



**Transformation
Partners**
in Health and Care

Supporting children and young people's mental health

Resource pack for London

[August 2024]



Background

For children and young people in London facing challenges such as social and academic pressures and cost of living worries, can be challenging on their mental health.

The Children and Young People's Mental Health Transformation team and Transformation Partners in Health and Care (TPHC) has put together this resource pack to help partners and local organisations support London's children and young people this school year.

Support for children and young people awaiting support from mental health services in London

TPHC is committed to supporting children and young people and their families to be able to access mental health support when they need it. London has made good progress in increasing access to community mental health services, but we know many children and young people are still having to wait too long. TPHC is developing a programme of work to respond to this.

[Visit the Children and Young People's mental health section of our website](#) to learn more about this programme. New resources and best practice learning are in development and will be shared in autumn 2024.

Interim and preventative mental health support

We have collated information and resources produced by TPHC and key partners in London for local authorities, schools/colleges, and community/third-sector organisations on different mental health services and support which is available for children and young people, and their parents and carers.

We hope these resources help you to direct children and young people, and their parents/carers to the appropriate support for their mental wellbeing, whether they are looking for tips to help cope through different situations, are awaiting treatments or interventions for a specific condition, or need urgent crisis support.

Contents

1. [Key messages about mental health for children and young people, and their parents/carers](#)
2. [What to do in a mental health emergency](#)
3. [Resources on promoting good mental wellbeing](#)
4. [Good Thinking resources on mental wellbeing](#)
5. [Further information and support](#)



1. Key messages on children and young people's mental health

For older children and young people:

- You may need urgent help for many reasons. The important thing to know is you will not be wasting anyone's time.
- If you are experiencing something that makes you feel unsafe, distressed, or worried about your mental health, but it's not an emergency, [get help from NHS 111 online](#) or call [111](#).
- If you can, also let a parent, carer, friend, teacher or someone else you trust know how you're feeling.

Key messages for parents/carers and other non-health professionals:

- If someone is in danger, call [999](#) or go to A&E right away.
- If you are concerned that someone you care for is experiencing something that makes them feel unsafe, distressed, or worried about their mental health, but it's not an emergency, [get help from NHS 111 online](#) or call [111](#).
- If you are concerned that a child or young person is extremely distressed and might not be able to keep themselves safe, call your local [NHS mental health helpline](#) which is open 24 hours a day, seven days a week for immediate support and advice.

2. What to do in a mental health emergency

A mental health emergency or crisis can be triggered at any time and by events, such as bereavement, stress and social isolation, which may require an immediate response.

NHS urgent mental health support

NHS urgent mental health support is available for people of all ages in England. Your mental health is as important as your physical health: you will not be wasting anyone's time if you think you need help.

In an emergency

- If you or someone else is in danger, call [999](#) or go to A&E now
- If you need help urgently for your mental health, but it's not an emergency, [get help from NHS 111 online](#) or call [111](#).

Contacting 111

If you're deaf or have hearing loss, please use the following link to be connected to local crisis service – [NHS 111 – SignVideo](#).



If you aren't able to make the call yourself, then anyone can call on your behalf – for example a friend, carer, loved one or even your GP. You can also access NHS111 online via 111.nhs.uk.

Support is there for anyone in England facing a mental health crisis, which could include:

- Changes to your mood
- Withdrawing from people (close family, friends, or work colleagues)
- Not taking care of yourself like you usually would
- Having increased thoughts about your life not being worth living
- Excessive worry
- Feeling out of control or unable to cope
- Feeling anxious about leaving the house
- Hearing voices or seeing things that others can't
- Thinking about harming yourself.

By **calling 11 for mental health help**, the NHS can help to get you the urgent support you need.

For advice and support if you are struggling with your mental health

Find a local NHS urgent mental health helpline in England

NHS urgent mental health helplines are for people of all ages in England, including children and young people, and those with neurodevelopmental needs.

You can call for:

- 24-hour advice and support for you, your child, your parent or someone you care for
- help speaking to a mental health professional
- an assessment to find the right care for you

To find a local telephone number for the London borough you live in, [visit the NHS urgent mental health service finder here](#).

If you or a young person cannot access the online service finder, call 111.

What happens when I call?

The phone will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need. With your



permission, they can also access your electronic patient records to better meet your needs and to avoid you repeatedly having to tell us your situation.

They can offer advice over the phone, put you in contact with crisis services, or where appropriate, refer you to a relevant service.

3. Resources to share mental health information with children and young people

Resources and messaging in this toolkit can help to signpost children, young people and their parents/carers to helpful information that can help support their overall mental wellbeing, as well as what to do in a mental health crisis/emergency.

- TPHC's short animation explaining how NHS mental health crisis support telephone lines work, available to:
 - Share or embed using the URL: https://youtu.be/CF40VZEB_MY
 - Download for social media sharing in [vertical](#) or [horizontal](#) format
- An [assembly plan](#) for education settings to share information about mental health and wellbeing, aimed at young people in key stage 3-5.
- Copy to share on websites or newsletters:
Title: Supporting young people's mental health
Young people and their families in need of urgent help with their mental health can get free urgent support from trained NHS professionals by telephone.


The NHS provides free telephone support across London (and elsewhere in England) which are open all day, every day, and staffed by trained mental health professionals. They can provide immediate support, or refer young people, or those caring for someone, to other sources of help if needed. Visit: <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline> to find a local NHS urgent mental health helpline in England.

If you, or someone you know needs mental health help but it's not an emergency, [get help from NHS 111 online](#) or call [111](#).



- Reaching young people through social media – see suggested messaging and downloadable graphics below.



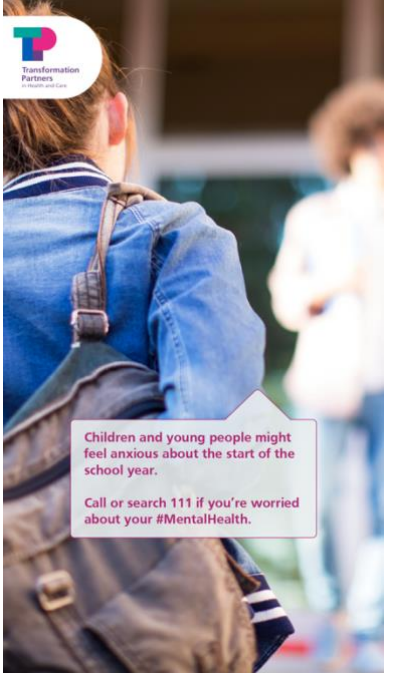
111 for mental health support

Platform	Message	Image
<p>To use or adapt for social media platforms including:</p> <ul style="list-style-type: none"> • X • Facebook • Instagram • LinkedIn 	<p>If you are experiencing something that makes you feel unsafe, distressed, or worried about your mental health, you are not alone. If you need help but it's not an emergency go to 111.nhs.uk or call 111.</p>	<p>Download full size images from this Google Drive folder</p> 

Helping children and young people to stay mentally well

Platform	Message	Image
<p>X/Twitter Facebook LinkedIn WhatsApp</p>	<p>Children and young people might feel anxious about the start of the school year.</p> <p>Call or search 111 if you're worried about your #mentalhealth.</p> <p>You can also find support and information on staying mentally well at: https://www.transformationpartners.nhs.uk/urgentsupportlines/</p>	<p>Download full size images from this Google Drive folder</p> 
<p>Instagram Posts</p>	<p>Children and young people might feel anxious about the start of the school year.</p> <p>Call or search 111 if you're worried about your #mentalhealth.</p> <p>You can also find more support and information from the NHS and other organisations on</p>	



	<p>staying mentally well at: https://www.transformationpartners.nhs.uk/urgentsupportlines/</p>	
Instagram Stories	<p>Link to: https://www.transformationpartners.nhs.uk/urgentsupportlines/</p>	 <p>The image shows the back of a child wearing a blue denim jacket and a dark school bag. A white speech bubble overlay contains the following text: "Children and young people might feel anxious about the start of the school year. Call or search 111 if you're worried about your #MentalHealth." In the top left corner of the image, there is a circular logo for Transformation Partners with the text "Transformation Partners" and "Mental Health Line" below it.</p>

4. Support and resources on mental wellbeing for children and young people

Good Thinking

On [Good Thinking](#) you'll find lots of helpful digital resources, including free NHS-approved apps and top tips to help you get through the tough times. Working closely with organisations like Partnership for Young London, we invite young people to guide and review our content so you can be sure we'll help with the issues that really matter to you.




See [Good Thinking's hub for young people](#) for free tips, resources and content on looking after your mental health.

Services in London supporting children and young people can signpost to Good Thinking over summer months and throughout the school year.

See suggested messaging below which points to resources for




- children and young people,
- parents and carers, and,
- Good Thinking's winter wellbeing toolkit.

Good Thinking support and resources for children and young people

<p>Copy for X</p> <p>Feeling stressed, anxious or overwhelmed?</p> <p>@GoodThinkingUK are here to help boost your mood with free NHS-approved advice, tips and tools created specifically for young Londoners:</p> <p>👉 https://www.good-thinking.uk/youngpeople</p>	<p>Graphic</p> <p>Download full size images from this Google Drive folder</p> 
<p>Copy for Instagram/WhatsApp</p> <p>Feeling stressed, anxious or overwhelmed?</p> <p>@goodthinkinguk are here to help boost your mood with free NHS-approved advice, tips and tools created specifically for young Londoners:</p> <p>👉 https://www.good-thinking.uk/youngpeople</p>	<p>Graphic</p> 
<p>Copy for Facebook/LinkedIn</p> <p>Feeling stressed, anxious or overwhelmed?</p> <p>@goodthinkinguk are here to help boost your mood with free NHS-approved advice, tips and tools created specifically for young Londoners:</p> <p>👉 https://www.good-thinking.uk/youngpeople</p>	<p>Graphic</p> 



Good Thinking support and resources for parents and carers

<p>Copy for X</p> <p>Looking to support your child's mental wellbeing?</p> <p>@GoodThinkingUK has a range of dedicated resources for parents and carers.</p> <p>If your child is stressed, anxious or feeling down, help is available - including free NHS-approved wellbeing apps:</p> <p>👉 https://www.good-thinking.uk/parents-and-carers</p>	<p>Graphic</p> <p>Download full size images from this Google Drive folder</p>  <p>It can be hard to know where to turn when you are worried about your child's mental wellbeing.</p> <p>Find free NHS-approved advice and resources at:</p> <p>Good-Thinking.uk/parents-and-carers</p>
<p>Copy for Instagram/WhatsApp</p> <p>Looking to support your child's mental wellbeing?</p> <p>@goodthinkinguk has a range of dedicated resources for parents and carers.</p> <p>If your child is stressed, anxious or feeling down, help is available - including free NHS-approved wellbeing apps:</p> <p>👉 https://www.good-thinking.uk/parents-and-carers</p>	<p>Graphic</p>  <p>Need help supporting your child's mental wellbeing?</p> <p>Find free NHS-approved advice and resources at Good-Thinking.uk/parents-and-carers</p>
<p>Copy for Facebook/LinkedIn</p> <p>Looking to support your child's mental wellbeing?</p> <p>@goodthinkinguk has a range of dedicated resources for parents and carers.</p> <p>If your child is stressed, anxious or feeling down, help is available - including free NHS-approved wellbeing apps:</p> <p>👉 https://www.good-thinking.uk/parents-and-carers</p>	<p>Graphic</p>  <p>It can be hard to know where to turn when you are worried about your child's mental wellbeing.</p> <p>Find free NHS-approved advice and resources at:</p> <p>Good-Thinking.uk/parents-and-carers</p>

5. Further information and support:

- [TPHC Schools Mental Health toolkit](#): an online directory of content and resources relating to children and young people's mental health,



- [The Mix](#): providing essential support for under 25s,
- [Kooth](#): a free safe any anonymous place for young people to find support,
- [Young Minds](#): a mental health charity for children, young people and their parents.

