



- **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??

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

GENERAL APPROACH

| |
|----------------------|
| T transient |
| R reactive |
| A appropriate |
| M manageable |

| History Taking | |
|--|---|
| 1. Presenting Symptoms | <ul style="list-style-type: none"> ○ Psychological (consider screening tools) ○ Physical <ul style="list-style-type: none"> ▪ Sleep, appetite, energy, concentration ▪ CVS effects of anxiety ○ Functional impact: allows assessment of severity |
| 2. Safety Assessment | <p>Significant risk of physical harm?</p> <ul style="list-style-type: none"> • Manifestations of significant distress <ul style="list-style-type: none"> ○ Self-harm/suicide) ways of coping with ○ Eating disorder*) intolerable feelings • Safeguarding concern • Protective factors |
| *see additional document for pathway | |
| 3. PMHx of mental health issues and medication | |
| 4. FHx of mental health issues | |
| 5. HEADSS tool includes alcohol and recreational drugs | |
| 6. General physical health | |
| 7. Identifiable Triggers Helps to: | <ul style="list-style-type: none"> • explore patient's perceptions of issues • identify their priorities <ul style="list-style-type: none"> - <i>What is worrying you most? Why did you make an appointment?</i> - <i>What do you think is contributing to the way you are feeling?</i> |
| Mental State Examination | |
| 1. Appearance and behaviour | |
| 2. Speech | |
| 3. Moods | |
| 4. Thoughts or formal thought disorders | |
| 5. Perception | |
| 6. Insight and capacity: <i>If no capacity may need to consider Mental Health Act</i> | |
| Safety Formulation | |
| <ul style="list-style-type: none"> • Protective risk factors <ul style="list-style-type: none"> ○ Internal resources ○ External support • Enhancing risk factors <ul style="list-style-type: none"> ○ Feelings: hopelessness ○ Thoughts about the future; suicidal ideation ○ Behaviours: self-harm; suicidal plans ○ Precipitating factors: internal and external triggers ○ Perpetuating factors: patterns of presentation ○ Predisposing factors | |

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 Assessment) [Herts Hub](#) & [CYP Mental Health Service Directory](#)

High level need Significant risk of physical harm or moderate to severe mental health problem

GP Hotline number for queries (Mon-Fri 7am-7pm): 0300 777 0606

General measures below +

- CYPMHs referral via SPA form +/- in a crisis 0800 6444 101 (24/7) (CCAT; CEDS, targeted team; PALMS)
 - **Urgent:** Immediate risk < 4hr, or If can keep safe < 7d: send to via email to hpft.spa@nhs.net
 - **Routine:** < 4wks: send via e-RS

Moderate level need mild or moderate mental health problem

- STEP 2 professional referral via referral form [CYPMHS Step 2](#) 01438 730570
- +/- **Safeguarding referral** via www.hertfordshire.gov.uk/childprotection
 - protectedreferrals.cs@hertfordshire.gov.uk (email to follow up safeguarding referrals)

Stage 1 - Ongoing Management

Low Level need (Emotional issue, mild mental health issue)

(1) Simple Behavioural Strategies

- a. Address specific problem
- b. 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**
 - (Health; Environment; Attitude; Lifestyle)
 3. Well-balanced diet
 4. Reduce smoking/vaping, drugs, alcohol
 5. Good digital hygiene
 - '5 steps to wellbeing'
Journal
 - [Five Ways to Wellbeing elearning modules](#)

(2) Signpost to: (see PILs appendix 3* [Herts Hub](#); [Just Talk Herts](#))

Every Mind Matters www.nhs.uk/every-mind-matters/
Anna Freud self-care: www.annafreud.org/on-my-mind/self-care/

a) Local Remote Digital Wellbeing Services

- i. With YOuth www.withyouth.org HMN /BFB Labs
- ii. The Sandbox: [Sandbox Homepage \(mindler.co.uk\)](http://Sandbox Homepage (mindler.co.uk))

b) Local Face-to-face support

| | |
|--|---|
| Supporting You Programme | HCC SfYP: 0300 123 7538 Supporting You Referral |
| School Nursing Team 5-19yrs | Public Health Nursing 0300 123 7572 School Nursing Referral |
| School Mental Health Support Teams- MHSTs | Details of schools and colleges with an MHST are here (go to MHST section) |
| Childrens' Wellbeing Practitioner (CWP) 5-19yrs | Public Health Nursing hct.cwp@nhs.net (number to follow) CWP Referral |
| Talking Therapies team >16yrs | HPFT: 0800 6444 101 www.hpft-iapt.nhs.uk/ |
| Hertfordshire Community Therapy Options | |
| COMMUNITY COUNSELLING | CREATIVE THERAPIES |
| Counselling from Hertfordshire Mind Network 5-19yrs (in-person or online) | Creative therapies from Signpost 5-19yrs (in-person or online) |

(3) CYP with Special Educational Needs & Disabilities (SEND)

support: [Hertfordshire directory of SEND services](#)

(4) 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 737575 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

a. **Behavioural strategies** - as above *

i. Encouraging positive behaviours

ii. Targeted to specific examples: recognise the behaviour in relation to the feelings

b. **Cognitive strategies**

i. Challenging negative beliefs – ‘what would other people say?’

(3) Homework and follow up

a. 1 general change to reduce emotional distress

b. 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.

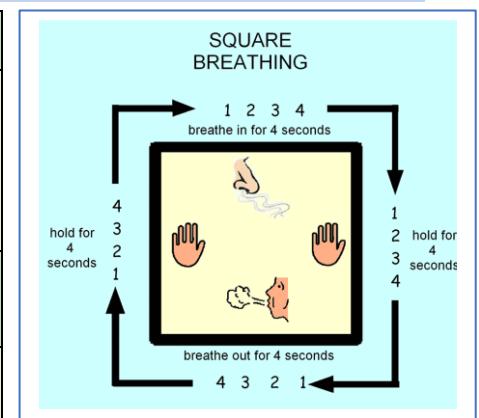
'When we face stressful situations, it can set off our brain's in-built alarm bell system, which tell us something isn't right and that we need to deal with it. Our brain wants the difficult situation to go away, so it makes us feel more alert, stops us thinking about other things, and make our hearts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

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

- o Going on too long
- o Happening too often
- o Causing us to worry that there is something seriously wrong
- o 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.

| Stage 1 - <u>Initial Mx</u> | |
|---|---|
| <input type="checkbox"/> Listen: | non-judgmentally and recap |
| <input type="checkbox"/> Validate: | acknowledge distress |
| <input type="checkbox"/> Explain: | What is anxiety? When does it become a problem? As above Vicious cycle ... |
| Stage 1 - <u>Ongoing Management</u> <i>(Depends on Risk Assessment)</i> | |
| Low Risk | |
| (1) Management of physical symptoms and stress | |
| Simple Behavioural Strategies | |
| Reduce physical symptoms of anxiety & stress | |
| <ul style="list-style-type: none">o Nip them in the budo Relaxation techniques<ol style="list-style-type: none">1. Deep muscle relaxation2. Breathing techniques<ul style="list-style-type: none">▪ Square breathing3. Distraction techniques<ul style="list-style-type: none">▪ Grounding with senses | |
| General Behavioural Measures | |
| (2) Signpost to resources | |
| (3) Baseline scores and follow up | |



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, shaky, 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

(3) Review the diary

▪ Cognitive Strategies

| Specific single worry | Numerous anxious thoughts/ worries |
|---|---|
| Problem-solving approach + goal-setting <ul style="list-style-type: none">▪ Identify as many possible solutions as possible<ul style="list-style-type: none">○ 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 | <u>Small number</u> Identify anxious thoughts from <u>anxiety/ thought diary</u> <ul style="list-style-type: none">• For every example: find a balancing thought• Practice apply that in real life + as quickly as possible |
| | <u>Many anxious thoughts going around with NO solution?</u> <ol style="list-style-type: none">1. Put in worry box & Focus on the present moment<ul style="list-style-type: none">- Go through the box at a pre-determined time2. Identify worry time<ul style="list-style-type: none">- Challenge those thoughts within that time- Make a plan for those worries that can do something about- <u>Let worry go</u> 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

(4) Homework and follow up

- 1 General change to reduce physical Sx + stress
- **1 specific CBT strategy** – Cognitive or behavioural

(5) 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 you feel.

| Stage 1 - Management | |
|---|---|
| <ul style="list-style-type: none"><input type="checkbox"/> Listen: non-judgmental, recap<input type="checkbox"/> Validate: acknowledge distress<input type="checkbox"/> 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*) | |
| <p>High Risk:</p> <p>Refer the following YP with depression to tier 2 or 3 CAMHS:</p> <ol style="list-style-type: none">1. > 2 risk factors for depression2. > 1 family member (parents or siblings) with multiple episodes of depression3. Mild depression not responding to tier 1 services4. Moderate or severe depression (severity based on functional impact)5. Risk of physical harm: self-neglect; active suicidal ideas or plans6. Request of young person or parents | <p>Low risk:</p> <p>Watchful waiting for up to 4 weeks</p> <ul style="list-style-type: none">• More general behavioural measures (as above in general approach) <p>Then psychological therapies for 2-3 months if needed</p> <ul style="list-style-type: none">• Signpost to resources  |
| Stage 2 (depending on level of comfort) | |
| <p>(1) ASK FOR SPECIFIC EXAMPLE</p> <p>(2) Help patient to identify and break vicious cycle using CBT model</p> <ul style="list-style-type: none">○ Explore specific example<ul style="list-style-type: none">▪ 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 <p>(3) Review of diary - Encourage to review + explore further</p> <ul style="list-style-type: none">▪ Behavioural Strategies (easier to apply than cognitive)<ul style="list-style-type: none">▪ General measures as above *▪ Positive behaviours: 'Fake it to make it'▪ Measures specific to identified unhelpful behaviours | |

- ***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**

(4) Homework

- 1 General change to reduce stress
- 1 specific CBT strategy to impact on feelings – behavioural + cognitive

(5) Review and recap: 'let's review what we have just discussed, your priorities and action plan'

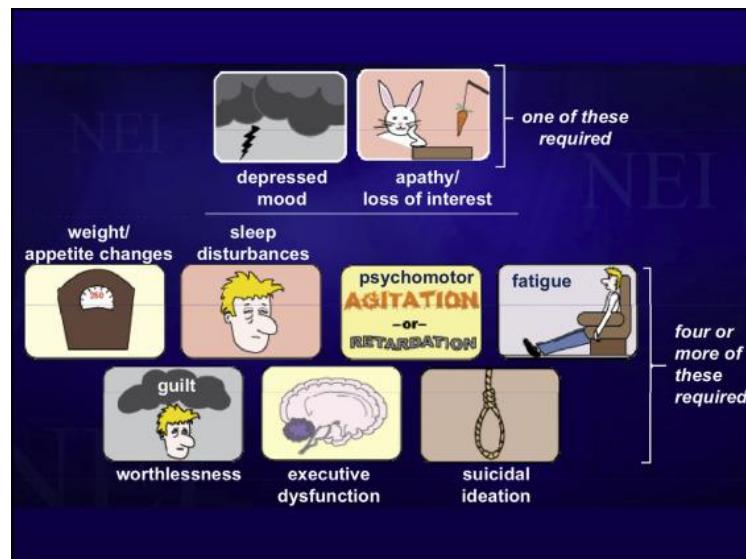
Depression Assessment

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) or for 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**



(2) Severity

- Based on functioning

(3) 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 7 week 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, SfYP who 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.servicesforyoungpeople.org/about-services-for-young-people/SfYP-offer>
 - 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 instead: 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)

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: https://forms.hct.nhs.uk/xf_CWPReferral/eForm/#!/Page1

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.

| | |
|--|---|
| Common mental health difficulties that may respond and are appropriate for a CWP guided self-help intervention  | <ul style="list-style-type: none"> • 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  | <ul style="list-style-type: none"> • 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  | <ul style="list-style-type: none"> • 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 |

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 [CYPMHS Step 2](#)

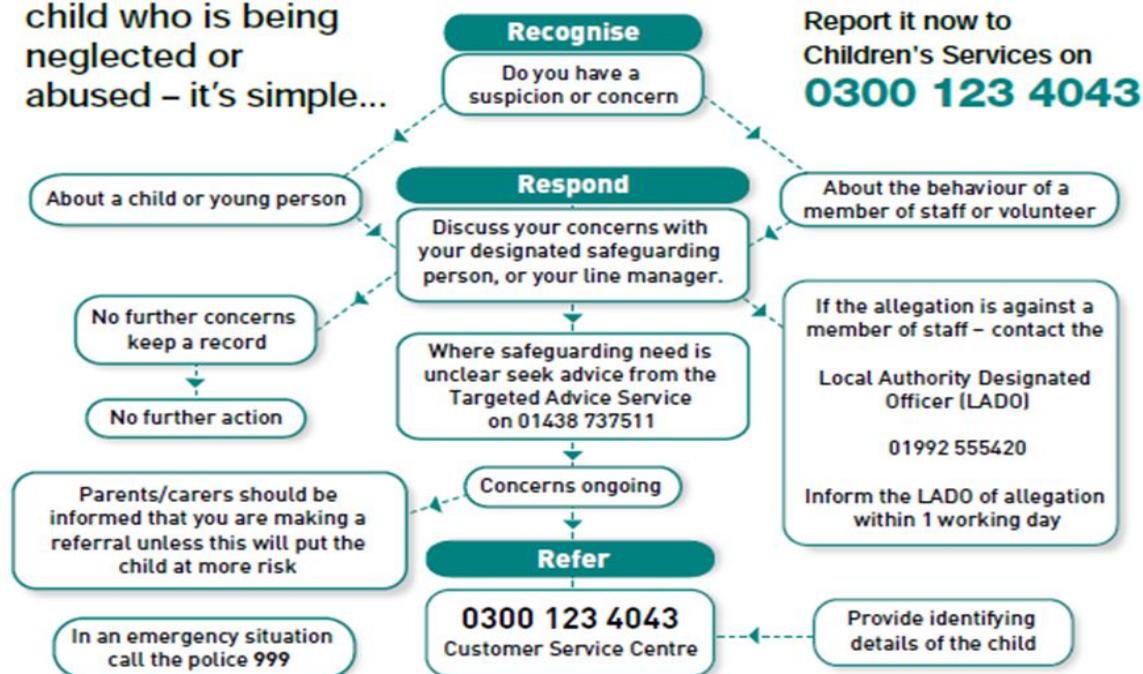
5. CAMHS QUADRANT DUTY LINE NUMBERS

| CONTACT DETAILS |
|---|
| Single Point of Access (SPA) GP Tel number: 0300 777 0606 Webchat: red button via www.hpft.nhs.uk Email: hpft.spa@nhs.net |
| North Herts CAMHS Saffron Ground, Stevenage: Tel: 01438 792600 Email (for non-urgent enquiries only): hpft.camhsnorth.enquiries@nhs.net |
| East Herts CAMHS Rosanne House WGC: Tel: 01707 364001 Hoddesdon Health Centre, Hoddesdon: Tel: 01992 465042 Oxford House, Bishops Stortford: Email (for non-urgent enquiries only): hpft.camhseastadmin@nhs.net |
| South Herts CAMHS Peace Children's Centre, Watford: Tel: 01923 470610 (option 2) Civic Centre, Hertsmere: Tel: 020 8731 3050 Email (for non-urgent enquiries only): hpft.southcamhsadmin@nhs.net |
| West Herts CAMHS Waverley Road, St Albans: Tel: 01727 804214 The Marlowes Health & Wellbeing Centre: Tel: 01727 804214 Email (for non-urgent enquiries only): hpft.camhswestadmin@nhs.net |

Recognise, Respond and Refer

Children have a right to be cared for and protected and protecting them is everyone's responsibility

If you know of a child who is being neglected or abused – it's simple...



Children have a right to be cared for and protected and protecting them is everyone's responsibility

Safeguarding Children



Version 0.7 (16 May 2015)

| NAMED GP SAFEGUARDING LEADS FOR SUPPORT AND ADVICE | | OTHER CONTACTS |
|--|--|--|
| ENH Place | SWH Place | |
| Dr Elizabeth Aylett: e.aylett@nhs.net | Dr Simonee Allen: simonee.allen@nhs.net ICB GP Lead | Jen Sarsby: Nurse Specialist Safeguarding CYP – primary care. For urgent concerns jen.sarsby1@nhs.net 07827 937573 |
| Dr Ram Mahalingham: r.mahalingham@nhs.net | Dr Meeta Duggal: meeta.duggal@nhs.net | Dee Harris: Nurse Specialist Safeguarding CYP – primary care: denise.harris17@nhs.net |
| Dr Fabienne Smith: fabienne.smith1@nhs.net | | Ekaete Nquot: ICB named safeguarding nurse ekaete.nquot@nhs.net 07379 061716 |
| Dr Helen Davies: helen.davies14@nhs.net | | Dawn Sims Safeguarding Administrator dawnsims@nhs.net Mobile 07769 742887 |
| Generic email addresses: Children hweicbenh.sgclac@nhs.net ; Adults hweicbwe.safeguardingadults@nhs.net | | |
| TO REPORT CONCERN ABOUT A CHILD OR REQUEST FOR SUPPORT: www.hertfordshire.gov.uk/childprotection | | |

* Appendix 3: Patient Information Leaflets [GP Clinic Resources](#)

1. MENTAL HEALTH RESOURCES FOR TEENAGERS *Updated November 2025*



GENERAL MEASURES TO REDUCE STRESS

- Timetable more valued enjoyable activities
 - Better school-life balance
 - Take up a relaxing hobby
- Gratitude diary
- Mental fitness app including mindfulness or meditation: www.smilingmind.com.au *Smiling Mind app*
- NHS-recommended relaxation exercises: <https://www.cntw.nhs.uk/resource-library/relaxation-techniques/>
- Health behaviours
 - Regular exercise
 - Good sleep: **HEAL: Health; Environment; Attitude; Lifestyle**
 - Well-balanced diet
 - Reduce smoking/vaping, alcohol and drugs
 - Good digital hygiene
- Self-care resources from **Anna Freud**: www.annafreud.org/on-my-mind/self-care/
- Self-care resources (incl CBT) from **Every Mind Matters**: www.nhs.uk/every-mind-matters/mental-wellbeing-tips/
- **Happy Maps**: <https://happymaps.co.uk/> mental health resources for parents, carers and young people
- **Just Talk resources**: <https://www.justtalkherts.org/media/documents/justtalk-journal.pdf>
- **New Leaf Wellbeing College**: free educational support for >18yrs to enable better control of wellbeing
 - www.newleafcollege.co.uk; students@newleafcollege.co.uk; 01442 864966
- **Herts Hub**: www.hertshub.co.uk

GENERAL TELEPHONE AND ONLINE SUPPORT

- **Herts Mind Network With YOuth service for 5-18yrs incl**: Children & Young People's Digital Wellbeing Service, including helpline, instant messaging, one to one and group support and digital therapeutic gaming app:
 - www.withyouth.org **0208 189 8400 Daily including weekends 2pm-10pm**
 - **Lumi Nova Digital Therapeutic Gaming App for ages 7-12**
- **The Sandbox**: <https://sandbox.mindler.co.uk/> Online Mental Health Digital Advice and Guidance service for **10-25s**: **Website 24/7; Therapy sessions**: 7am to 8pm (last ending at 9pm) Monday to Sunday; **Live Chat**: Mon-Fri:9am-6pm
- **JustTalk**: <https://www.justtalkherts.org/young-people/young-people-looking-after-your-mental-health.aspx>
- **Health for Teens**: <http://www.healthforteens.co.uk/>
 - **Herts Chat Health**: Text 07480 635050
- **Mind for Young People**: <https://www.mind.org.uk/for-young-people/#youngperson>
- **Young Minds**: 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; counselling www.themix.org.uk

FACE TO FACE SUPPORT

- **Hertfordshire County Council Services for Young People 11-17yrs** 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** ([Search](#) | [Hertfordshire Community NHS Trust \(hct.nhs.uk\)](#)) **5-18yrs** incl 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 THERAPY OPTIONS IN HERTFORDSHIRE

| COMMUNITY COUNSELLING | CREATIVE THERAPIES |
|---|---|
|  5-18yrs incl (in-person or online) www.withyouth.org/our-counselling-service/ |  5-18yrs incl (in-person or online) www.signpostcounselling.org.uk/creative-therapies/ |

THERAPY: mixture of support options

- **Hertfordshire Talking Therapies** (formerly the Wellbeing team) >16yrs
 - Online self-referrals: 09.00-17.00: www.hpft-talkingtherapies.nhs.uk
 - On telephone 24/7: **0800 6444 101**

OVERVIEW OF CBT: <https://patient.info/mental-health/cognitive-behavioural-therapy-cbt-leaflet> CBT focuses on 'here and now' problems and difficulties. *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.

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

WEBSITES: self-help resources

- **Hertfordshire Talking Therapies:** <https://www.hpft-talkingtherapies.nhs.uk/resources-and-self-help/self-help-guides>
- **Every Mind Matters** resources: <https://www.nhs.uk/every-mind-matters/mental-health-issues/>
- **Mental Health Foundation** resources: www.mentalhealth.org.uk/publications
- **North Thames West NHS Trust** resources: <https://web.ntw.nhs.uk/selfhelp/>
- **Centre for Clinical Interventions:** <https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>
- **Anna Freud One Stop Shop for Mental Health Treatment Options:** <https://www.annafreud.org/resources/children-and-young-peoples-wellbeing/understanding-treatment-options/>

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/>
- **Quick relief options:** <https://www.anxietycanada.com/coping-strategies/chill-tools-or-mindfulness>

APPS

- **Lumi Nova** (part of With YOuth service) for ages 7-12)
- **General:** What's Up app) based on CBT principles
- **Anxiety:** Mindshift app, Clear Fear app; SAM app and WorryTree app)
- **Self-harm:** distrACT and Calm Harm app
- **Suicide:** Stay Alive app
- **Family and friends support:** Combined Minds app

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)

HELPLINES

- Papyrus: www.papyrus-uk.org Hopeline UK **0800 068 4141**
- Samaritans: www.samaritans.org **116 123**
- Shout: crisis texting service: **text 85258**; www.giveusashout.org
- Childline **0800 11 11** www.childline.org.uk
- HPFT Single point of access: **24/7 - 0800 6444 101**
- Hertfordshire Night Light service: helpline: Friday-Monday: 7 -1am: **01923 256391**: 18yr+



GENERAL MEASURES TO REDUCE STRESS

- Timetable more valued enjoyable activities
 - Better work-life balance
 - Take up a relaxing hobby
- Gratitude diary
- Relaxation
 - Mindfulness or meditation: www.smilingmind.com.au *Smiling Mind app*
 - NHS-recommended relaxation exercises: <https://www.cntw.nhs.uk/resource-library/relaxation-techniques/>
- Health behaviours
 - Regular exercise
 - Good sleep
 - Well-balanced diet
 - Reduce smoking/vaping, alcohol and drugs
 - Good digital hygiene
- **Anna Freud self-care resources:** www.annafrued.org/on-my-mind/self-care/

EDUCATIONAL SUPPORT

New Leaf Wellbeing College: free educational support for **>18yrs** to enable better control of wellbeing
www.newleafcollege.co.uk; students@newleafcollege.co.uk; 01442 864966

REMOTE & IN PERSON RESOURCES

- **Happy Maps:** <https://happymaps.co.uk/> mental health resources for parents, carers and young people
- **Every Mind Matters:** <https://www.nhs.uk/every-mind-matters/mental-wellbeing-tips/>
- **Mind for Young People:** <https://www.mind.org.uk/for-young-people/#youngperson>
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In Hertfordshire:

- **Herts Hub:** www.hertshub.co.uk
- **Just Talk resources:** <https://www.justtalkherts.org/young-people/young-people-looking-after-your-mental-health.aspx>
- **Togetherall:** 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 5-19yr** www.withyouth.org **Daily 2pm-10pm**
- **The Sandbox:** <https://sandbox.mindler.co.uk/> Online Mental Health Digital Advice and Guidance service for **10-25s:** **Website 24/7; Therapy sessions:** 7am to 8pm (last one finishing at 9pm) Monday to Sunday; **Live Chat:** Mon-Fri:9am-6pm
- **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 [Search | Hertfordshire Community NHS Trust \(hct.nhs.uk\)](http://Search | Hertfordshire Community NHS Trust (hct.nhs.uk))

FACE TO FACE THERAPY OPTIONS IN HERTFORDSHIRE

| COMMUNITY COUNSELLING | CREATIVE THERAPIES |
|--|--|
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- **Mental Health Foundation** resources: www.mentalhealth.org.uk/publications
- **North Thames West NHS Trust** resources: <https://web.ntw.nhs.uk/selfhelp/>
- **Centre for Clinical Interventions:** <https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself>
- **Anna Freud One Stop Shop for Mental Health Treatment Options:** <https://www.annafreud.org/resources/children-and-young-peoples-wellbeing/understanding-treatment-options/>
- **DBT Self-help Resource:** www.dbtselfhelp.com

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

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 - **Family and friends support:** Combined Minds app
-) based on CBT principles)

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
- 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.
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- **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

HELPLINES

- Papyrus: www.papyrus-uk.org Hopeline UK **0800 068 4141**
- Samaritans: www.samaritans.org **116 123**
- Shout: crisis texting service: **text 85258**; www.giveusashout.org
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 - NHS-recommended relaxation exercises: <https://www.cntw.nhs.uk/resource-library/relaxation-techniques/>
- Health behaviours
 - Regular exercise
 - Good sleep: **HEAL: Health; Environment; Attitude; Lifestyle**
 - Well-balanced diet
 - Good digital hygiene
- **Anna Freud Self-care resources:** www.annafreud.org/on-my-mind/self-care/
- **Every Mind Matters resources:** www.nhs.uk/every-mind-matters/supporting-others/childrens-mental-health/
- **Happy Maps:** <https://happymaps.co.uk/> mental health resources for parents, carers and young people
- **Just Talk resources:** <https://www.justtalkherts.org/media/documents/justtalk-journal.pdf>
- **Herts Hub:** www.hertshub.co.uk

GENERAL TELEPHONE AND ONLINE SUPPORT

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- **JustTalk:** <https://www.justtalkherts.org/young-people/young-people-looking-after-your-mental-health.aspx>
- **Health for Teens:** <http://www.healthforteens.co.uk/> **>11yr**
 - **Herts Chat Health:** Text **07480 635050**
 - **Health for Kids:** <https://www.healthforkids.co.uk/>
- **Young Minds:** 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

FACE TO FACE SUPPORT

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| COMMUNITY COUNSELLING | CREATIVE THERAPIES |
|--|---|
|  5-19yrs (in-person or online) www.withyouth.org/our-counselling-service/ |  <small>We're here for young people</small> 5-19yrs (in-person or online) www.signpostcounselling.org.uk/creative-therapies/ |

OVERVIEW OF CBT: <https://patient.info/mental-health/cognitive-behavioural-therapy-cbt-leaflet>

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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

APPS

- **Lumi Nova** Digital Therapeutic Gaming App for ages 7-12 (part of With YOuth service)
- **General:** What's Up app) *based on CBT*
- **Anxiety:** Clear Fear app) *principles*
- **Self-harm:** Calm Harm app

WEBSITES: *self-help resources*

- **Every Mind Matters:** <https://www.nhs.uk/every-mind-matters/supporting-others/childrens-mental-health/>
- **Anxiety Canada:** <https://www.anxietycanada.com/learn-about-anxiety/anxiety-in-children/>
- **Mental Health Foundation:** www.mentalhealth.org.uk/publications
- **North Thames West NHS Trust:** <https://web.ntw.nhs.uk/selfhelp/>

BOOKS

Anxiety

- Kate Collins-Donnelly (2013) **“Starving the anxiety gremlin: A cognitive behavioural therapy workbook on anxiety management for young people”**. Published by Jessica Kingsley.
- Cathy Creswell and Lucy Willetts (2019) **“Helping your child with fears and worries: A self-help guide for parents”**. 2nd Edition. Published by Robinson. This is an evidence-based programme which helps parents consider how to help their anxious children.
- Jo Derisley and others (2008) **“Breaking free from OCD”**. Published by Jessica Kingsley. This is an evidence-based book guiding families through the ways in which obsessive and compulsive difficulties can be understood and managed.
- Dawn Huebner’s **“What to do guides for kids”**. Published by Magination Press. These focus on anxiety management and guide children and parents through cognitive behavioural techniques

HELPLINES

- Papyrus: www.papyrus-uk.org Hopeline UK **0800 068 4141**
- Samaritans: www.samaritans.org **116 123**
- Shout: crisis texting service: **text 85258**; www.giveusashout.org
- Childline **0800 11 11** www.childline.org.uk
- HPFT Single point of access:
 - **24/7 - 0800 6444 101**
- Hertfordshire Night Light service: helpline: Friday-Monday: 7pm-1am: **01923 256391**: 18yr+

REASONS TO STAY SAFE TODAY

-
-
-
-

SIGNS THAT I AM STRUGGLING

-
-
-
-

COPING STRATEGIES

Distraction, comfort, expression, release

-
-
-
-

SAFE ENVIRONMENT

Things to avoid or remove

-
-
-
-

PEOPLE TO TALK TO

Friends or family

-
-
-
-

MY PROFESSIONAL CONTACTS

- GP Practice number:
- NHS 111 option 2
- Mental health team number:
- Other:

24/7 HELPLINES

- Hertfordshire Single Point of Access (SPA) **0800 6444 101**
- Samaritan **116 123**
- Childline **0800 1111**
- Papyrus Hopeline **0800 068 4141**
- Shout texting service: **85258** www.giveusashout.org 24/7

If you are at immediate risk or have caused significant harm to yourself call 999 or go to A&E

- An age-appropriate sleep schedule with consistent bedtimes and wake-times
 - Minimal weekday/weekend variation (ideally < 2 hours)
- 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
 - Switch to hand-eye co-ordination activities such as drawing or puzzles
- 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:

[https://www.justtalkherts.org/news-and-campaigns/tips-for-a-great-nights-sleep.aspx \(JustTalk\)](https://www.justtalkherts.org/news-and-campaigns/tips-for-a-great-nights-sleep.aspx)

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

[http://web.ntw.nhs.uk/selfhelp/ \(NHS trust\)](http://web.ntw.nhs.uk/selfhelp/)

<http://www.sleepio.com/>

[https://thesleepcharity.org.uk/](http://thesleepcharity.org.uk/) Sleep helpline: 03303 530 541: Sun-Tues/Thurs 7-9pm; Wed 9-11am

www.sleepfoundation.org

General NHS information: [Sleep and young children - NHS](http://www.nhs.uk/conditions/sleep-and-young-children)

[How to sleep better | HPFT Talking Therapies.](http://www.hfptalkingtherapies.org.uk/)

Sleep hygiene information can be found at [GOSH Sleep Hygiene in children.pdf](http://www.gosh.nhs.uk/childrens-information/sleep-hygiene-in-children)

Mindfulness sleep modules:

www.smilingmind.com.au Smiling Mind app

www.headspace.com Headspace app

* Appendix 4: Overview of Hertfordshire early support and information



HERTS HUB <https://www.hertshub.co.uk/>

Mental health and emotional wellbeing information and signposting in one place for Hertfordshire's young people, parents/carers and professionals: self-help resources, early support options, and specialist NHS services.

JUST TALK 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

With YOUTH CYP DIGITAL WELLBENG SERVICE: 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 daily 2-10pm** at: 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](#): Tales of Courage. The game is based on Cognitive Behavioural Therapy and facilitates the most effective components of it.

THE SANDBOX DIGITAL WELLBEING SERVICE: [Sandbox Homepage \(mindler.co.uk\)](http://Sandbox Homepage (mindler.co.uk)) available for 10-25yr children and young people. The service includes games, worksheets, group chats and online events for children, young people, their parents/carers, teachers and other professionals. The Sandbox also offers internet-enabled Cognitive Behavioural Therapy (iCBT), or one to one support from professional therapists by text, phone, online chat or video call, based on a triage of the young person's needs.

Website: 24/7; **Therapy sessions:** Mon-Fri: 7am-10pm and Sat-Sun: 10am–10pm; **Live Chat:** Mon-Fri: 10am-8pm

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: [Search | Hertfordshire Community NHS Trust \(hct.nhs.uk\)](#)

Health for Teens: 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: [Search | Hertfordshire Community NHS Trust \(hct.nhs.uk\)](#)

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

HCC 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