us

The enhanced access to CAMHS has been developed to ensure children and young people can access treatment to improve their life chances and to minimise the impact of long term health conditions. The enhanced part of the service is focused on streamlining the current access into CAMHS and the introduction of one multi-disciplinary team to assess the needs of children and young people.

The service ensures that children and young people will be triaged, signposted and navigated into other services and that early intervention is prioritised to meet their needs. The service will assess and ensure that the children and young people receive the right treatment.

## Who can we support?

CAMHS sees young people from across Leicester, Leicestershire and Rutland. The service also links with other children's services to offer a multi-agency approach. The team is made up of doctors, nurses and therapists who specialise in child mental health. The support we provide varies according to need, from a one-off appointment to a programme of ongoing care which lasts until the child or young person feels better and is felt to be safe.

## Who can refer?

Only a healthcare professional can refer to CAMHS

- GPs can refer through PRISM
- Other healthcare professionals, e.g. school nurses, can refer through SystemOne or by contacting the service

## Contacting Us

The service is open from 8:30am-3pm daily

**Call Professional Advisory Service (PAS)**

**0116 2955048**

# Eating Disorders Service

Provided by Leicestershire Partnership Trust



## About Us

The Eating Disorders Service has been operating since February 2015 and was the first of the services set up as part of Future in Mind program.

The aim of the service is to provide specialist assessment and intervention to young people with eating disorders. The service works with young people and their carers to provide interventions to address physical, psychological and social aspects of eating disorders.

## Who can we support?

The CAMHS Eating Disorders Team, based at Mawson House in Leicester, offers specialist outpatient assessment and treatment to young people affected by eating disorders and their parents, and manages around 100 new referrals each year.

Treatment usually lasts between 12 and 18 months, though early intervention is crucial to recovery.

## Who can refer?

Only a healthcare professional can refer to the Eating Disorders Team

- GPs can refer through PRISM
- Other healthcare professionals can get advice by contacting the service

## Contacting Us

The service is open from 11am-12:30pm daily

**Call 0116 295 0310**

**Email [feedback@leicpart.nhs.uk](mailto:feedback@leicpart.nhs.uk)**

# Crisis Resolution & Home Treatment

Provided by Leicestershire Partnership Trust



## About Us

The aim of the CAMHS Crisis Resolution and Home Treatment Team is to provide rapid assessment and treatment of children & young people experiencing mental health difficulties.

## Who can we support?

The service is aimed at those children or young people who are:

- at immediate and significant risk of self-harm or suicide
- experiencing acute psychological or emotional distress which is having such a significant impact on their wellbeing that their schooling is being affected
- being considered for an admission to a mental health inpatient unit
- posing an immediate or significant risk to others due to their mental health

## Who can refer?

Referrals are accepted from GPs, mental health services involved in the child or young person's care, school nurses, paediatric psychology, 111 services, children's social services and Early Help.

**All referrals are by telephone**, providing consent has been given by both the child and their family or guardian to refer to the crisis team. Once the referral is received, the team will aim to make telephone contact with the family within 2 hours, and to assess the child or young person within 24 hours.

The service is open from 8am to 10pm daily, 365 days a year. Between 10pm and 8am, out of hours telephone support is provided by the adult crisis team. Telephone: 0300 300 1010.

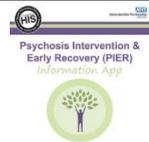
<http://www.leicspart.nhs.uk/Library/CAMHSCrisisandHomeTreatmentTeamQuickGuideforReferrersVersion1.pdf>

## Contacting Us

**Call 0116 2950485**

# Early Intervention Psychosis

Provided by Leicestershire Partnership Trust



## About Us

Mental Health difficulties affect many people at some time during their lives, whether this is feeling stressed, anxious or low in mood. Sometimes people have experiences they find difficult to explain. This could be hearing voices, tasting, smelling or seeing things that other people cannot. At other times people have unusual thoughts— such as feeling that others can read their minds, that they are being controlled or that they have special powers. These experiences are often called ‘psychosis’.

The P.I.E.R. team has been set up to work especially with people who have experienced a first episode of psychosis.

## Who can we support?

The aim of our service is to help people (aged 14 to 64 years) who have experienced a first episode of psychosis to recover, manage any ongoing difficulties and to minimise the chance of potential relapse. We also offer support to families.

## Who can refer?

Referrals are accepted from health professionals only.

- GPs can refer through PRISM
- Other healthcare professionals can contact the service for further information, advice and support

## Contacting Us

**Call 0116 2943167**



## About Us

**Start** is a weekly drop-in arts/creative activities session taking place 16:00-19:00 every Thursday. It is aimed at vulnerable young people and provides a safe, creative and social space for them to work on projects that they decide for themselves. There are also group work projects that they can get involved with, e.g. an annual exhibition. There is a wide mix of abilities and experienced staff are there to facilitate the activities.

**Mixt-up youth music** is similar to Start, but using music. Tues 16:00-18:00

**Mixt-up Mondays girls session** is girls only. Mon 16:00-18:00

All these sessions are **free** though we do ask for a donation if it is possible.

These sessions may change in the future depending on funding so always check the website for updates.

## Who can we support?

Young people who have difficulty accessing mainstream services, such as youth clubs, and have a wide range of needs including physical disabilities, mental health issues and social difficulties who are 15-25 years old.

**Creative studio** - We also have a programme of alternative education or one to one work which can be used to provide intensive work with young people aged 5-25 with conditions such as autism through to those with behavioural issues. Payment for these sessions would need to be negotiated with Joe Crofton: [Joe@soft-touch.org.uk](mailto:Joe@soft-touch.org.uk)

## Who can refer?

Anyone

Email [info@soft-touch.org.uk](mailto:info@soft-touch.org.uk)

Tel 0116 2552592

Website [www.soft-touch.org.uk](http://www.soft-touch.org.uk)

## About Us

Rainbow Trust supports families who have a child aged 0-18 years with a life threatening or terminal illness and need the bespoke support we offer.

Today there are an estimated 49,000 children and young people in the UK living with a life limiting or life threatening condition who may require palliative care (University of Leeds, 2011). Many of these children and their families are able to cope or are not in a 'crisis situation'.

However, thousands of families have to face the very real possibility that their child may die and struggle to cope on a day to day basis.

## Who can we support?

We support families who have a child with a life threatening or terminal illness and are in the greatest need.

Our Family Support Workers provide a life line to these families and children. We support the whole family including parents, carers, the unwell child, brothers, sisters and grandparents. They bring support and help to families who so desperately need it at home, in hospital and in the community.

Any family can receive support from the moment of their child or young person's diagnosis. Our support is hugely varied and depends on the needs of the family.

## Who can refer?

Anyone

**Tel 01372 363 438**

**Website [www.rainbowtrust.org.uk](http://www.rainbowtrust.org.uk)**

### About Us

Family Action is a charity that provides a wide range of creative and talking therapeutic interventions for children and young people aged 5-18 who are experiencing trauma through abuse or neglect, domestic abuse or loss, or whose adoption is at risk of breakdown because of attachment difficulties.

A social worker or therapist will provide a package of support tailored to meet the child or young person's needs.

### Who can we support?

Children & Young People aged 5-18 years

### Who can refer?

Professionals or practitioners can support children, young people and families to access this service for support as needed.

**Tel 0116 2168334**

**Website [www.family-action.org.uk](http://www.family-action.org.uk)**



### About Us

SENDIASS Leicester offers free, confidential and impartial information, advice and support to parents and carers of young people aged 0-25 with special educational needs or disabilities (SEND) as well as young people themselves. The advice and information covers key issues like special educational needs and provision and they can also offer support on Education, Health and Care Needs Assessments and Plans.

### Who can we support?

This is a service for people and families affected by SEND

### Who can refer?

Anyone

**Tel 0116 257 5027**

**Website [www.sendiassleicester.org.uk](http://www.sendiassleicester.org.uk)**