

# Mental health support for children, young people and their families

We are working with our local authority partners and other NHS organisations to ensure children, young people and their families in North Central London – Barnet, Camden, Enfield, Haringey and Islington – get the advice and support they need.

## Where to get urgent help



### **24/7 mental health crisis support line**

If you are a child or young person aged under 18 in crisis and living in Barnet, Camden, Enfield, Haringey or Islington, or if you are the parent or carer of a child or young person in crisis, you can call the mental health crisis support line available 24 hours a day, seven days a week on **0800 151 0023**.



### **Children and Young People's Mental Health Services (or CAMHS)**

If your child is currently being supported by mental health services for children and young people (CAMHS), you can contact your care coordinator or the duty number for the team during office hours. Out of hours and on weekends, please contact the mental health crisis support line on **0800 151 0023**.



### **Accident and Emergency Department (A&E)**

If a child or young person needs emergency medical help, is seriously ill or their life is at risk, then call **999** or take them to the nearest Accident & Emergency (A&E).



### **NHS 111**

If you are not sure what to do, you can check **NHS 111 online** or call **111** for advice.

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## Other support including websites for children and young people

If a child or young person would like further information or advice on their mental health or difficulties they are experiencing, they could try one of the following websites or organisations:

**Kooth** – provides free, safe, anonymous online emotional and mental health support for young people aged 11-25 years across London.

As an online service, it is available seven days per week, 365 days a year for 24 hours. The Kooth team is available every day from noon until 10pm weekdays and from 6pm until 10pm on Saturday and Sundays (reduced cover during holidays).

 [www.kooth.com](http://www.kooth.com)

**Shout 85258** – provides free, confidential, 24/7 text message support in the UK for anyone who is struggling to cope. They can help with issues including suicidal thoughts, depression, anxiety, panic attacks, abuse, self-harm, relationship problems and bullying. Text 'Shout' to 85258 to speak to a trained volunteer who will listen and work with you to solve problems.

 [www.giveusashout.org](http://www.giveusashout.org)

**Papyrus** – provides confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person:

- call **0800 068 41 41** for free – every day, 9am to 12am (midnight)
- you can also text **07860 039967** (charges may apply)
- you can email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

 [www.papyrus-uk.org](http://www.papyrus-uk.org)

**Childline** – is a free, private and confidential service for children where you can talk about anything. Available online, on the phone, anytime. You can:

- call Freephone **0800 11 11**
- have an online chat with a counsellor – go to

 <https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

 [www.childline.org.uk](http://www.childline.org.uk)


**The Mix** – provides a free confidential helpline and online service that aims to find young people the best help, whatever the problem. You can:

- call **0808 808 4994** for free – every day, 3pm to 11pm
- access the discussion boards

 [www.themix.org.uk](http://www.themix.org.uk)

- access group chats
- find local services
- get urgent help
- speak to The Mix team.

**Every Mind Matters** – includes advice for young people on how to look after their mental health and wellbeing and deal with the issues that matter to them.

 [www.nhs.uk/oneyou/every-mind-matters/youth-mental-health](http://www.nhs.uk/oneyou/every-mind-matters/youth-mental-health)