**GP MANAGEMENT of EMOTIONAL DISTRESS in CYP**

Dr Alison Cowan: Updated October 2022

* **Mental Health** = on a continuum with emotional distress at one end.
* **Emotional Distress** = describes negative emotion triggered by stressful event or underlying mental health issue.

***Is it a mental health problem or is it normal adolescent angst??***

**T** *transient*

**R** *reactive*

**A** *appropriate*

**M** *manageable*

* Depends on ***impact on functioning (TRAM tool)***

**GENERAL APPROACH**

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| **History Taking** |
| 1. **Presenting Symptoms**  * Psychological * Physical   + Sleep, appetite, energy, concentration   + CVS effects of anxiety * Functional impact: allows assessment of severity  1. **Risk Assessment**   ***Significant risk of physical harm?***   * Manifestations of significant distress   + Self-harm/suicide ) ways of coping with   + Eating disorder\* ) intolerable feelings * Safeguarding concern   \**see additional document for pathway*   1. **PMHx of mental health issues and medication** 2. **FHx of mental health issues** 3. **HEADSSS tool includes alcohol and recreational drugs** 4. **General physical health** 5. **Identifiable Triggers?** Helps to:  * explore patient’s perceptions of issues * identify their priorities * *What is worrying you most? Why did you make an appointment?* * *What do you think is contributing to the way you are feeling?* |
| **Mental State Examination** |
| 1. **Appearance and behaviour** 2. **Speech** 3. **Mood** 4. **Thoughts or formal thought disorders** 5. **Perception** 6. **Insight and capacity**    1. *If no capacity may need to consider Mental Health Act* |
| **Risk Formulation** |
| * **Protective risk factors**   + Internal resources   + External support * **Enhancing risk factors**   + **Feelings:** hopelessness   + **Thoughts** about the future; suicidal ideation   + **Behaviours:** self-harm; suicidal plans   + Predisposing factors   + Precipitating factors: internal and external triggers   + Perpetuating factors: patterns of presentation |
| **General Management** | |
| **Stage 1 - Initial Management** | |
| * **Listen:**  non-judgmentally and recap * **Validate:** acknowledge distress * **Explain:** with reference to triggers identified above by pts | |
| **Stage 1 - Ongoing Management**  *(Depends on Risk Assessment)* | |
| ***High Risk Significant risk of physical harm or moderate to severe mental health problem***   * **General measures below +**   + **CAMHs referral via DXS form +/- in a crisis** **0800 6444 101 *(24/7)* or webchat red button via** [www.hpft.nhs.uk](http://www.hpft.nhs.uk) ***(Mon-Fri 07.00-19.00)***     - **Urgent: - Immediate risk < 4hr,** or **If can keep safe < 7d**     - **Routine: < 4wks**   ***Moderate risk mild or moderate mental health problem***   * + **STEP 2 referral via DXS form or advise self-referral via 0800 6444 101**      - **Service information:** <https://www.hct.nhs.uk/our-services/step-2-camhs/>   *+/-* ***Safeguarding referral*** via [www.hertfordshire.gov.uk/childprotection](http://www.hertfordshire.gov.uk/childprotection) | |
| **Stage 1 - Ongoing Management** | |
| ***Low Risk*** (Emotional issue, mild mental health issue)   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | 1. ***Simple Behavioural Strategies*** 2. **Address specific problem** 3. **General behavioural measures \***    * + - Timetable more valued enjoyable activities  * Better work-life balance * Take up a relaxing hobby   + - * Gratitude diary       * Relaxation (mindfulness/ meditation)       * Health behaviours  1. Regular Exercise 2. Good Sleep: ***HEAL***  * (***H****ealth;* ***E****nvironment;* ***A****ttitude;* ***L****ifestyle)*  1. Well-balanced diet 2. Reduce drug & alcohol    * + - ‘5 steps to wellbeing’   [*Journal*](https://www.justtalkherts.org/media/documents/justtalk-journal.pdf)  [*Five Ways to Wellbeing elearning modules*](https://www.justtalkherts.org/young-people/young-people-looking-after-your-mental-health.aspx#Fivewaystowellbeing)  ../../../Desktop/Screenshot%202019-10-24%20at%2010.15.12.png | 1. ***Signpost to:*** 2. ***General self-help resources:*** *(see PILs appendix 3\*)* 3. ***Specific mental health support/ Apps*** *(see PILs appendix 3\*)*  * + [www.justtalkherts.org/young-people](http://www.justtalkherts.org/young-people) ***(Just Talk Herts)***  1. ***[www.withyouth.org](http://www.withyouth.org) (Hertfordshire Mind Network/BFB LabsFace-to-face support (Local)***  |  |  |  | | --- | --- | --- | | Supporting You  Programme | HCC SfYP: 0300 123 7538  [Supporting You Referral](https://www.servicesforyoungpeople.org/support-for-young-people/support-with-health-and-emotional-wellbeing/supporting-you/) | | | School Nursing Team  5-19yrs | Public Health Nursing 0300 123 7572  [School Nursing Referral](https://www.hct.nhs.uk/our-services/school-nursing/) | | | Childrens’ Wellbeing Practitioner (CWP)  5-19yrs | Public Health Nursing  [hct.cwp@nhs.net](mailto:hct.cwp@nhs.net) (number to follow)  [CWP Referral](https://www.hct.nhs.uk/our-services-and-referral-information/our-services-a-z/childrens-wellbeing-practitioners-service/) | | | Wellbeing team  >16yrs | HPFT: **0800 6444 101**  [www.talkwellbeing.co.uk](http://www.talkwellbeing.co.uk) | | | **Hertfordshire Community Counselling Organisations** | | | | **YCT (East and North Herts)**  Tel: 01279 414 090 [www.yctsupport.com](http://www.yctsupport.com) | | **Youth Talk (St Albans district)**  Tel: 01727 868684  [www.youthtalk.org.uk](http://www.youthtalk.org.uk) | | **Rephael House (Welwyn and Hatfield)** Tel: 020 8440 9144  [www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk) | | **Signpost (Watford and Hemel)** Tel: 01923 239495  [www.signpostcounselling.org.uk](http://www.signpostcounselling.org.uk) |  1. ***Coordinated support from a few agencies incl social care***   *(Child in need not reaching safeguarding threshold)*  Complete green single service request form for early help and request: Families First (FF) assessment or ring FF triage: 01438 737 575 or direct parents to 0300 123 4043 to request a FF assessment | | |
| **Stage 2**  (depending on level of comfort) | |
| 1. ***ASK PATIENT TO GIVE SPECIFIC EXAMPLE and use CBT model to help identify vicious cycle*** 2. ***Discuss early solution-focused management to break vicious cycle***    1. ***Behavioural strategies*** - as above \*       1. Encouraging positive behaviours       2. Targeted to specific examples: recognise the behaviour in relation to the feelings    2. ***Cognitive strategies***        1. Challenging negative beliefs – *‘what would other people say?’* 3. ***Homework and follow up***    1. 1 general change to reduce emotional distress    2. 1 specific strategy to impact on how he/she feels: Behavioural or Cognitive 4. ***Review and recap:*** *‘let’s review what we have just discussed, your priorities and action plan’* | |

**ANXIETY – Management**

Anxiety is a ***normal*** human response to stress or fear.

* + We all feel anxious from time to time, but some people are more prone to anxiety.
  + Anxiety symptoms are part of the fight or flight response, they are intended to be helpful to keep us safe and in spurring us on into action.

*‘When we face stressful situations, it can set off our brain’s in-built alarm bell system, which tell us something isn’t right and that we need to deal with it. Our brain wants the difficult situation to go away, so it makes us feel more alert, stops us thinking about other things, and make our hearts go faster and harder to pump more to our legs to help us run away.’*

**Anxiety becomes a problem** when the symptoms are:

* Going on too long
* Happening too often
* Causing us to worry that there is something seriously wrong
* Stopping us from doing what we want to do

Anxiety becomes a part of a ***vicious cycle*** where our symptoms, thoughts and behaviours keep the anxiety going.





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| **Stage 1 - Initial Mx** |
| * **Listen:**  non-judgmentally and recap * **Validate:** acknowledge distress * **Explain: What is anxiety? When does it become a problem?** *As above*   **Vicious cycle …** |
| **Stage 1 - Ongoing Management**  *(Depends on Risk Assessment)* |
| ***Low Risk***   1. ***Management of physical symptoms and stress***   ***Simple Behavioural Strategies***  **Reduce physical symptoms of anxiety & stress**   * + Nip them in the bud      * + ***Relaxation techniques***  1. ***Deep muscle relaxation*** 2. ***Breathing techniques***  * ***Square breathing***  1. ***Distraction techniques***     * ***Grounding with senses***   **General Behavioural Measures**  As detailed in ‘General Approach’ \*   1. ***Signpost to resources*** 2. ***Baseline scores and follow up*** |

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| **Stage 2**  (depending on level of comfort) |
| 1. ***ASK PATIENT TO GIVE SPECIFIC EXAMPLE*** 2. ***Help patient to identify and break vicious cycle using CBT model***   ‘*Anxiety is maintained by a vicious circle of thoughts, behaviours & feelings, compounded by external*  *stressors.’*   * + Explore specific situations when patient felt anxious and ask them to identify     - Unpleasant frightening symptoms that they experienced       * + *Heart racing, shakey, felt sick*     - What they were thinking at the time and about these symptoms       * + *I’m going to die*     - What they did and what things they are avoiding       * + *Stayed at home and missed school*     - **External stressors** compounding the situation       * + *‘A’ level year*   + Help them to identify the vicious cycle in their examples and suggests ways of breaking it   + Can explore further with an Anxiety / Thoughts diary  1. ***Review the diary***    * ***Cognitive Strategies***  |  |  | | --- | --- | | **Specific single worry** | **Numerous anxious thoughts/ worries** | | **Problem-solving approach + goal-setting**   * Identify as many possible solutions as possible   + What have you done in the past?   + What would you advise a friend? * Consider pros & cons of each * Choose best options, identify any obstacles + how to over them | ***Small number***  Identify anxious thoughts from anxiety/ thought diary   * For every example: find a **balancing thought** * Practice apply that in real life + as quickly as possible   ***Many anxious thoughts going around with NO solution?***   1. Put in **worry box** & Focus on the **present** **moment**  * Go through the box at a pre-determined time  1. Identify worry time  * Challenge those thoughts within that time * Make a plan for those worries that can do something about * Let worry go if you can’t do anything about it * Mindfulness |  * + ***Behavioural Strategies***     - Recognise behaviour related to anxiety – *What are you avoiding?*     - Set **small goals** to address this       * Stay longer in the **anxiety-provoking situation**       * Reduce safety behaviours  1. ***Homework and follow up***    * 1 General change to reduce physical Sx + stress    * **1 specific CBT strategy** – Cognitive or behavioural 2. ***Review and recap:*** *‘let’s review what we have just discussed, your priorities and action plan’* |

**DEPRESSION – Management**

Evolutionarily, our brains are wired negatively to allow us to look out for danger and be prepared but we can sometimes get stuck in a cycle of viewing things negatively which can then make us feel down. Lots of different factors can contribute to negative thought processing including early experiences, difficult circumstances, individual differences, body chemistry, and reduced activity

When we feel down our body chemistry and behaviour might change and this could lead to a ***vicious cycle***.

*Research has shown* ***trying to break this vicious cycle by changing the way you think & what you do will start to change the way your feel.***

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| **Stage 1 - Management** |
| * **Listen:**  non-judgmental, recap * **Validate:** acknowledge distress * **Explain: What is depression? When does it become a problem? Vicious cycle …** |
| **Risk Assessment**  **(NICE 2015, CG28 –** depends on outcome of assessment as per **appendix 1**\***)**   |  |  | | --- | --- | | ***High Risk:*** | ***Low risk*:** | | **Refer the following YP with depression to tier 2 or 3 CAMHS:**   1. **> 2 risk factors for depression** 2. **> 1 family member** (parents or siblings) **with multiple episodes of depression** 3. **Mild depression not responding to tier 1 services** 4. **Moderate or severe depression** (severity based on functional impact) 5. **Risk of physical harm: self-neglect; active suicidal ideas or plans** 6. **Request of young person or parents** | **Watchful waiting for up to 4 weeks**   * More general behavioural measures (as above in general approach)   **Then psychological therapies for 2-3 months** if needed   * **Signpost** to resources | |

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| **Stage 2**  (depending on level of comfort) |
| 1. ***ASK FOR SPECIFIC EXAMPLE*** 2. ***Help patient to identify and break vicious cycle using CBT model***  * Explore specific example   + - What were you feeling (including physical Sx)?     - What were you thinking?     - What did you do?     - External stressors     - Encourage them to see the vicious cycle * Help them to identify the vicious cycle in their example and suggest ways to counter them * Can explore further in a diary  1. ***Review of diary -*** Encourage to review + explore further    * ***Behavioural Strategies*** *(easier to apply than cognitive)*       + General measures as above \*      + Positive behaviours: *‘Fake it to make it’*      + **Measures specific to identified unhelpful behaviours** |

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| * + ***Cognitive Strategies***     - ***Thought record*** – Gloomy thought about yourself + others     - ***Review thought record*** – identify any unhelpful thinking styles       * Catastrophizing       * Over-generalising       * Ignoring the positive       * Taking things personally       * Self-critical       * Mind-reading or fortune telling     - ***Review specific examples*** of negative thoughts – offer a **balancing thought**  1. ***Homework***    * 1 General change to reduce stress    * 1 specific CBT strategy to impact on feelings – behavioural + cognitive 2. ***Review and recap:*** *‘let’s review what we have just discussed, your priorities and action plan’* |



**\* Appendix 1: Depression Assessment**

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| **Depression Assessment**  **Management** is based on diagnosis, assessment of severity, and risk factors for depression as below | |
| 1. **Diagnosis** | ***DSM-5* criteria** for ***depressive disorder*:**   * Must cause significant distress or functional impact (eg social, school, occupational) * ***At least 5 symptoms must be present during the same 2 week period (and*** *at least 1 of the symptoms must be diminished interest/pleasure or depressed mood):*  1. **Depressed or irritable mood** 2. **Diminished interest or pleasure in almost all activities (anhedonia)** 3. **Significant weight loss or ↓ appetite (>5% of body weight in 1 month)** orfor children, failure to achieve expected weight gain 4. **Sleep disturbance (insomnia or hypersomnia)** 5. **Psychomotor agitation or retardation** 6. **Fatigue or loss of energy** 7. **Feelings of worthlessness or guilt** 8. **Decreased concentration; indecisiveness** 9. **Recurrent thoughts of death or suicide** |
|  |  |
| 1. **Severity** | * Based on functioning |
| 1. **Risk Factors** | * Parental depression * Loss events eg bereavement * Drug or alcohol use * Homelessness or refugee status * Looked after children * Abuse or family discord * Bullying |

**\* Appendix 2: Referral Pathways and Support**

**1. SUPPORTING YOU REFERRAL INFORMATION**

Supporting You is a 7week prevention and intervention referral programme delivered by Herts County Council Services for Young People (HCC SfYP). It is aimed at young people aged 11-17yrs who are beginning to show very early signs of distress due to anxiety or low mood and not receiving support elsewhere.

**Supporting You Groups:**

* Provide weekly 2hour sessions in a friendly atmosphere, for seven weeks
* Up to 12 Attendees per group
* Groups will comprise young people of similar age: 11-12 years, 13-15 years and 16+
* Young people will learn strategies in a fun, workshop type environment that can support them reduce, stress, anxiety and or low mood.
* These strategies include 12 CBT skills plus a method for planning how to achieve goals.
* CBT stands for Cognitive Behavioural Therapy.  CBT looks at the links between the way we THINK, what we FEEL, and what we DO (Thoughts, Feelings and Behaviours)
* Sessions are run by Youth Workers from Hertfordshire County Councils youth service, SfYPwho are trained and qualified to deliver this CBT programme and are supported by young volunteers
* After the referral is received, a Youth Worker will contact the young person within 3 days and arrange a 1-2-1 interview to explain the programme in more detail and complete some pre-course paper work

**Criteria for Referral**

**Inclusion Criteria**

* Young people aged 11-17 who live work or receive education in Hertfordshire
* Young people who are just beginning to express concerns relating to stress, anxiety or low mood but typically function well and would not meet the criteria for another intervention.
* Young people who have completed a successful engagement with a counsellor but would benefit from a group programme to reinforce the support received as part of a successful exit strategy.

**Exclusion Criteria**

* Receiving support elsewhere
* Meeting the criteria for another service

**Referral**

* By Professional referral or self-referral
  + Complete form: <https://www.ychservicesforyoungpeople.org/support-for-young-people/support-with-health-and-emotional-wellbeing/supporting-you/>
  + Can also use this form to request other advice and support from a SfYP youth worker

**2. SCHOOL NURSING TEAM REFERRAL INFORMATION**

The School Nursing Service offers advice and support to children and young people aged 5-19 years, attending Hertfordshire mainstream schools, their parents/carers and professionals in the schools.

**Criteria for referral**

**Inclusion Criteria:**

* Initial advice and assessment for:
  + Emotional and mental health issues including basic strategies and interventions for:
    - Self-esteem/Anxiety/Depression/Behavioural issues/Stress/Self-harm \*
  + Sexual health
  + Night time bedwetting (nocturnal enuresis)
  + Soiling/constipation
  + Healthy eating and weight management
  + Tobacco, alcohol, drugs, substance misuse.

*\*now offered by children’s wellbeing practitioners: see following referral information*

**Exclusion criteria:** *(service can always signpost as appropriate)*

* A child or young person with an urgent medical condition that needs treatment
* A child or young person whose health needs are already being met by a specialist health service
* A child or young person in need of counselling or *long-term* mental health support
* Concern regarding neurological impairment, Autism Spectrum Disorder (ASD) or Attention Deficit Hyperactivity Disorder (ADHD)

**How do we offer support?**

* Once referral received, a School Nurse will be allocated the work to make an initial assessment and depending on need, a package of care will be offered consisting of 6 sessions.
* The child or young person can be seen in a school or clinic according to their wishes. Home visits are only available on a need- led basis
* Sessions can be with the child or young person on a one-to-one basis or together with their families or teachers based on the needs of the child or young person
* Group work may be offered for a targeted group of pupils on a particular issue, if deemed appropriate by the school health team and dependent on the volume of referrals with the same issue
* Telephone advice, signposting and support to children and young people, parents/carers and schools are also available
* Chat Health is a school health texting service available for young people at secondary schools in Hertfordshire (Monday to Friday, 9am to 5pm).
  + Herts Chat Health: Text 07480 635050

**Timescale**

* An acknowledgement letter: sent to the referrer **within two working days** of receiving the referral
* All referrals will be assessed on receipt and if urgent, the parent/carer will be contacted by a school nurse **within two days**, to offer telephone advice and to arrange an appointment
* All referrals allocated to an appropriate member of the school nursing team **within one week** of receiving the referral
* An attempt will be made to contact the parent/carer by telephone, to discuss any required intervention and an appointment offered **within 10 working days** of receipt of referral. If the referral does not meet the service criteria, advice and signposting information will be provided if applicable. The referrer will be notified of this decision.
* All appropriate referrals will be offered an appointment **within four weeks** of receiving the referral
* **Within six weeks** of the first appointment, the child or young person will have been seen and supported with an agreed plan of care; discharged with an on-going plan of care; or referred onto or signposted to the most appropriate service to meet their needs.

**Referral**

By professional or parental referral

Complete form:

* <https://www.hertsfamilycentres.org/info-and-advice/parents-and-mums-to-be/school-nurses.aspx>

 The generic duty number to call to be put through to a local School Nurse team is 0300 123 7572.

**3.CHILDREN’S WELLBEING PRACTITIONER TEAM REFERRAL INFORMATION**

* Mild to moderate difficulties
* No to very low risk (self-harm and suicidal ideation)
* No current safeguarding concerns

**Pathways of support (Manualised guided self-help offered):**

* Anxiety (Age 5-19)
* Low mood (Age 11-19)

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| **Common mental health difficulties that may respond and are appropriate for a CWP guided self-help intervention**  **check-mark-1292787_640[1]** | * Low Mood / mild to moderate depression * Panic * Agoraphobia * Separation anxiety * Generalised anxiety /worry * Phobias including blood and needle phobias * Sleep problems * Stress management * Behavioural difficulties (5-8 years old) * Mild social anxiety |
| **Difficulties which require discretion but may respond to a CWP guided self-help intervention**  **1024px-Orange_question_mark.svg[1]** | * Anger difficulties * Low self-esteem * Some obsessive-compulsive behaviours * Mild health anxiety * Assertiveness/interpersonal challenges (e.g., with peers) * Self-harm is disclosed as historical, infrequent, a one off or superficial |
| **Significant levels of need/complex conditions which are not suitable for a CWP guided self-help intervention**  No_Cross.svg[1] | * Pain management * Post-Traumatic Stress Disorder * Bipolar Disorder * Psychosis * Personality Disorders * Eating Disorders * Chronic depression/anxiety * Established health anxiety * Historical or current experiences of abuse or violence * Complex interpersonal challenges * Bereavement * Active, enduring and significant self-harm * Relationship problems * Active suicidal ideation |

Common behavioural difficulties (working with parents/carers of children 5-8 years old. At the discretion of the supervisor slightly older children may also be appropriate)

**Referral:** By professional, parent or young person referral:

Digital referral form: [www.hct.nhs.uk/cwp](http://www.hct.nhs.uk/cwp)

For families who do not have access to a digital device, a word version of the referral form can be requested. This will need to be completed, scanned and emailed to E: [**hct.cwpreferrals@nhs.net**](mailto:hct.cwpreferrals@nhs.net)**.**

**4. STEP 2 REFERRAL INFORMATION**

**Making a referral for a child or young person aged 5 – 19**

Step2 is an early intervention mental health service commissioned to work with children and young people with a mild to moderate mental health difficulty between the ages of 0 to 19 who are registered with a Hertfordshire GP.

Referrals to Step2 must have evidence of a mild to moderate mental health difficulty which would benefit from up to 6 targeted sessions of therapy.

Step2 is commissioned to support children and young people with emerging/ low level mental health impairments (mild to moderate); to manage their difficulties at the earliest possible stage once appropriate support by Universal Services has been implemented.

As an early intervention service, Step2 is unable to provide urgent care that is directly linked to risk or concerns around the presentation of the child’s mental health presentation and referrals therefore are not expedited.

**Criteria for referral**

**Inclusion Criteria:**

Referrals are suitable when child/young person is presenting with a difficulty in one or two areas but generally functioning well. The difficulties should be in the emerging stages and not accompanied by long term complexities (see exclusion criteria).

Difficulties accepted may include:

* + Anxiety.
  + Phobias.
  + Low mood.
  + Mild self-harm.
  + Emotional regulation (which is not due to difficult social circumstances or as a result of an unmet neurodevelopmental need).
  + Mild obsessive compulsive difficulties.

**Exclusion criteria:**

Step2 do not accept referrals when:

* Child/young person has not had tier 1/universal input.   
  Exceptions to this are:

1) Mild OCD

2) Low mood/mild depression at an emerging stage where a delay in accessing specialist therapeutic support may increase difficulties and where the young person is unsuitable for counselling

3) Cases where there is no access to universal services

* Referral has not been made by a professional who has met the child/young person.
* Complexity of the case deems it unsuitable for tier 2 intervention ie. history of significant domestic violence and/or children’s services input (Complex transgenerational family safeguarding concerns) or where significant developmental trauma is suspected.
* Risk clarification is required or the referral seems too risky for tier 2 brief interventions, eg. Young people with biological symptoms of depression alongside suicidal ideation with intent.
* The referral meets the eligibility criteria for another service and there is evidence that a better outcome will be achieved by the other service.
* The referral has no evidence of Mental Health difficulties ie. Referral outlines behavioural issues in children over 5 which could be explained by parenting, difficult social aspects or a neurodevelopmental difficulty.

**Referral**

Professional referral: complete form <https://www.hct.nhs.uk/media/3322/5-19-referral-form.doc>

Parental referral via SPA: **0800 6444 101**

**5. CAMHS QUADRANT DUTY LINE NUMBERS**

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| **CONTACT DETAILS** |
| **Single Point of Access (SPA)**  GP Tel number: 0300 777 0606  Webchat: red button via [www.hpft.nhs.uk](http://www.hpft.nhs.uk)  Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net) |
| **North Herts CAMHS**  Saffron Ground, Stevenage: Tel: 01438 792600 |
| **East Herts CAMHS**  Rosanne House WGC: Tel: 01707 364001  Hoddesdon Health Centre, Hoddesdon: Tel: 01992 465042  Oxford House, Bishops Stortford: Tel: 01279 698920 |
| **South Herts CAMHS**  Peace Children’s Centre, Watford: Tel: 01923 470610  Civic Centre, Hertsmere: Tel: 020 8731 3000 |
| **West Herts CAMHS**  Waverley Road, St Albans: Tel: 01727 804806/804214  Churchill Ward, Hemel Hempstead: Tel: 01442 259132/216062 |

**6. SAFEGUARDING REFERRAL PATHWAY**



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| **NAMED GP SAFEGUARDING LEADS FOR SUPPORT AND ADVICE** | | |
| **ENHCCG** | **HVCCG** | |
| Dr Elizabeth Aylett: [*e.aylett@nhs.net*](mailto:e.aylett@nhs.net) | Dacorum | *Dr Meeta Duggal:* [*meeta.duggal@nhs.net*](mailto:meeta.duggal@nhs.net) |
| Dr Ram Mahalingham: [*r.mahalingham@nhs.net*](mailto:r.mahalingham@nhs.net) | Watford and Three Rivers | *Dr Simonee Allen:* [*simonee.allen@nhs.net*](mailto:simonee.allen@nhs.net) |
| Dr Fabienne Smith: [*fabienne.smith1@nhs.net*](mailto:fabienne.smith1@nhs.net) | St Albans and Harpenden | *Dr Vimal Tiwari:* [*vtiwari@nhs.net*](mailto:vtiwari@nhs.net) |
| Dr Helen Davies: [*helen.davies14@nhs.net*](mailto:helen.davies14@nhs.net) | Hertsmere |
| **NAMED NURSE SAFEGUARDING CHILDREN - PRIMARY CARE:** Treena Beard: [treena.beard1@nhs.net](mailto:treena.beard1@nhs.net)  **NURSE SPECIALIST SAFEGUARDING CHILDREN – PRIMARY CARE:** Dee Harris: [denise.harris17@nhs.net](mailto:denise.harris17@nhs.net) | | |

**TO REPORT CONCERN ABOUT A CHILD OR REQUEST FOR SUPPORT:** [www.hertfordshire.gov.uk/childprotection](http://www.hertfordshire.gov.uk/childprotection)

**\* Appendix 3: Patient Information Leaflets** [GP Clinic Resources](https://www.hwehealthiertogether.nhs.uk/professionals/gp-primary-care-staff/gp-clinic-resources-young-people)

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Description automatically generated**1. MENTAL HEALTH RESOURCES FOR TEENAGERS** *Updated October 2022*

**GENERAL MEASURES TO REDUCE STRESS**

* Timetable more valued enjoyable activities
  + Better school-life balance
  + Take up a relaxing hobby
* Gratitude diary
* Relaxation including mindfulness or meditation
  + [www.smilingmind.com.au](http://www.smilingmind.com.au) *Smiling Mind app*
  + [www.headspace.com](http://www.headspace.com) *Headspace app*
  + [www.bemindful.co.uk](http://www.bemindful.co.uk)
* Health behaviours
  + Regular exercise
  + Good sleep: ***HEAL: H****ealth;* ***E****nvironment;* ***A****ttitude;* ***L****ifestyle*
  + Well-balanced diet
  + Reduce alcohol and drugs
* Self-care resources from Anna Freud: [www.annafreud.org/on-my-mind/self-care/](http://www.annafreud.org/on-my-mind/self-care/)
* **Happy Maps:** <https://happymaps.co.uk/> mental health resources for parents, carers and young people
* **Just Talk resources**: Five ways to Wellbeing: Link to [Journal](https://www.justtalkherts.org/media/documents/justtalk-journal.pdf) and Link to [Five Ways to Wellbeing e-learning modules](https://www.justtalkherts.org/young-people/young-people-looking-after-your-mental-health.aspx#Fivewaystowellbeing)?

**GENERAL TELEPHONE AND ONLINE SUPPORT**

* + **Kooth**: [www.kooth.com](http://www.kooth.com): anonymous, confidential website for young people in Hertfordshire
  + **JustTalk:** <https://www.justtalkherts.org/just-talk-herts.aspx>
  + **Herts Mind Network**: [www.hertsmindnetwork.org](http://www.hertsmindnetwork.org); 020 3727 3600
    - **Young Person’s ReachOut team**: support for 10-17yrs or parents/caregivers **Mon – Thurs 5pm-8pm**
      * **Instant message at** [www.hertfordshiremindcyp.org](http://www.hertfordshiremindcyp.org)
      * **Call on 01923 256391 (option 2)**
    - Young Person’s Forum >15yr and online workshops available
    - **With YOUth: Children & Young People’s Digital Wellbeing Service 5-18yr** 
      * [www.withyouth.org](http://www.withyouth.org) **0208 189 8400** **Mon-Fri 2pm-10pm**
  + **Health for Teens:** <http://www.healthforteens.co.uk/>
    - **Herts Chat Health:** Text 07480 635050
  + **Healthy Young Minds:** <https://healthyyoungmindsinherts.org.uk/young-people>
  + **Young Minds:** [www.youngminds.org.uk](http://www.youngminds.org.uk); Crisis messenger: text YM 85258
  + **THE MIX: <25YR:** free confidential multi-channel service that aims to find young people the best help
    - 0808 808 4994 (freephone 7 days a week 11am-11pm); 1-2-1 chat; [www.themix.org.uk](http://www.themix.org.uk)

**FACE TO FACE SUPPORT**

* **Hertfordshire County Council Services for Young People 11-17yrs** [www.servicesforyoungpeople.org](http://www.servicesforyoungpeople.org) providing youth work projects, information, advice, guidance, work-related learning and wider support for young people
  + [**Children’s Wellbeing Practitioner (CWP) Service**](https://www.hct.nhs.uk/our-services-and-referral-information/our-services-a-z/childrens-wellbeing-practitioners-service/)**,** (<https://www.hct.nhs.uk/cwp>) **5-19yrs** provides early support to children and young people with common emotional wellbeing and mental health difficulties including behavioural difficulties, anxiety and low mood.

**FACE TO FACE COUNSELLING OPTIONS IN HERTFORDSHIRE**

|  |  |
| --- | --- |
| **Hertfordshire Community Counselling Organisations** | |
| **Youth Talk (St Albans district)**  Tel: 01727 868684  [www.youthtalk.org.uk](http://www.youthtalk.org.uk) | **YCT (East and North Herts)**  Tel: 01279 414 090 [www.yctsupport.com](http://www.yctsupport.com) |
| **Rephael House (Welwyn and Hatfield)**  Tel: 020 8440 9144  [www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk) | **Signpost (Watford and Hemel)**  Tel: 01923 239495  [www.signpostcounselling.co.uk](http://www.signpostcounselling.co.uk) |

**OVERVIEW OF CBT**: [www.patient.co.uk](http://www.patient.co.uk/): CBT focuses on 'here and now' problems and difficulties.

It invites people to notice the connection between:

* How we think about ourselves, the world and other people
* How these thoughts are connected to our behaviours and feelings
* How external factors or stressors can influence this

*From your thoughts come your feelings which lead to your actions and habits*

**CBT**works to help us notice and change problematic thinking styles or behaviour patterns so we can feel better

**TO FEEL BETTER** <https://www.anxietycanada.com/learn-about-anxiety/anxiety-in-youth/>

* **Notice your thoughts:** thought diary
* **Think differently** <https://www.anxietycanada.com/articles/thinking-right-tools/>
  + Challenge thoughts
  + Confidence building positive self-talk
  + Letting thoughts go like leaves on a stream and distraction
  + Learning to live with uncertainty
* **Behave differently**
  + Doing things differently <https://www.anxietycanada.com/general/facing-fears/>
  + Healthy behaviours <https://www.anxietycanada.com/general/healthy-habits/>

**Quick relief options:** <https://www.anxietycanada.com/general/how-to-chill/>

**APPS:**

[Lumi Nova (part of With YOUth service above) for ages 7-12 )](https://www.withyouth.org/how-we-can-help/lumi-nova/)

**General:** What’s Up app ) *based on CBT principles*

**Anxiety:** Clear Fear app; Mindshift app, SAM app and WorryTree app )

**Self-harm:** distrACT and Calm Harm app

**Suicide:** Stay Alive app

**Family and friends support:** Combined Minds app

**WEBSITES:**

[www.mentalhealth.org.uk/publications](http://www.mentalhealth.org.uk/publications) *(Mental Health Foundation)*

<https://web.ntw.nhs.uk/selfhelp/> *(NHS trust): based on CBT principles*

<https://www.camhs-resources.co.uk/> *(Anna Freud Centre)*

<https://www.anxietycanada.com/> *(Anxiety support)*

**BOOKS:**

***Mind over mood: Change how you feel by changing the way you think*** by Dennis Greenberger and Christine Padesky (2015). Cognitive behavioural workbook aimed at older teens and adults.

***Stuff that sucks***by Ben Sedley (2015) For young people who wish to develop their ability to cope with strong feelings & distress.

***Breaking Free from OCD: A CBT Guide for Young People and Their Families*** by Jo Derisley, Isobel Heyman, Sarah Robinson and Cynthia Turner (2008)

**Anxiety Relief for Teens: Essential CBT Skills and Mindfulness Practices to Overcome Anxiety and Stress** by Regine Galanti (2020)

**THERAPY:**

Enhanced Primary Mental Health Service: Wellbeing team >16yrs

Online self-referrals: 09.00-17.00: [www.talkwellbeing.co.uk](http://www.talkwellbeing.co.uk/)

On telephone 24/7: **0800 6444 101**

**EDUCATIONAL SUPPORT:**

**New Leaf Wellbeing College:** free educational support for >18yrs to enable better control of wellbeing

[www.newleafcollege.co.uk](http://www.newleafcollege.co.uk); [students@newleafcollege.co.uk](mailto:students@newleafcollege.co.uk); 01442 864966

**HELPLINES**

* Papyrus: [www.papyrus-uk.org](http://www.papyrus-uk.org) Hopeline UK **0800 068 4141**
* Samaritans: [www.samaritans.org](http://www.samaritans.org) **116 123**
* Shout: crisis texting service: **text 85258**; [www.giveusashout.org](http://www.giveusashout.org)
* Childline 0800 11 11 www.childline.org.uk
* HPFT Single point of access:
  + 24/7 - **0800 6444 101 or**
  + **Mon-Fri 07.00-19.00: webchat** red button via [www.hpft.nhs.uk](http://www.hpft.nhs.uk)
* Hertfordshire Night Light service: helpline: Friday-Monday: 7 -2am**: 01923 256391**: 18yr+

**A picture containing text, clipart

Description automatically generated2.MENTAL HEALTH RESOURCES FOR YOUNG ADULTS** *updated May 2022*

**GENERAL MEASURES TO REDUCE STRESS**

* Timetable more valued enjoyable activities
  + Better work-life balance
  + Take up a relaxing hobby
* Gratitude diary
* Relaxation including mindfulness or meditation
  + [www.smilingmind.com.au](http://www.smilingmind.com.au) *Smiling Mind app*
  + [www.headspace.com](http://www.headspace.com) *Headspace app*
* Health behaviours
  + Regular exercise
  + Good sleep
  + Well-balanced diet
  + Reduce alcohol and drugs
* Self-care resources from Anna Freud: [www.annafreud.org/on-my-mind/self-care/](http://www.annafreud.org/on-my-mind/self-care/)
* **Happy Maps:** <https://happymaps.co.uk/> mental health resources for parents, carers and young people
* **Togetherall**: [www.togetherall.com](http://www.togetherall.com) an evidence-based, clinically moderated, online 24/7 peer-to-peer mental health community, for residents of Hertfordshire >16yrs
* **With YOUth: Children & Young People’s Digital Wellbeing Service 5-18yr** [www.withyouth.org](http://www.withyouth.org) **Mon-Fri 2pm-10pm**
* **HCT Children’s Wellbeing Practitioners Team: 5-19yrs** trained to deliver manualised guided self-help interventions for mild-moderate anxiety, behavioural difficulties, and low mood <https://www.hct.nhs.uk/cwp>

**FACE TO FACE COUNSELLING OPTIONS IN HERTFORDSHIRE:**

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| **Rephael House (Welwyn and Hatfield)**  Tel: 020 8440 9144  [www.rephaelhouse.org.uk](http://www.rephaelhouse.org.uk) | **Signpost (Watford and Hemel)**  Tel: 01923 239495  [www.signpostcounselling.co.uk](http://www.signpostcounselling.co.uk) |

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  + Confidence building positive self-talk
  + Letting thoughts go like leaves on a stream and distraction
  + Learning to live with uncertainty
* **Behave differently**
  + Doing things differently <https://www.anxietycanada.com/general/facing-fears/>
  + Healthy behaviours <https://www.anxietycanada.com/general/healthy-habits/>
* **Quick relief options:** <https://www.anxietycanada.com/general/how-to-chill/>

**APPS:**

**General:** What’s Up app ) *based on CBT principles*

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<https://web.ntw.nhs.uk/selfhelp/> *(NHS trust): based on CBT principles*

[www.annafreud.org/on-my-mind](http://www.annafreud.org/on-my-mind) *(Anna Freud Centre)*

<https://www.anxietycanada.com/> *(Anxiety support)*

**COMPUTERISED CBT PROGRAMMES:**

Living Life to the Full (free): <http://www.llttf.com/index.php?section=page&page_seq=8>

MoodGYM (small payment required): [www.moodgym.com.au](http://www.moodgym.com.au)

Beating the Blues (payment required): <http://www.beatingtheblues.co.uk/>

**BOOKS:**

***Mind over mood: Change how you feel by changing the way you think*** by Dennis Greenberger and Christine Padesky (2015). Cognitive behavioural workbook aimed at older teens and adults.

***Stuff that sucks***by Ben Sedley (2015) For young people who wish to develop their ability to cope with strong feelings & distress.

***Breaking Free from OCD: A CBT Guide for Young People and Their Families*** by Jo Derisley, Isobel Heyman, Sarah Robinson and Cynthia Turner (2008)

**Anxiety Relief for Teens: Essential CBT Skills and Mindfulness Practices to Overcome Anxiety and Stress** by Regine Galanti (2020)

***CBT for Dummies*** by Rhena Branch and Rob Willson

***The Panic Switch*** by Jeffrey L Hammes

***The Chimp Paradox*** by Steve Peters

**THERAPY:**

Enhanced Primary Mental Health Service: Wellbeing team >16yrs

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**HELPLINES**

* Papyrus: [www.papyrus-uk.org](http://www.papyrus-uk.org) Hopeline UK **0800 068 4141**
* Samaritans: [www.samaritans.org](http://www.samaritans.org) **116 123**
* Shout: crisis texting service: **text 85258**; [www.giveusashout.org](http://www.giveusashout.org)
* Childline 0800 11 11 www.childline.org.uk
* HPFT Single point of access:
  + 24/7 - **0800 6444 101 or**
  + **Mon-Fri 07.00-19.00: webchat** red button via [www.hpft.nhs.uk](http://www.hpft.nhs.uk)
* Hertfordshire Night Light service: helpline: Friday-Monday: 7 -2am**: 01923 256391**: 18yr+

**3.SLEEP HYGIENE PIL**

* An age-appropriate sleep schedule with consistent bedtimes and wake-times
  + Minimal weekday/weekend variation
* A consistent bedtime routine
  + Ideally with 30-60 minutes 'wind-down' time before bed
* An appropriate bedroom environment: dark, quiet, relatively cool and comfortable
  + Ideally the bedroom should mainly be for sleep only
* Exposure to bright light (preferably sunlight) during the day
* Regular daytime exercise: not within 1-2 hours of the desired bedtime
* Regular daytime meals. Appropriate snacking but avoid large meals within 1 hour of bedtime
* Avoid exposure to bright light, especially electronics, in the 1-2 hours before bedtime
* Ideally there should be no electronics (TV/computer/tablet/mobile phone) use in the bedroom
  + Limit overall use to 4 hours daily
* Restrict caffeine; ideally caffeine intake should be in the morning and early afternoon only and not >4pm
* Alcohol, drugs and nicotine/tobacco all have effects on quality of sleep
* Consider the side-effects of prescribed and over-the-counter medications and discuss with your doctor if you have concerns
* Avoid spending time in bed being deliberately awake. The bed should be for sleep only.
  + Get up if not asleep in 20 minutes

**Online support:**

[**www.mentalhealth.org.uk/publications**](http://www.mentalhealth.org.uk/publications) ***(Mental Health Foundation)***

[**https://web.ntw.nhs.uk/selfhelp/**](https://web.ntw.nhs.uk/selfhelp/) ***(NHS trust)***

[**https://www.sleepio.com/**](https://www.sleepio.com/)

[**www.sleepcouncil.org.uk**](http://www.sleepcouncil.org.uk)

[**www.sleepfoundation.org**](http://www.sleepfoundation.org)

**Mindfulness sleep modules:**

[**www.smilingmind.com.au**](http://www.smilingmind.com.au)*Smiling Mind app*

[**www.headspace.com**](http://www.headspace.com)*Headspace app*

**\* Appendix 4: Overview of Hertfordshire early support and information**

**JUST TALK** [www.justtalkherts.org](http://www.justtalkherts.org)

A multiagency campaign steered by young people and coordinated by the Public Health team at Hertfordshire County Council. The website hosts helpful resources about current issues and is updated frequently

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

An online counselling service for anyone aged 10-25 in Hertfordshire. Now includes counsellors who can support body image or eating concerns. Young people need to register but it is anonymous. Young people can access a chat/messenger service, discussion boards, goal setting tools and a journal and a magazine. The website is moderated by trained professionals.

**With YOUth CYP DIGITAL WELLBENG SERVICE**: [www.withyouth.org](http://www.withyouth.org) (*Herts Mind Network in partnership with BLB Labs)*

Children and young people between the ages of 5-18 will be eligible to use the new service, to enable them to seek support if they are experiencing problems with their emotional and mental wellbeing. This might include problems such as mild to moderate anxiety, behavioural difficulties, school attendance, low mood, relationship difficulties, bullying or self-harm. The service is not for children and young people who are in crisis. This service is available from Monday to Friday, 2-10pm at:  [www.withyouth.org](http://www.withyouth.org) . Depending on the young person’s needs, support workers at HMN’s helpline and instant messaging service can offer Lumi Nova (see below) and/or additional one to one support and/or group support and/or signpost/refer them to the service/s they need.

**Lumi Nova : Therapeutic Gaming App**

7-12 year olds (school years 3 to 7), who are experiencing anxiety, might also benefit from an evidence-based digital therapeutic intervention delivered via a game App called [Lumi Nova](https://www.withyouth.org/how-we-can-help/lumi-nova/): Tales of Courage. The game is based on Cognitive Behavioural Therapy and facilitates the most effective components of it.

**PUBLIC HEALTH NURSING**

**The School Nursing Team:**

The School Nursing Service is now part of the Hertfordshire Family Centre Service. Parents, teachers, GPs and other healthcare staff can refer a child to the school nursing team for support around a range of health issues including emotional difficulties. Referrals can be made directly from this page: [www.hct.nhs.uk/our-services/school-nursing/](http://www.hct.nhs.uk/our-services/school-nursing/)

**Health for Teens:** [www.healthforteens.co.uk](http://www.healthforteens.co.uk)

The website covers subjects that promote a healthy body and mind. All the content has been produced by school nurses, other health and wellbeing experts, and most importantly young people.

**Chat Health: 07480 635050**

This is a text messaging service for all secondary school aged pupils (11-19yrs) in Hertfordshire. It is a confidential service and is available Monday to Friday from 9am to 5pm. Young people can message for advice on all kinds of health issues such as sexual health, emotional health and wellbeing, bullying, and healthy eating.

**Children’s Wellbeing Practitioner Team:**

The Children’s Wellbeing Practitioners are part of an early intervention team based in Hertfordshire, trained to deliver manualised guided self-help interventions for mild-moderate anxiety, behavioural difficulties, and low mood.

Anxiety interventions are available for children and young people aged 5 -19; behavioural interventions for children aged 5 - 8 and low mood interventions are available for young people aged 11-19. Referrals can be made by professionals, parents or young people by completing this form: <https://www.hct.nhs.uk/media/4710/cwp-referral-form-v1.docx> and emailing it to: [hct.cwpreferrals@nhs.net](mailto:hct.cwpreferrals@nhs.net)

**HERTS COUNTY COUNCIL SERVICES FOR YOUNG PEOPLE** <https://www.servicesforyoungpeople.org/>

YCH Services for Young People provides targeted prevention and early intervention youth work projects and programmes (including the Supporting You programme), information, advice, guidance and work-related learning for 11 (year seven) to 17-year olds, up to 21 for care leavers and 24 for young people with learning disabilities (LD) and some other vulnerable groups. <https://www.servicesforyoungpeople.org/about-services-for-young-people/make-a-referral/>

**NEW LEAF RECOVERY AND WELLBEING COLLEGE**

New Leaf Recovery and Wellbeing College offers opportunities to learn about wellbeing and recovery by providing a unique curriculum designed to increase knowledge, understanding and skills to equip you with the tools to live a meaningful, productive and fulfilling life. Courses are FREE (Funded by NHS and HCC and run by HPFT) for ages 18+ living in Hertfordshire and delivered online via Zoom. Information on new courses and their current newsletter is available on their webpage: [www.newleafcollege.co.uk](http://www.newleafcollege.co.uk)