



**Leicester City Clinical Commissioning Group  
West Leicestershire Clinical Commissioning Group  
East Leicestershire and Rutland Clinical Commissioning Group**

## **INFORMATION FOR GP'S SOCIAL ISOLATION AND CYP MENTAL HEALTH AND WELLBEING SYSTEM –WIDE SERVICES**

**The Future in Mind Transformation Programme** is the driving force to implement and deliver whole-system working and provide a full range of care to our Children and Young People (C&YP) across Leicester, Leicestershire and Rutland (LLR). This programme is focused on developing system wide provision that meets the physical, social, emotional, mental health and wellbeing needs of our diverse population of C&YP.

The **LLR C&YP's Emotional, Mental Health and Wellbeing Transformation Team** have led and developed this useful list of some of the services available to C&YP during the National Pandemic in collaboration with partners. This list includes specialist services delivered by Leicestershire NHS Partnership Trust, LLR Local Authorities, VCS and available National support. These services offer a range of interventions from high level to moderate and low level emotional, mental health support, information, advice and self-help.

Each service has useful links to access further information; contact numbers/email addresses and information on how to make a referral, including direct access to referral forms.

We hope you find the information useful and easy to use.


Kindest Regards




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## Available Current Commissioned Services During COVID – 19 Pandemic.

Service	Details of Service	To access
<b>Triage &amp; Navigation Service (T&amp;N)</b>	<p>The C&amp;YP Emotional, Mental Health and Wellbeing Triage and Navigation Service are a central point of contact for referrals, self-referrals and professionals working with CYP.</p> <p>The T&amp;N team will ensure that the children and young people get access to the right care to meet their needs.</p> <div style="text-align: center;">   </div> <p>CYP-Referral-Form- FINAL 150420.docx    CYP-Referral-Form addendum to LA MAR</p>	<p><b>Available from 4<sup>th</sup> May 2020</b></p> <p><b>GP to use PRISM form</b></p> <p><b>Other providers to use T&amp;N Referral Form</b></p> <p><b>LA to use MARF with T&amp;N addendum form</b></p> <p><b>T&amp;N Referral forms should be emailed by secure email to: <a href="mailto:DHU-CYPService@nhs.net">DHU-CYPService@nhs.net</a></b></p>
<b>Urgent Mental Health Needs</b>	<p><b><u>The CAP is a 24/7 telephone contact point</u></b> for people with urgent mental health needs. The aim of the CAP is to consider an individual's needs and route them to the right support.</p> <p>Anyone who lives in Leicester, Leicestershire or Rutland any age, who have an urgent mental health need can contact CAP directly. Health &amp; social care professionals can refer people who need urgent mental health support using the CAP.</p> <p><b>For urgent mental health referrals:</b> you can provide the CAP telephone number to patients or carers to contact directly. Alternatively, if someone requires urgent support for mental health you can contact CAP to make a telephone referral. The CAP triage clinicians will assess the individual's needs and identify the most appropriate next step</p> <p>See additional Information below</p> <div style="text-align: center;">  <p>CAP information_v5.docx</p> </div>	<p><b>Telephone: <a href="tel:01162953060">0116 295 3060</a></b></p>
<b>24/7 Urgent Care Hub Crisis Service</b>	<p>Based in the <b><u>Bradgate Mental Health Unit</u></b>, the new hub will operate round the clock to provide mental health assessments and care for people with urgent mental health needs</p> <p>The urgent mental health care hub will be staffed by healthcare professionals who will be able to conduct</p>	<p><b>Telephone: <a href="tel:01162256847">0116 225 6847</a></b></p>



	<p>mental health assessments for people who would have previously been seen by the mental health triage team based at ED in the LRI.</p> <p>People will be referred to the hub from the police, NHS111, the crisis team, other LPT services, GPs and ED at the LRI. The service will work through an appointment system and patients will be given an appointment time.</p>  <p>Urgent_Care_Hub_2 4_hr_Urgent_Advice_</p>	<p><a href="tel:07826891352">0782 689 1352.</a></p>
<p><b>Early intervention Service</b></p>	<p>A full range of interventions are offered, using counselling and group formats. Interventions will be tailored to the assessed need of each young person. The service works with young people who have the following concerns and issues</p> <ul style="list-style-type: none"> <li>▪ Low mood (persistent or intermittent)</li> <li>▪ Self-harm</li> <li>▪ Anger management issues</li> <li>▪ Anxiety (where it impacts quality of life)</li> <li>▪ Other symptoms of distress (e.g. academic stress, relationships, bullying and loneliness)</li> </ul> <p>The service is offering online and digital services during Covid – 19</p>	<p><b>Triage &amp; Navigation Service from 4<sup>th</sup> May 2020</b></p> <p><b>Telephone:</b> <a href="tel:01162543011">0116 254 3011</a></p> <p><b>Email:</b> <a href="mailto:reception@rllr.org.uk">reception@rllr.org.uk</a></p>
<p><b>0-19 service School Nurses (LPT)</b></p>	<p>Did you know if you're aged 11 to 19 in Leicester, Leicestershire and Rutland you have a dedicated confidential, secure text messaging service which enables you to get confidential, professional health advice and support</p> <ul style="list-style-type: none"> <li>• Sleeping</li> <li>• Exam stress</li> <li>• Self-harm</li> <li>• Mental health</li> <li>• Sexual health</li> <li>• Anxiety</li> </ul> <p><b><u>This service is totally confidential</u></b></p>	<p><b>Leicester City:</b> <a href="tel:07520615386">07520 615386</a></p> <p><b>Leicestershire &amp; Rutland:</b> <a href="tel:07520615387">07520 615387</a></p>
<p><b>Healthy Together</b></p> <p><b>Health for Kids</b></p>	<p>Articles and stories to help keep your child healthy and happy</p> <p>Information &amp; Advice for Parents/Carers</p>	<p><a href="https://www.healthforkids.co.uk/leicestershire/">https://www.healthforkids.co.uk/leicestershire/</a></p> <p><b>Advice for parents Text messaging</b></p>

		<p>Service</p> <p>Leicester City Text: <a href="tel:07520615381">07520 615381</a></p> <p>Leicestershire &amp; Rutland Text: <a href="tel:07520615382">07520 615382</a></p>
<p><b>Family Lifestyle Club</b></p>	<p>The Leicestershire Nutrition and Dietetic Service offer FLiC, a Family Lifestyle Club.</p> <p>FLiC is run by Dietitians and local Council Physical Activity leaders. It is an 8-week programme (meeting once each week) for children aged 8-13 years and their families, offering support and information about weight management.</p> <p> FLiCinformationsheet 2016.pdf</p>	<p>Telephone: <a href="tel:01162227154">0116 2227154</a></p> <p>Email: <a href="mailto:FLIC@Inds.nhs.uk">FLIC@Inds.nhs.uk</a></p>
<p><b>Kooth (digital online support)</b></p>	<p>Kooth is a web based confidential support service available to young people. Kooth provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people.</p> <p>All content is age appropriate, clinically approved and fully moderated.</p> <p> Kooth COVID19 Response Poster_con  We're still here - 1 (2).jpg</p>	<p><a href="https://www.kooth.com/">https://www.kooth.com/</a></p>
<p><b>Children's Early Intervention Psychology Service (CEIPS)</b></p>	<p>CEIPS is continuing to provide a modified service to all cases during Covid - 19</p> <p>All cases are being contacted via telephone in the first instance and a plan of action being agreed.</p> <p>This involves :</p> <ul style="list-style-type: none"> <li>• an agreed frequency of telephone or skype contact with C&amp;YP</li> <li>• Provision of intervention programmes electronically and virtual</li> <li>• Appropriate signposting</li> <li>• A digital offer is being utilised</li> </ul>	<p>Referrals through CAMHS</p>
<p><b>Family Action (Post Sexual Abuse Service)</b></p>	<p>Providing support by phone or, where assessed appropriate, video link and we are considering what more we can do to help families cope during this difficult time.</p>	<p>Email: <a href="mailto:leicester@family-action.org.uk">leicester@family-action.org.uk</a></p>

	 PSA-Referral-Oct-20 19.doc	
<b>Rainbows Children's Hospice</b>	<p>Supporting families of children with life limiting conditions, including;</p> <ul style="list-style-type: none"> <li>• overcoming challenges of caring for their children</li> <li>• complexities of working with many professionals services and appointments</li> <li>• Overcoming difficulties of maintaining family life and employment.</li> </ul>  Rainbows Referral Form.pdf	<b>Telephone:</b> <a href="tel:01509638000">01509 638 000</a>
<b>The Laura Centre</b>	<p>Help bereaved children and parents to explore difficult, and often painful, emotions and experiences. These may include feelings of anxiety, depression, trauma, or perhaps the loss of meaning of the bereaved person's life.</p> <p>During the COVID-19 pandemic the service will continue to provide a full service remotely, via telephone and virtual counselling.</p>	<p>Referral Team Telephone: <a href="tel:01162544341">0116 2544341</a></p> <p>Email: <a href="mailto:info@thelauracentre.org.uk">info@thelauracentre.org.uk</a></p> <p>Advice line Telephone: <a href="tel:01162182140">0116 2182140</a></p>
<b>Barnardo's (Young Carers)</b>	<p>Supporting young carers, their families, and our partner agencies in these unprecedented times remains our priority. We wanted to let you know that we are here to help and support you through this difficult time, give us a call if you or someone you know is a family who might need support because a child or young person is supporting/ caring for someone who is unwell, we will be happy to help.</p>	<p><b>Telephone:</b> <a href="tel:01162867182">0116 2867182</a></p> <p><b>Email:</b> <a href="mailto:carefree@barnardos.org.uk">carefree@barnardos.org.uk</a></p>
<b>Other Local Support</b>		
<b>The Bridge East Midlands Mediation</b>	<p>We support young people and their families to reduce the likelihood that a young person will face homelessness in both the immediate and distant future. We believe that resolving conflict can have substantial benefits on individuals' mental health and wellbeing, leading to a more positive future.</p>	<p>Telephone: <a href="tel:01509260500">01509 260500</a></p> <p>WhatsApp: <a href="tel:07521386794">07521386794</a></p> <p><a href="https://www.thebridge-eastmidlands.org.uk/services/talk2sort">https://www.thebridge-eastmidlands.org.uk/services/talk2sort</a></p>
<b>Centre For Fun &amp; Families</b>	<p>The Centre for Fun &amp; Families Ltd (CFF) is a leading voluntary agency delivering specialist support to parents, carers and teenagers who are experiencing behaviour and communication difficulties. It is a local,</p>	<b>Telephone:</b> <a href="tel:01162234254">0116 2234 254</a>

	<p>grassroots organisation that has developed its products through the voice of the families it works with.</p> <p>During Covid – 19 the service is offering digital support to families</p>	<p>Email: <a href="mailto:centre@funandfamilies.org.uk">centre@funandfamilies.org.uk</a></p>
<p><b>ADHD Solutions (Partner in Early Intervention Service)</b></p>	<p>ADHD Solutions is delivering a range of Digital/online telephone/ email support and coaching via Facebook Skype etc for families, and a full range of Parenting Programmes and workshops via WebEx webinar.</p> <p>The ADHD Anxiety and Me programme for young people is currently being delivered 1-2-1 and will be available as a webinar from early May.</p> <p>We are doing a ‘tip of the day’ for parents and an activity of the day for children, young people and families all available on our Facebook and Instagram to support families at this difficult time</p> <p>Two staff are available every day to support families and professionals, take referrals and signpost to the team.</p> <p>All programs can be booked via the centre.</p>	<p><b>To access this service please contact;</b></p> <p>Telephone: <a href="tel:01162610711">0116 261 0711</a></p> <p>Email: <a href="mailto:Info@adhd solutions.org">Info@adhd solutions.org</a></p>
<p><b>Adhar</b></p>	<p>The Adhar Project empowers people to take control of and manage their own mental health difficulties. We achieve this by using a holistic approach and delivering services in a culturally relevant and personalised way. The service offers;</p> <ul style="list-style-type: none"> <li>• Therapeutic support using arts, social and cultural activities delivered as individual support and group sessions</li> <li>• Advice, information and signposting to additional services</li> <li>• Advocating on behalf of individuals and communities on mental health issues, ensuring they understand their rights</li> </ul>	<p>Telephone: <a href="tel:01162200070">0116 220 0070</a>  Telephone: <a href="tel:01162200074">0116 220 0074</a></p> <p><a href="http://www.adharproject.org">www.adharproject.org</a></p>
<p><b>Early Help Leicester City (Targeted support for children, young people (age 0-19) and their families)</b></p>	<p>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.</p> <p>The Early Help Assessment is a process that practitioners use to get to know individuals and the family and decide how best they can help.</p>	<p><b>To seek advice or make a referral for an Early Help Assessment in Leicester City</b></p> <p>Telephone: <a href="tel:01164541004">0116 454 1004</a></p>

		
<p><b>Early Help Rutland</b></p> <p>(Targeted support for children, young people (age 0-19) and their families)</p>	<p>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.</p> <p>The Early Help Assessment is a process that practitioners use to get to know individuals and the family and decide how best they can help.</p> 	<p><b>To seek advice or make a referral for an Early Help Assessment in Rutland</b></p> <p><b>Telephone:</b>  <a href="tel:01572772577">01572 772 577 Ext. 8493</a>  Please ask for the Early Help team</p> <p><b>Email:</b> <a href="mailto:EarlyHelp@rutland.gov.uk">EarlyHelp@rutland.gov.uk</a></p>
<p><b>Early Help Leicestershire</b></p> <p>(Targeted support for children, young people (age 0-19) and their families)</p>	<p>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.</p> <p>The Early Help Assessment is a process that practitioners use to get to know individuals and the family and decide how best they can help.</p> 	<p><b>To seek advice or make a referral for an Early Help Assessment in Leicestershire</b></p> <p><b>First Response - Children's Duty Team</b>  <b>Telephone:</b> <a href="tel:01163050005">0116 3050005</a></p>
<p><b>Useful Online Directory of Support</b></p>	<p><b><a href="#">Information and Support Directory</a></b>  Information and Support Directory for useful support services, groups and activities in Leicestershire. You can search for results local to where you live or further afield.</p>	<p><a href="https://www.leicestershire.gov.uk/popular-now/directories/information-and-support-directory">https://www.leicestershire.gov.uk/popular-now/directories/information-and-support-directory</a></p>
<p><b>National Support</b></p>		
<p><b>Princes Trust Corona Virus Support Hub</b></p>	<p>A team of youth support workers are providing C&amp;YP with one to one support over the phone and online. Contact Centre offering support to young people 7 days a week between 9am and 9pm, over the phone, via live chat and through text service.</p>	<p><a href="https://www.princes-trust.org.uk/about-the-trust/coronavirus-response/resource-centre">https://www.princes-trust.org.uk/about-the-trust/coronavirus-response/resource-centre</a></p>
<p><b>Anna Freud Centre</b></p>	<p>Online Information and Advice for Children and Young People</p>	<p><a href="https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/">https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/</a></p>

	 Postcard Advice for young people .png  Covid-19 advice young people v2.pdf	
<b>National Crisis Support SHOUT</b>	Shout offers confidential 24/7 crisis text support for times when you need immediate assistance.	Text <a href="tel:85258"><b>"SHOUT" to 85258</b></a>

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