

## Emotional Wellbeing and Mental Health (EWMH) Support during Covid19 for Children, Young People and Families

### Croydon Council

The Local Offer provides information and advice about services that children, young people and their families can expect from a range of local agencies.

Tel: 020 8726 6400 - Mon-Fri 9am to 4pm.

Email: [localoffer@croydon.gov.uk](mailto:localoffer@croydon.gov.uk)

<https://localoffer.croydon.gov.uk/kb5/croydon/directory/home.page>

<https://localoffer.croydon.gov.uk/kb5/croydon/directory/advice.page?id=cicw7TqLjOY>

### Croydon Drop In (CDI)

CDI is a charity that supports young people, aged 11 to 25 and families in Croydon. Some of their services include: advice, advocacy and family support, counselling and outreach

#### Open Access Counselling:

Virtual and telephone counselling appointments and service offered during this time.

#### Virtual Talkbus:

Offers young people the chance to get information or to discuss topics of interest. Outreach workers provide health, support and welfare advice.

Tel: 020 8680 0404

Email [enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)

<http://croydondropin.org.uk/>

Talkbus helpline: 07592 037823

### Off the Record (OtR)

OtR is a charity that offers support and counselling to children and young people in Croydon.

Services offered include: Refugee Service, Counselling, Young Carers and Outreach.

Online counselling - extended weekly online drop in service now available.

Open Access Counselling - Virtual and telephone counselling appointments and service offered during this time.

Operates as usual with extended online counselling on Mondays from 4-6pm

Tel: 020 8251 0251

Email: [info@talkofftherecord.org](mailto:info@talkofftherecord.org) or [croydon@talkofftherecord.org](mailto:croydon@talkofftherecord.org)  
[www.talkofftherecord.org](http://www.talkofftherecord.org)

There are a number of online webinars for young people that can be accessed:

- See link for workshop details.

<https://talkofftherecordonline.org/what-is-on-workshops>

- A range of new resources have been uploaded onto the 'Coping with Covid-19' section of our website. These are being updated and changed regularly.

<https://www.talkofftherecord.org/coping-with-covid-19/>

- A regular Saturday morning phone line for young people is now available. Tel: 020 8175 6776 between 10 am and 1 pm to speak directly to a counsellor.

### **Kooth (Xenzone)**

Online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Monday – Friday 12pm – 10pm, Saturday & Sunday 6pm – 10pm

<https://www.kooth.com/>

### **Palace for Life Foundation (official charity of Crystal Palace FC)**

#### **Palace Pad Chat**

Gives young people aged 12 – 25 with either a PS4 or Xbox a chance to receive mentoring whilst gaming with a staff members.

Ensuring good mental health giving them a chance to express themselves and see if there is any help needed

Please click on the link below to sign up. Parental consent is required and will be confirmed when contact is made with the young person.

<https://www.palaceforlife.org/news/community-engagement/sign-up-for-gaming-with-palace-mentors/>

Tel: 020 8768 6047

Email: [admin@palaceforlife.org](mailto:admin@palaceforlife.org)  
[www.palaceforlife.org](http://www.palaceforlife.org)

### **Mental Health Support Teams (MHST)**

Provides emotional wellbeing support in schools to children and young people. A helpline is open for parents/carers and school staff who may be concerned about a young person or child or want to refer someone to the service.

**This service is open from  
Monday - Friday 9am to 3.30pm.  
Helpline number: 07702 339000**

### **Croydon Community CAMHS**

CAMHS provides advice, support and treatment for young people and families.

Croydon CAMHS Telephone: 020 3228 0000

Email: [croydoncamhs@mail@slam.nhs.uk](mailto:croydoncamhs@mail@slam.nhs.uk)

CAMHS crisis line 0203 228 5980

Monday - Friday 5pm - 10pm; Saturday, Sunday & Bank Holidays 9am - 9pm

For advice out of hours:

SLAM Mental Health Crisis Line on 0800 731 2864 or NHS 111.

[https://www.slam.nhs.uk/our-services/child-and-adolescent-mental-health-services-\(camhs\)](https://www.slam.nhs.uk/our-services/child-and-adolescent-mental-health-services-(camhs))

During COVID CAMHS is only available for new referrals for young people in crisis situations. Assessment and treatment can be provided by video-link or over the phone, but only following a referral. Crisis referrals currently only.

All referrals are reviewed daily.

To make a referral please submit an online form via Croydon SPOC:

[www.croydon.gov.uk/ewmh](http://www.croydon.gov.uk/ewmh)

### **Croydon Health Services (CHS)**

#### **CHAT Health**

A confidential advice text messaging service for children and young people (aged 11-19) in Croydon provided by the school nurse service

You can get in touch for advice about any aspect of your physical or emotional health. They will respond within 24 hours Monday to Friday 8.30am - 4.30pm (excludes bank holidays)

Text: 07520 615205

<https://www.healthforteens.co.uk/health/about-chathealth/>

## More helpful online resources for young people & families

- <https://emergingminds.org.uk/> resources advice for parents on how to support children/adolescents through this difficult time.
- Anna Freud Centre advice for young people/parents & carers/schools & colleges <https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus>
- Mental Health advice – looking after your mental health during the coronavirus outbreak. <https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>
- WHO info for children:- <https://www.who.int> -helping children cope with coronavirus.
- Child Mind Institute: <https://childmind.org/article/talking-to-kids-about-the-coronavirus>
- Place2Be – Guide to helping parents answer questions from their children and to support family wellbeing: <https://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children>
- Young Minds - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: <https://www.youngminds.org.uk/blog/talking-to-your-child-about-coronavirus>
- NDCS National Deaf Children Society: new guidelines for children with hearing needs. <https://www.ndcs.org.uk/blog/coronavirus-and-support-for-deaf-children-information-for-professionals>

### Secondary school age children:

- Young Minds advice for young people who are anxious about Coronavirus: <https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/>
- Headspace- Meditation for children: <https://www.headspace.com/meditation> for kids.

### Primary aged Children:

- Social stories for Primary age children: <https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf>
- Educational book aimed at younger children <https://nursedottybooks.com/dave-the-dog-is-worried-about-coronavirus-2/>
- Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic: <https://www.mindheart.co/descargables>
- Mencap - Easy Read guide to Coronavirus: <https://www.mencap.org.uk/advice-and-support/health/coronavirus>

### Families of Early Years:

- Advice for families: <https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus>
- Activity guides: <https://www.zerotothree.org/resources/3264-at-home-activity-guide>

### Other helpful resources and websites:

- **National Autistic Society – guidance and helpline for parents’, young people and staff:** [https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-\(covid-19\)-advice.aspx](https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx)
- **Carers UK - Guidance for carers:** <https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19>
- **Public Health England have produced an easy read version of their Advice on the coronavirus for places of education:** <https://www.easy-read-online.co.uk/media/53192/advice-on-the-coronavirus-v1.pdf>