



# Emotional Health Support Services for Children & Families

a handout with information, resources, and services to help support young people and their families

## Kingston and Richmond Single Point of Access (SPA)

In the first instance, contact SPA if you are looking for support for a young person or have concerns, particularly if there is a risk of harm. This service should also be contacted if there are any safeguarding issues (e.g. lack of adult supervision, abuse or neglect, gang concerns, etc.) or any other concerns about the wellbeing of a young person.

Contact SPA on **020 8547 5008** (9am-5pm) or **020 8770 5000** (out of hours)

If there is a referral in process for your child, the Child & Adolescent Mental Health Service (CAMHS) subsection of SPA can be contacted during working hours on **020 8547 6171** for advice and guidance, or to discuss potential referrals.

## Local services for counselling and support

### Relate

Relate offers counselling services for children, young people and their families for any young person who is having problems, from low mood and anger problems to issues with parents and school.

You can contact them on **0333 320 2206** or visit [www.relate.org.uk](http://www.relate.org.uk)



### Off the Record

Off the Record provides drop-in counselling for young people who live or study in the Borough of Richmond. They provide early help to improve the emotional and mental wellbeing of young people.

You can contact them on **020 8744 1644** or visit [www.otrtwickenham.com](http://www.otrtwickenham.com) for further information.

## Richmond and Kingston School Health Service

The School Health Service provides confidential advice and support to young people attending a school or being home schooled in Richmond or Kingston, to help promote physical and mental wellbeing. Contact them on:



Richmond: **0208 917 4220** or [CLCHT.richmondschoolnursing@nhs.net](mailto:CLCHT.richmondschoolnursing@nhs.net)  
Kingston: **0208 549 6323** or [KU19@yourhealthcare.org](mailto:KU19@yourhealthcare.org)

## Local CAMHS

### Children and Adolescent Mental Health Service

If you are due to be seen by a CAMHS team, please contact the appropriate team with any concerns or queries. The local teams' numbers are:

#### Tier 3 CAMH Services:

Kingston Family, Adolescent & Child Team (FACT)  
**0203 513 5183**

Richmond Child & Family Consultation Centre (CFCC)  
**0203 513 3238**

#### Emotional Health Service (EHS)

If the family reside in or have a GP in the **Kingston** Borough  
**0208 547 6269**

If the family reside in or have a GP in the **Richmond** Borough  
**0208 487 5470**

*these phones are staffed 9-5 on weekdays*



## What free mobile apps can I use to support myself / my child?



These can be downloaded from the App store (iPhone) or Play store (Android)



### Websites that include lots of helpful resources:

<https://www.camhs-resources.co.uk/>

<https://charliewaller.org/what-we-do/for-parents/>

<https://www.happymaps.co.uk/>

<https://kr.afcinfo.org.uk/pages/young-people/information-and-advice/emotional-health-service/resource-hub>



## What national telephone/online support can I access?

If you are / your child is struggling with feelings and want to talk to someone, but are not ready or able to access emergency support, there are plenty of telephone and online services. They are free to use, and have confidentiality policies.

**shout**  
**85258**

Shout offers confidential 24/7 crisis text support for times when immediate assistance is required

Text "SHOUT" to 85258  
or visit [www.giveusashout.org](http://www.giveusashout.org)

**ChildLine**

Childline confidential telephone counselling service for any child with a problem

Call: **0800 1111** anytime or visit [www.childline.org.uk](http://www.childline.org.uk) for an **online chat** with a counsellor

**SAMARITANS**

24/7 365 days a year -they are here to listen and provide support

Call: **116 123** or email: [jo@samaritans.org](mailto:jo@samaritans.org)  
or visit [www.samaritans.org](http://www.samaritans.org)

**HOPELINEUK**

Papyrus provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person

Call: **0800 068 41 41**  
or Text: **07860 039967** (opening hours 9am to midnight -365 days a year)  
or visit [www.papyrus-uk.org](http://www.papyrus-uk.org)

**YOUNGMINDS**

text YM to **85258** to access a 24/7 crisis messenger

**Mermaids**

call **0344 334 0550** or visit [www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk) for support for transgender and gender diverse young people

**THE MIX**  
Essential support for under 25s

The Mix provides free, confidential support for young people under 25

Call: **0808 808 4994** (11am -11pm every day) or <https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

**Crisis Tools**

Crisis Tools helps professionals support young people in crisis -short accessible video guides and text resources

Sign up for free resources  
<https://crisistools.org.uk/resources/>



Beat provide support to help young people who may be struggling with an eating problem or an eating disorder

Visit [www.b-eat.co.uk](http://www.b-eat.co.uk) or call the Youthline (under 18's) **0808 801 0711** or Studentline **0808 801 0811** (9am 8pm during the week and 4pm 8pm on weekends and bank holidays)

**Good Thinking**

Good Thinking is London's digital wellbeing service and provides a range of resources for young people to help improve mental wellbeing including free NHS-approved apps  
<https://www.good-thinking.uk/>

**family lives**

call **0808 800 2222** or visit [www.familylives.org.uk](http://www.familylives.org.uk) for support on parenting and family life



**Online counselling**  
- provided by **kooth**

Kooth is a free, anonymous counselling and well-being platform for young people who reside in Kingston. You can talk to counsellors, read helpful articles, get support from the Kooth community, and keep a private journal.

You can visit their website at [www.kooth.com](http://www.kooth.com)

## Steps to take in an emergency

If you feel that you / your child needs urgent mental health support, then please consider the following steps:

1

### Contact your CAMHS

#### Between 9am and 5pm, Monday to Friday:

If you are currently being seen by CAMHS, use this helpline in the first instance. The local teams' numbers are:

#### Kingston Tier 3 CAMHS (Woodroffe FACT)

Tel = 020 3513 5183

Email = [Kingston.CAMHS@swlstg.nhs.uk](mailto:Kingston.CAMHS@swlstg.nhs.uk)

#### Richmond Tier 3 CAMHS (Richmond CCFC)

Tel = 020 3513 3238

Email = [RichmondCAMHS@swlstg.nhs.uk](mailto:RichmondCAMHS@swlstg.nhs.uk)

#### Kingston Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8547 6269

Email = [ehssupport@achievingforchildren.org.uk](mailto:ehssupport@achievingforchildren.org.uk)

#### Richmond Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8487 5470

Email = [ehssupport@achievingforchildren.org.uk](mailto:ehssupport@achievingforchildren.org.uk)

### Book an emergency GP appointment

If you / your child needs urgent mental health support, but you feel like you can keep yourself / your child safe for a little while, you should book an emergency GP appointment – contact your GP surgery directly to book.

2

They can:

- look at your previous medical notes
- prescribe or adjust your medication to help you manage symptoms
- consider whether a referral for support from services other than CAMHS may be helpful



3

### Crisis Lines

Out of office hours – please contact the South West London & St Georges Mental Health Trust 24 hours mental Health Support Line. Anyone can use this out of hours line even if you are not seen by CAMHS. The crisis line is supported by trained mental health advisors 365 days a year.

**South West London & St Georges Mental Health 24 hours support line**

**0800 028 8000**

**Please call this number first before you consider attending A&E**  
**(unless there is an emergency mental need)**

### Attend A&E

(call 999 if you need an ambulance)

If you cannot keep yourself/ your child immediately safe, and have contacted the Crisis Line, you may be advised to take yourself / your child to A&E.

A&E is where the most serious emergencies are treated - if you are experiencing a mental health emergency, it is important to take it as seriously as a physical health emergency. However, given current NHS pressures and waiting times we would only recommend attending A&E if there is a medical need.

You should go to A&E if yourself or someone you are supporting is having immediate thoughts of suicide and is making plans to act on them, and/or a significant injury has occurred (e.g. overdose of medication).

They can:

- Keep you / your child safe in the short term
- Give an assessment of your / your child's mental health needs
- Support you with an admission to hospital or direct you to the appropriate outreach service

