

Local Resources for Children and Young People
Isle of Wight

Services for children and young people are still operating but due to the coronavirus, they are likely to be using a different model during this period. Please contact individual services for further details if required.

CRISIS LINE

Havant and East Hants MIND launched a new Freephone crisis line on Monday 4th May, available to all children and young people aged 11-17 living in Hampshire or the Isle of Wight. Young people calling the crisis line will receive immediate access to 1:1 confidential, emotional support; advice on healthy coping skills and resources; signposting to useful apps and websites.

Opening hours are Monday, Tuesday, Wednesday and Thursday from 3pm to 8.30pm.

Call FREE on 0300 303 1590 during the above times.

CCAMHS

Updates on current support provisions for service-users during the quarantine

For current service users:

Those currently open to CCAMHS will still be able to access the service for support. However, the way to do this has, temporarily, changed. The clinic is closed to service users; we are not doing any face-to-face appointments, at the clinic, at homes or out in the community. If a situation is deemed urgent and requiring face-to-face contact, this will be dealt with by the team on a case-by-case basis. Therefore, the vast majority of our work will for now be completed via telephone or video calls.

If the service-user has an allocated clinician, they will be contacted directly to arrange ongoing telephone or video call contact. Ongoing support will be agreed by the service-user (and if appropriate, their family) and allocated clinician but will likely be regular check-in phone calls. We are currently not able to offer routine therapy appointments to the vast majority of our service-users, only those with high-need and significant risk.

In January and February 2020, we had begun an assessment clinic in which young people were assessed by a clinician, and then placed on a waiting list for intervention if deemed appropriate. The waiting list was established due to the high demand CCAMHS were

experiencing. There are several young people who are currently on waiting lists for intervention, or on a waiting list to be assessed. We have cancelled all upcoming assessments booked, and those waiting for assessment remain on the assessment wait list. We continue to follow the protocol established for waiting lists, and will contact people to check-in and manage safety, the regularity of these check-ins will be determined by their level of risk.

If the service-user does not have an allocated clinician, but are open to CCAMHS, they are able to telephone the clinic for support as well. There will be a qualified clinician allocated each day to taking phone calls from people with urgent enquiries or concerns.

For those not currently open to CCAMHS (new and re-referrals)

If the service user has been open to CCAMHS, and discharged within the past 3 months, they are able to seek support directly. They can telephone the clinic on 01983 523602 for advice. What we can offer those recently discharged will be determined on a case-by-case basis; we cannot guarantee that service-users recently discharged will be offered ongoing support. Only those considered at risk of harm to self or others will be offered direct CCAMHS involvement for the current time, but we will offer guidance on accessing self-help resources and other services to those we cannot see directly ourselves currently. Those who have been previously open to CCAMHS, but discharged more than 3 months ago, or those who have not been open to CCAMHS before, will need to be referred by a professional (for example a GP, staff member from school, paediatrician, or health visitor).

Other than in relation to eating disorders, we are not currently accepting referrals to CCAMHS unless there is an identified risk of harm to self or others, which is deemed significant. Any referrals that are received are being screened by qualified clinicians regularly. We are accepting referrals for high risk individuals, but we ask that, while we are temporarily closed due to Covid-19 government guidance, no referrals for routine or non-urgent patients are sent to us. If we receive any referrals which are not urgent, we will offer sign-posting to other services or self-help resources, but will not be accepting the referral at the current time. If you are unsure of whether a case is urgent, please telephone the clinic on 01983 523602 to discuss with a clinician before sending a referral.

Please be aware that IOW Community CAMHS are continuing to accept referrals in regards to eating disorders. We would appreciate, if possible that a referral is completed from a GP so physical health checks can be carried out. However, we understand that this may not be possible during the current pandemic and encourage referrers to include as much relevant information as possible in their referrals. Please contact CCAMHS via the telephone if you have an urgent enquiry and ask to speak to Clinician of the Day.

This plan for business continuity will be subject to regular checks and updates and may be altered at short notice if the situation or guidance change. We will endeavour to update our service-users of any changes as soon as possible.

CONTACT DETAILS:

CCAMHS clinic telephone number (open 9-5 Monday to Friday): 01983 523602

Out of hours (for urgent support outside of the CCAMHS clinic opening times): 01983 522214

CCAMHS clinic email: iownt.spcamhs@nhs.net (for non-urgent enquiries)

ThinkNinja

Think Ninja is a free app available to all young people aged 11-17 who live on the Isle of Wight. Based on principles of cognitive behavioural therapy (CBT), the app helps young people to notice and change their thinking styles so they can maintain positive mental health and emotional wellbeing. The app has been updated to include specific information and activities relating to coronavirus. Follow this link to see introductory videos as well as direct link to the Apple App Store and the Google Play Store – young people need to input their postcode and date of birth to gain access.

<https://www.healios.org.uk/services/thinkninja1>

ThinkNinja is not available for PCs and offers support only – it should not therefore be used as a replacement intervention for mental health input from NHS CAMHS or counselling services.

School Nursing Team

We have identified a designated phone number for young people to message the School Nursing team if they are anxious or worried at this time. We will be able to offer a call back with advice and signpost to the best resources and services for young people. This is a safe and confidential service especially for young people.

The number is 07341 868124. This dedicated phone line will be open Monday to Friday between 9am and 4pm, including in the school holidays. The young person should leave a message and a member of the team will get back to them as soon as possible, within 24 hours (within the working week of Monday to Friday).

YMCA Young Carers

This service provides support to young carers and their families on a needs-led basis. At the moment, due to coronavirus, this includes:

- Phone and email support for young carers and their families
- A listening ear

- Activity packs supporting emotional literacy and resilience
- Liaison with Schools
- Liaison with other professionals...children's services etc
- Ideas, suggestions and links for education, physical and mental wellbeing
- Information and guidance to help young carers and families receive further services that can provide support
- Remote counselling for those most impacted

The website is currently being updated to reflect the support available – link here: <https://ymca-fg.org/young-carers-service-iow/>. Referrals accepted by email to iowyoungcarers@ymca-fg.org, phone number is 01983 861071.

Youth Trust

Current service users:

Those clients who are currently accessing counselling/psychotherapy at the Youth Trust will still be able to access the service. Unfortunately, due to Covid-19, we are unable to offer face to face therapy sessions, however, we are now able to offer counselling/psychotherapy online. All clients have been contacted and offered the on-line therapy service. If a child or young person has opted out of online therapy, they are offered regular check-in calls.

For Assessments:

All children and young people are offered an assessment by a senior clinician prior to accessing our therapy services. Children and young people will then be placed on our waiting list if deemed appropriate. We currently have a number of children and young people who are waiting to be assessed or have been assessed and awaiting their 1st appointment. We are prioritising assessments at this time for those deemed to be urgent and where there is evidence of risk of harm to self or others. All clients that have already been assessed or awaiting assessment, remain on the waiting list and will be offered online counselling as spaces become available. Those on the waiting list receive messages informing them of how to contact the service in the event of needing clinical advice or support. A Senior Clinician is on duty every day to offer telephone/on-line support and advice.

New and re-referrals:

All new referrals will be screened by a Senior Clinician and non-urgent referrals will be held on our waiting list until online spaces become available or face to face services resume. Any referrals received where there is a high risk of harm to self or others or are beyond Tier 2 threshold will be referred onwards to CAMHS/AMHS as appropriate. If a client has been recently discharged from the service and feel they require further support, they are encouraged to contact the Youth Trust by phoning 01983 529 569 between 10am -4pm Monday to Friday. The support offered will be determined on a case-by-case basis, we cannot guarantee that clients

recently discharged will be offered ongoing counselling or psychotherapy. We will be able to offer clinical advice, support and self-help guidance to any new referrals whilst waiting for counselling. New referrals will be accepted via email, info@iowyouthtrust.co.uk.

Other activities

Youth Mental Health Aware Training for Parents (pilot in planning)

As parents and carers are the only adult that most young people have contact with during Covid, we are currently fundraising for and planning on launching an online training webinar for parents across the Island on Youth Mental Health Aware, this is a 3-hour training licenced by MHFA England. We currently have a waiting list from a trial face to face course we were planning on delivering and will offer more places in future.

Website (in progress)

We will be improving the advice, guidance and signposting on our website (funding and resource permitting) and have just launched Taskforce Talk Blog where our young ambassadors provide support for other young people on how they are coping during Covid-19. <https://www.iowyouthtrust.co.uk/routine>

Taskforce

Our Youth Taskforce meetings are now taking place online and as we move forward, we will consider and discuss additional offers and support with our young ambassadors to inform our thinking. This may include exploring moving some of our group work delivery online.

CONTACT DETAILS:

Youth Trust telephone - 01983 529 569 between 10am -4pm Monday to Friday

Email - info@iowyouthtrust.co.uk

Facebook: <https://www.facebook.com/isleofwightyouthtrust>

Twitter: @IOWYouthTrust

Barnardo's

Family Centres:

Isle of Wight Family Centres offer information, advice and guidance for parents of children 0-19 which includes a range of evidence parenting programmes and usually universal stay and play sessions for parents with children 0-5. Currently during the COVID 19 crisis

we are not offering any face to face sessions, however any parent who has been passed to us wishing to have some support will receive telephone support and guidance and we will be offering virtual classrooms for our course delivery and this will be available in the next few weeks. Our centres are open for prearranged appointments with the midwives or health visitors.

In order to access any support or just to ask questions about what may be available or ideas for how to manage family life at this time, please email IOWfamilyCentres@barnardos.org.uk or call East Newport Hub 01983 529208, Sandown Hub 01983 40878, Ryde Hub 01983 617617. We have a Facebook page which is updated regularly. Find us @ Isle of Wight Family Centres.

Barnardo's Intensive Family Support Service

Barnardo's Intensive Family Support Service provides whole family intensive family support to families across the Island (also known as Strengthening Families). Families can be referred by professionals such as schools, social workers (stepping down families to universal or Early Help), GPs, Job Centre Advisors, health workers, police.

Referral forms can be found on the Isle of Wight Council website : <https://www.iow.gov.uk/Council/OtherServices/Support-for-Families/Key-Documents>. Families who meet criteria can receive 6-9 months of Intensive whole family support.

During the COVID19 pandemic we are continuing to deliver family support via phone, Whatsapp or video. We are continuing receive referrals to the service and allocate workers. If families would like to receive this support, they should contact their local family centre hub (East Newport Hub 01983 529208, Sandown Hub 01983 40878, Ryde Hub 01983 617617) to discuss if they meet the criteria – if so, staff will process the referral with them.

Counselling Services

Talk2 Counselling service for children and young people. Providing help and support for children's emotional health and wellbeing that is child directed, systems focused, strengths based and outcome informed. In light of coronavirus, currently offering support and reassurance to children and families by telephone.

Referrals received over the phone and electronically as always but not currently received in the post. Phone number: 01983 865657, email: iow.barnardos@nhs.net or Talk2@Barnardos.org.uk.

Website:<https://www.barnardos.org.uk/what-we-do/services/talk-2-service>.

Barnardo's Frankie Counselling Service

Frankie Counselling service is a counselling service for children and young people who have been affected by Child Sexual Abuse, Child Sexual Exploitation or FGM. Referrals can be made by professionals or self-referral – contact the team on southwight@barnardos.org.uk.

During the COVID19 pandemic counsellors continue to offer 1-1 support to children and young people via the phone, Whatsapp or video. New referrals will be actioned and assessed via the phone or other media platform.

Barnardo's 4U Services can support with:

Advocacy (For U): Offering advocacy support to children open to Social Care. This service helps to ensure the voice of the child is heard by professionals and informs care plans.

Referrals at: <https://www.barnardos.org.uk/what-we-do/services/barnardos-4u-services-u-child-advocacy>

Independent Visiting (With U): An Independent Visiting volunteer will provide independent support to young people in care. Volunteers provide a positive role model and contact is happening digitally during Covid-19 lock-down measures.

Referrals at: <https://www.barnardos.org.uk/what-we-do/services/barnardos-4u-services-u-independent-visiting>

Exploitation (U Turn): We provide support to young people who have been exploited or at risk of child exploitation.

Referrals at: <https://www.barnardos.org.uk/what-we-do/services/barnardos-4u-services-u-turn-child-exploitation>

Missing Return Interviews (Miss U): We independently speak to a young person who has been reported missing to the police. (this service is available for children who are placed out of area for the Isle of Wight and for children not open to social care in Portsmouth- referrals via allocated social worker only)

Referrals at: <https://www.barnardos.org.uk/what-we-do/services/barnardos-4u-services-miss-u-missing-return-interview>

For information please email: b4u@barnardos.org.uk
Or call Barnardo's 4U Services admin on: 07394 704 913

Mountbatten

Bereavement counselling services – Mountbatten continue to support children and young people both pre and post bereavements. At this time, sessions are conducted by telephone (the service is exploring options for video calls and online forums). New referrals continue to be accepted.

Contact Mountbatten on 01983 217346 or coordinationcentre@mountbatten.org.uk .

Space 4 U

Space 4U safe haven – this is an emotional crisis support service for young people aged 11-17 (up to 18 with additional needs). We have currently closed the face to face Space 4 U drop in sessions. There is a dedicated Space 4 U mobile number that young people can contact at the following times: Monday 5pm-8pm, Wednesday 5pm to 8pm, Thursday 5pm to 8pm and Saturday 10am to 1.30pm. Phone number- 07741 665182. Safe Haven staff will also be available directly or through web chat staff passing them on during normal advice centre opening hours Mon, Tues, Thurs and Friday 10.30-1pm and Wednesday 1.30-5pm. Please contact the service for more information regarding the webchat service.

Breakout Youth

For people who identify as LGBT+ or are questioning their sexuality or gender identity. If you are aged under 21 (under 25 with additional needs) then Breakout Youth can provide confidential one to one support, youth groups, sexual health advice and support and signpost to other services that may help you. We have currently closed all of our face to face Breakout groups across the service. The Breakout phone enquiries line has now been redirected to the service manager, and will be answered Monday to Thursday 9.30am -3.30pm (02380 224 224 Option 4) In the times when this line will not be answered, there is a voicemail service, that will be picked up on the next working day and responded to. The email enquiries line is getting checked daily (Monday to Friday) and messages responded to as soon as possible (enquiries@breakoutyouth.org.uk)

All young people that are already attending Breakout Youth Groups on the island are receiving weekly check ins from the youth worker, with the offer of 1-2-1 telephone sessions if the young person feels they would like to talk to a youth worker.

Referrals- we are still accepting referrals, and they will be dealt with on an individual basis. For example, if a young person would benefit from immediate phone 1-2-1 sessions, then we will arrange this during this time.

Online groups- we are hoping to commence online youth groups for current young people, and we are currently researching the best platform to facilitate these with. Once this decision has been made, young people will be contacted to advise on how to access these

session, along with group agreements and information around maintaining confidentiality etc. These will likely be held at the same time as the face to face groups would have happened each week (Thursday evening) We are currently looking at designing sessions that would be a real benefit to young people in these current times of isolation and potentially heightened anxiety.

#InclusionInspire

A free and confidential service for all children and young people aged 24 and under, supporting young people affected by drugs or alcohol. We work with you to achieve your goals, and can come to you. You can get help using an online referral form (www.inclusioniow.org), or by calling 01983 526654, emailing inclusioniow@mpft.nhs.uk or texting on 07980 778876.

In light of coronavirus, InclusionInspire is delivering a primarily telephone based service in order to reduce spread of the virus while maintaining positive contact with service users. The level of contact has been assessed according to risk on a case by case basis to ensure that whatever our staffing level at any given time we prioritise the most at risk patients.

Home Visits, Outreach and face to face work are still taking place when it is necessary and other methods of support cannot be used. A COVID-19 pre-screening taking place in advance whenever possible.

We are increasing access to on-line interventions and posting work books and resources to clients. We are facilitating triage assessments via telephone in the usual assessment slots.

We are frequently reviewing prescription regimes in the light of a rapidly changing picture of pharmacy availability. In some cases we are providing take home prescriptions (with safe storage boxes and naloxone where indicated) to avoid interruptions to prescriptions such as when pharmacies close or are unable to provide supervised consumption. This is challenging and we are working with the LPC to minimize interruptions. In accordance with nationally agreed guidance in most cases it is considered less dangerous to provide take home medications than to allow clients to be left without medication at all.