

Mental Health and Emotional Wellbeing Services and Resources for Professionals and Families

For urgent mental health help or if you need to urgently speak to someone

Call our **Single Point of Access (SPA)** Tel: **0800 6444 101** available 24/7.

Email: [**hpft.spa@nhs.net**](mailto:hpft.spa@nhs.net)

[**www.hpft.nhs.uk**](http://www.hpft.nhs.uk)

Services available immediately/anytime (24/7)

- If you're worried about a child's health contact your GP or go to [**111.nhs.uk**](http://111.nhs.uk) (for people aged 5 and over only) or call NHS direct on **111**
- If a child is in immediate danger or in a life-threatening emergency or they cannot keep themselves safe call **999** or go to **A&E**.
- **Samaritans – call **116 123****
A free, confidential, 24/7 non-judgemental support if you are feeling suicidal. You may also email: [**jo@samaritans.org**](mailto:jo@samaritans.org) **UPDATE 23/06/2021:** due to the coronavirus outbreak, they are unable to offer face to face service, telephone and email service remains the same. [**www.samaritans.org**](http://www.samaritans.org)



- **Young Minds Crisis Messenger – Text “YM” to 85258**

A free, confidential, 24/7 crisis text message support service for young people experiencing a mental health crisis with suicidal thoughts, abuse or assault, self-harm, bullying or relationship issues. www.youngminds.org.uk

YOUNGMiNDS

Young Minds also offer a **Parent Helpline: 0808 802 5544**

from Monday to Fridays 9.30am – 4pm for parents and carers worried about a child or young person under 25 or have any questions about a child’s behaviour, emotional wellbeing, mental health condition, or have questions about the treatment a child is receiving who’s already been admitted to NHS Child Adolescent Mental Health Services (CAMHS).

www.youngminds.org.uk/find-help/for-parents/parents-helpline/

- **The AFC Crisis Messenger – Text ‘AFC’ to 85258**

A free, confidential, 24/7 crisis text message support service for anyone (primary and secondary school pupils, parents/carers and school staff) who is feeling overwhelmed or is struggling to cope. Service helps with suicidal thoughts, abuse or assault, self-harm bullying or relationship issues. www.annafreud.org

Text AFC to 85258

On My Mind – AFC webpage with information for young people to make informed choices about their mental health and wellbeing: www.annafreud.org/on-my-mind/

 **Anna Freud**
National Centre for
Children and Families

- **Shout – Text ‘SHOUT’ to 85258**

A free, confidential, 24/7 crisis text message support service for anyone who is struggling to cope with anxiety, depression, suicidal thoughts, relationship problems, bullying or if you're simply feeling overwhelmed. www.crisistextline.uk

shout
85258
here for you 24/7

- **The Mix Crisis Messenger – Text ‘THEMIX’ to 85258**

A free, confidential, 24/7 crisis text message support service. The Mix offers essential support for under-25s on anything from mental health to drink, drugs, sex and relationships and much more. **Email** will be responded by trained supporters within 24 hours. A **one to one chat service**, as well as group chat service is available via the website from 3pm – 11.15pm. The Mix also offers **telephone counselling service** for 10-18 year olds. www.themix.org.uk. A **helpline** is also available between 3pm-12am every day call **080 808 4994**



Further services and help available

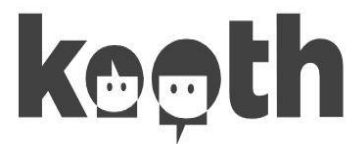
- **ChildLine – call 0800 1111**

Talk to a trained counsellor for free, anytime between 7.30am till 3.30am every day. **UPDATE 23/06/2021:** Due to current circumstances their telephone service times have changed to: Monday to Fridays 7.30am – 3.30am, Saturday and Sundays 9am to 3.30am. You can also log in for 1-2-1 chat (the same start times as their telephone service, except their online chat closes at midnight every night) or email, although it may take them a little longer to reply back to emails.

www.childline.org.uk



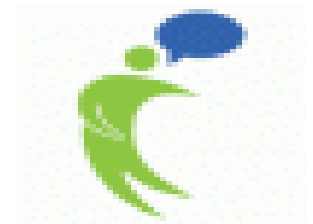
- **Kooth – A free, safe and anonymous online counselling service for young people (aged 10-16) www.kooth.com**
Service provides support from qualified counsellors via mobile, tablet and desktop computer. Young people can access support directly without needing a referral, although they will need to register to sign up for counselling. Counselling available on Monday to Fridays 12pm – 10pm or Saturday and Sundays 6pm – 10pm.



- **Youth Talk** – offer free and confidential counselling support service to anyone between 13-25 years of age living or going to school or working in St Albans and surrounding district. Service is available Mondays 12 midday – 7pm, Tuesdays to Thursdays 10am-7pm or Fridays 10am – 5pm. To make an appointment young person have to make a self-referral through www.YouthTalk.org.uk/referral more information can be found on their website www.youthtalk.org.uk/about/



- **Talk-in-Herts Counselling Service** – offer affordable and confidential counselling support service to individuals and families. Currently they are working remotely. More information can be found on their website <https://talk-in-herts-counselling.co.uk/low-cost/#> Or phone them on **07530 298388**, or email enquiries@talk-in-herts-counselling.co.uk



- **Papyrus** - A charity dedicated to the prevention of young suicide with a specialist telephone service called **HOPELINEUK**, call **0800 068 41 41** or text **0778 6209697**. For more information www.papyrus-uk.org



HOPELINEUK is Papyrus's digital platform that offers support, practical advice and information to young people under the age of 35 who are experiencing thoughts of suicide, or anyone who is concerned that a young person could be thinking about suicide. Available every day, 365 days a year, 9am – 12 midnight.



- **CALM – Helpline 0800 58 58 58**

Campaign Against Living Miserably (CALM) offer a free, confidential, anonymous support, information and signposting telephone and webchat service to anyone in the UK who is feeling down or have hit a wall for any reason. Service is available every day from 5pm – 12 midnight 365 days a year.

UPDATE 23/06/2021: They are taking calls from more people than usual so they may take a little longer to answer. Calls are taken in order, so it's best to stay in a queue rather than redial.

www.thecalmzone.net



- **Hertfordshire Young People's Helpline – 01923 256 391** for young people (aged 10-17) who are experiencing a dip in their mental health and wellbeing, and would like to talk to someone **Herts MIND Network** offer a helpline that provides emotional support, advice and information and/or a listening ear. Available at the following times: Monday, Wednesday and Fridays 13.00 – 16.30, Tuesdays and Thursdays 17.00 – 19.30 and Saturdays 10.00 – 13.00.

www.hertsmindnetwork.org/young-peoples-helpline



- **Night Light Crisis Helpline – 01923 256 391.** Herts MIND Network offers a crisis service for anyone experiencing a mental health crisis. Available every day from 7pm – 1am, 365 days a year www.hertsmindnetwork.org/crisis-helpline



- **Herts MIND Network** delivers essential mental health support in Hertfordshire for adults and young people through counselling, peer-support, community support, courses, webinars, video/telephone calls, chat forums etc.

UPDATE 23/06/2021: due to current circumstances all services are being held remotely or through limited pre-arranged appointments. www.hertsmindnetwork.org



- **No Panic Youth Helpline: 0330 606 1174**

Service for 13-20 year olds who need help with anxiety, panics, phobias, obsessive compulsive disorder or any other anxiety related problems, available Mondays to Wednesdays 3pm – 6pm, Fridays 3pm – 6pm or Thursdays 3pm – 8pm, Saturdays 6pm – 8pm. Email support is also available sarah@nopic.org.uk. For more information www.nopic.org.uk



- **Anxiety UK – Info Line 03444 775 774**

Free and confidential service is available 9.30am - 5.30pm, Monday to Friday. It's not a counselling service but they can point parents and young people in the direction of further help and support. There is also **text support 07537 416 905** or email them support@anxietyuk.org.uk. Website has lots of information and resources. www.anxietyuk.org.uk/get-help/helpline-email-text-live-chat-services/



- **Family Lives – Helpline 0808 800 2222**

Free confidential service for families in England and Wales for emotional support, information, advice and guidance on any aspect of parenting and family life from age 0 to teenage years (previously known as Parentline). Service is available Monday to Fridays 9am – 9pm, weekends 10am – 3pm. Online chat www.familylives/chat and email support available via askus@familylives.org.uk, as well as several online Parenting courses. For more information www.familylives.org.uk



- **SANE – Out of hours helpline 07984 967 708**

SANE is a mental health charity. **UPDATE 23/06/2021:** Due to current circumstances the helpline is operating differently to before the pandemic. Please leave a message on above phone number giving your first name and a contact number and one of their professionals or senior volunteers will call you back as soon as practicable. Service provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers. Service is available every day from 4.30pm – 10.30pm. You can also contact them via email support@sane.org.uk or website www.sane.org.uk



- **The Ollie Foundation**

A charity dedicated to delivering suicide awareness, intervention and prevention training by working with the community to promote good mental health among young people and those that support them. For more information www.theolliefoundation.org or email contactus@theolliefoundation.org or phone 07715 311891



- **Switchboard LGBT Helpline – 0300 330 0630**

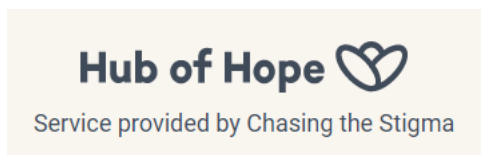
Confidential service available 10am – 10pm, every day 365 days a year. Service provides a safe space listening service via telephone, email or online chat, for lesbians, gay men, bisexual and trans people of all ages from all over UK, or anyone considering issues around their sexuality and/or gender, or any LGBT related issue including their emotional wellbeing. Service is also open to friends, parents, or any family members of LGBT who are looking for general advice and support. www.switchboard.lgbt



- **Parent Talk - Action for Children** is a charity that offers free advice for parents of children (age 0-19) from weaning tips, behaviour, teenage worries to the mental wellbeing of children and parents via website or 1:1 online chats, available Monday 12:30-19:30, Tuesday 10:30-16:30, Wednesday 09:30-16:30, Thursday 12:30-19:30, Friday 09:30-16:00. Outside of these times, leave them a message and one of their parenting coaches will reply within 3 working days. www.parents.actionforchildren.org.uk



- **Hub of Hope** is part of Chasing the Stigma charity that provides a database which lists mental health support nationally and in the local area www.hubofhope.co.uk



- **Just Talk** Herts gives advice for parents/carers, young people, students, schools, colleges and professionals about looking after your mental health www.justtalkherts.org



- **GET.gg** – Useful website with CBT help to mental health problems. www.getselfhelp.co.uk includes self-help downloadable worksheets (e.g. STOPP techniques, thought diary etc.) videos, audios, therapy resources and information sheets on a range of A to Z mental health topics (e.g. ADHD, anger, coronavirus, mindfulness, OCD, sleep hygiene, tolerating uncertainty, plus many other topics).



- **MindEd** - is a free educational resource on children and young people's mental health for all adults working with, or caring for, infants, children or teenagers. Website aims to give adults the knowledge, understanding and confidence to act on concerns about mental health. www.minded.org.uk



- **Families Feeling Safe**

A social enterprise delivering protective behaviours training for families, via courses and workshops (many of which are free) to improve resilience and emotional wellbeing. For more information www.familiesfeeling-safe.co.uk or contact **01462 700 021** or email enquiries@familiesfeeling-safe.co.uk

UPDATE all courses are now online



- **Families in Focus**

A community Hertfordshire based interest company that provides training information and therapeutic and emotional support to parents (of children age 2-11) and parents of special educational needs and disability children. For more information www.familiesinfocus.co.uk Or email bookings@familiesinfocus.co.uk or call **01442 219 720**



- **Family-Action – 0808 802 6666**

A free FamilyLine service that offers emotional and listening support, guidance or practical information to family members aged 18 years old and over from anywhere in England who are facing difficult situations including financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems. Service is via telephone, text message, web chat or email. Available Monday to Friday, 9am – 9pm. Text message service: **07537 404 282**, email: familyline@family-action.org.uk. Or visit website: www.family-action.org.uk/what-we-do/. There's an out of hours service for people in crisis – leave a voice-message for a call-back service from a trained professional. Text **FAMILYACTION** to **85258**. In addition Family-Action provides SEND support and guidance to young people and their families. For more information: www.family-action.org.uk/what-we-do/children-families/send/



- **ADD-VANCE – 07716 744 662**

Hertfordshire based charity supporting families and professionals involved in the care of children affected by ADHD, Autism or a related condition. Information and resources available on website www.add-vance.org Telephone between Mondays to Fridays 9am-1pm or email herts@add-vance.org



- **SPACE**

Hertfordshire based charity parents/carers of children and young people on the Autistic Spectrum, with Attention Deficit Hyperactivity Disorder or a neurodivers condition. For more information www.spaceherts.org.uk or follow them on Facebook: www.facebook.com/Spacehertfordshire



- **Beat Eating Disorders – Youthline 0808 801 0711.**

Youthline is a helpline for those under 18 and provides support and information about eating disorders. Helplines are open 365 days a year from 9am–8pm during the week, and 4pm–8pm on weekends/bank holidays. A further two helplines are available; **Helpline** for those over 18: **0808 801 0677**; **Studentline** (for all students): **0808 801 0811**. 1:1 web chats are also available. www.beateatingdisorders.org.uk



- **Chat Health 07480 635 050** – a confidential text messaging service that enables children and young people (aged 11-19) living in Hertfordshire to contact their local public health school nursing team to ask for advice on health. Response time within 24 hours Mondays to Fridays 9am – 5pm. www.healthforteens.co.uk



- **Carers in Hertfordshire – 01992 58 69 69**

Advice, information and support available free to unpaid carers - people looking after someone who is elderly, disabled, has a physical or mental illness or who misuses drugs or alcohol. They provide opportunities to meet other carers. They support carers of all ages - children and adults - if they live, work or care in Hertfordshire. For more information www.carersinherts.org.uk. Telephone service is available Mondays to Thursdays, 9am-5.30pm, Fridays 9am-4.30pm, or email contact@carersinherts.org.uk

UPDATE 23/06/2021: due to covid-19 carer's groups and courses are taking place online rather than face to face.



- **NSPCC helpline - 0808 800 5000**

Helpline is available Monday to Friday 8am – 10pm or weekends 9am – 6pm. Staffed by trained professionals who can provide expert advice and support to anyone who is concerned or worried about a child's safety or needs information and guidance. www.nspcc.org.uk They can also help with spotting the signs of abuse. www.nspcc.org.uk/spotting-signs-child-abuse



- **Families First Hertfordshire** – a portal to support all families in Hertfordshire. A Family First Assessment (FFAs) is used to identify support for families who agree to multi-agency early help. The Families First website has information on holiday schemes and support, such as advice on keeping children safe online www.hertfordshire.gov.uk/Families-First or email: familiesfirst.support@hertfordshire.gov.uk



- **Hertfordshire county council** directory of services for families living in Hertfordshire: www.directory.hertfordshire.gov.uk
- **Services for young people** available in all of Hertfordshire www.servicesforyoungpeople.org



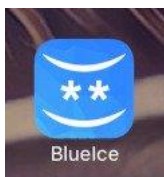
Mental health apps



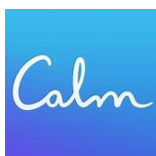
Beat Panic – Overcome panic attacks and anxiety wherever you happen to be.
Free



Togetherall (previously known as Big White Wall)– Get round the clock support from therapists to help you cope with stress and anxiety. **Free but referral is required.**



BlueIce – Helps young people manage their emotions and reduce urges to self-harm. **Free**



Calm – Supports meditation and sleep. Sleep stories, breathing programs, masterclasses and relaxing music. **Limited free version, but must pay for premium version.**



Calm Harm – Helps reduce urges to self-harm and manage emotions in more positive way. **Free**



Catch It – Learn to manage negative thoughts and look at problems differently. **Free**



Chill Panda – Use breathing techniques to help you relax more, worry less and feel better. **Free**



Clear Fear - Guided exercises using CBT principles to help manage physical, thought-based and emotional or behaviour changing elements of anxiety. **Free**



Cove – Create music to reflect emotions like joy, sadness and anger to help express how you feel. **Free**



Daylight - A smartphone app that uses CBT techniques to help those dealing with anxiety and worry. **You must have Daylight account through your employer or health insurance to use this app.**



DistrACT – Quick and discreet access to information and advice about self-harm and suicidal thoughts. **Free**



eQuoo: Emotional Fitness Game – Adventure games designed by psychologists to help you increase your emotional fitness. **Free, with in-app purchases**



Feeling Good: positive mind-set – Use audio tracks to help relax your body and mind and build you confidence. **Free, with in-app purchases.**



Headspace - Guided and unguided meditations, mindfulness exercises, short audios on different aspects of wellbeing, sleep sounds and sleep storytelling, physical work out exercises, interviews. **Free for basic pack, or pay subscription for full access.**



Happier You - CBT based weekly audio courses on depression and mindfulness, plus lots of meditation, breathing and relaxation exercises. **Free**



ieso – Connect confidentially and securely with mental health therapists using instant messaging. **Free**



MeeTwo – A safe and secure forum for teenagers wanting to discuss any issue affecting their lives. **Free**



My Possible Self: The Mental health App – Learn how to manage fear, anxiety and stress and tackle unhelpful thinking. **Free, with in-app purchases.**



SilverCloud – An eight-week course to help you manage stress, anxiety and depression at your own pace. **Referral from GP required to access app.**



Sleepio – An online sleep improvement programme, clinically proven to help you fall asleep faster. **Must subscribe or available free via health insurance.**



Sleepstation – An NHS app to connect with a team of sleep experts to help you fall asleep or stay asleep through the night. **Free but user must request a referral through Sleepstation website.**



Stress & Anxiety Companion – Breathing exercises, relaxing music and games to help calm your mind and change negative thoughts. **Free, with in-app purchases.**



Student Health App – Reduce your worries, feel more confident and get the health information you need as a student. **Free**



Thrive – Use games to track your mood and teach yourself methods to take control of stress and anxiety. **Free**



ThinkNinja – helps 10 to 18 year olds learn about and manage their mental health. **Free during coronavirus crisis.**



Unmind - Measure and manage your mental health with bitesize audio courses to help with stress, sleep, coping, connection, fulfillment and nutrition. **Your employer must sign up to access app.**



Worry Tree – app uses CBT techniques to help you take control of worry wherever you are. It also helps you create an action plan for managing worry. **Free**