

Health, Wellbeing and Emotional Wellbeing Support for Children in Surrey

Guide for Parents and Carers, September 2020

Your child's health and wellbeing is important to us and now more than ever we want to ensure you know how to access the right advice, guidance and support for your family at the right time. This brief guide aims to summarise the key resources available to help maintain your child's wellbeing and address any emotional needs.

Health Concerns



NHS

CALL 111

It's not a 999 emergency, but you need medical help fast.

Call 111 for medical advice, assessment and direction to the best medical treatment for you.

www.nhs.uk/111

If your child is unwell or has an injury and you are not sure what to do call NHS 111. They are available 24/7 and will get you the right support and help.

Visit WWW.NHS.UK to find information and advice on health conditions, symptoms, healthy living, medicines and how to get help.

It's still important to get help from your GP if you need it. Contact your surgery for advice.

In an emergency always call 999

Family Information Service

Information and signposting service for families with children aged 0 – 19 in Surrey covering childcare, education, family finance and wellbeing plus COVID-19 resources.

www.surreycc.gov.uk/people-and-community/families

Family Community NHS Services

Children and Family Health Surrey is your local NHS service providing health and care services for families with children aged 0 – 19.

Health visitors, community and school nurses and therapists provide advice and care for health and wellbeing concerns. Contact their advice line for advice on all aspects of child health, development and parenting or visit the website for useful and practical information.

0 – 19 Advice line: 01883 340 922

8am-5pm Mon-Fri exc Bank Hols

www.childrenshealthsurrey.nhs.uk



COVID-19 & Returning to School

Surrey County Council has a dedicated web page with information on returning to school this autumn and how to stay safe.

www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus/schools-and-childcare

Emotional Wellbeing and Mental Health Resources

Every Mind Matters

Advice for parents and carers on looking after your child's mental health and self care videos for young people:

www.nhs.uk/oneyou/every-mind-matters



Young Minds

Useful tips and ideas for how to support your children with worries or mental health problems:

youngminds.org.uk/find-help/for-parents/supporting-your-child-during-the-coronavirus-pandemic/

MindEd for Families

Advice and information from specialists and parents to help you understand what problems occur and what you can do best to support your family: www.minded.org.uk

Childline

Counselling service for children and young people available any time via phone or online:



Free Online Parenting Guides: Children and Teenagers

Online guides to help you understand your child's emotional development to improve your relationship. Each guide has around 10 sessions of roughly 20 minutes each, there are activities that can be carried out between sessions:

childrenshealthsurrey.nhs.uk/services/free-online-guides-families

Surrey Wellbeing Parenting Facebook Page

Plenty of ideas and tips to help you meet the emotional and developmental needs of your children right now. www.facebook.com/Surrey-Wellbeing-Partnership-103386114667958

The Surrey Wellbeing Partnership is a group of voluntary sector organisations working together to help improve the wellbeing of Surrey children, young people and families. Contact your school to see if there is a charity working with your school.

Qwell for Parents/Carers of SEND Children

Online emotional wellbeing support for parents and carers of children and young people with special educational needs and disability in Surrey: www.qwell.io

Kooth.com

Online mental wellbeing support for children from 10 years upwards in Surrey including a virtual chat with a trained member of the team. www.kooth.com



Getting More Help



CAMHS Primary Mental Health Workers

This Team supports children and young people when they begin to feel emotionally or mentally unwell, helping to build resilience and improve wellbeing to reduce the chances of problems becoming more serious.

Contact your Primary Mental Health Worker through your child's school or via the CAMHS Single Point of Access on 0300 222 5755 (Mon-Fri, 8am-8pm, Sat 9am-12pm)

Talk to your child's teacher or the Special Educational Needs Co-ordinator at their school if you have any concerns about your child.

There is also a team of education, health and wellbeing staff linked to every school in Surrey. They are here to support your child with emotional wellbeing and mental health concerns. Your initial point of contact is either your School Nurse, Primary Mental Health Worker or Educational Psychologist. They will be able to refer your child on to other services with your permission if necessary.

You can watch brief introductory films on each of the health and wellbeing teams available in Surrey schools on the [Healthy Surrey website](#).

School Nurses

The School Nursing Team promotes physical health and emotional wellbeing in schools and the community. This includes anxiety, self harm, bereavement, sleep issues, illnesses, sexual health, healthy eating, exam stress and bullying.

Contact your School Nurse through your child's school or via the 0 - 19 Advice Line on 01883 340 922 (Mon-Fri, 8am-5pm)



Educational Psychologists

Educational psychologists can support your child if you're concerned about their emotional wellbeing. They focus on problem solving, providing information and signposting.

Contact your Educational Psychologist through your child's school or via the consultation line in your local area from 1-4pm each Wednesday:

North East Surrey: 01372 833588

South East Surrey: 01737 737777

North West Surrey: 01483 518130

South West Surrey: 01483 517179

Your child can text a School Nurse directly to chat confidentially about things that are troubling them:

ChatHealth 07507 329 951, for 11 - 19 year olds