

Mental health Support Officer for families, children and young people

We have been reviewing our current offer for those in crisis and from today our urgent mental health helpline has gone live. People who live in Birmingham and Solihull, whether known to our services or not, can call **0121 262 3555 for urgent mental health advice and support, 24 hours a day 7 days a week**. During the day this helpline is supported by Birmingham Mind, who will direct calls to us where necessary. During the night, all calls will come through to our reception switchboard and will be taken by our duty team. Over the next week we will get additional support during the nights from Birmingham Mind.

Covid-19 Mental Health Support Offer for Birmingham and Solihull

We have been working closely with Birmingham and Solihull CCG and our local partners to make sure we have the right mental health support for local people on a 24/7 basis during the COVID19 pandemic. A new Mental Health Support offer is now in place offering **emotional help, guidance and reassurance** to people in Birmingham and Solihull who may be finding the current Coronavirus situation overwhelming.

A number of organisations are working together to deliver this new service including ourselves, Birmingham Mind, Forward Thinking Birmingham, the Living Well Consortium and Coventry and Warwickshire Partnership NHS Trust

The support is available first and foremost through dedicated **telephone lines** and can be accessed by **anyone** who may need support. Those people with more complex mental health needs or higher levels of risk may then be referred to statutory services if necessary.

The aim of the service is:

- To support the public with worries and increased anxieties over COVID 19
- To provide help for frontline and key workers through a dedicated helpline
- To reduce pressure on the 111 service and A&E departments in acute hospitals
- To reduce pressure on secondary mental health services
- To reduce pressure on GPs

The table below shows how people can access the support, including opening hours and contact details.

Key workers including NHS staff

7 days a week (9am-11pm):

0121 663 1217 Living Well Consortium View pathway

Over 18s in Birmingham and Solihull

7 days a week (9am-11pm):

0121 262 3555 Birmingham Mind

0-18 year olds in Birmingham

7 days a week (10am-6pm):

0207 841 4470

askbeam@childrenssociety.org.uk FTB

0-18 year olds in Solihull

Monday- Friday (8am-8pm):

0121 301 2750

Solar

11-25 year olds in Solihull

Counselling and support 24/7:

www.kooth.com Kooth

How will this offer support our existing service users?

This support offer is not replacing anything we already offer but complements our existing services. Some of our service users may find some elements of the support offered helpful; for example, if they are feeling anxious as a result of the COVID19 pandemic or they have worries about debt or housing, and so you may want to signpost this support to them.

The mental health support may be useful to families and carers of our service users so you may want to make them aware of it.

How will this offer support people who are not currently within our services?

The offer is primarily aimed at those who are not currently in mental health services as it has been recognised that the current situation will heighten levels of anxiety among the general public.

This offer will offer low level support and should reduce the pressure on our services. If someone is triaged as having a more complex mental health need they will be referred to our services.

How will the Mental Health Support Offer help those contacting the service?

The service aims to offer support with coping strategies, the effects of social isolation, easing worries around COVID-19, tackling loneliness, reducing relationship context and easing stress on key workers. This support could be offered in a number of ways including:

- counselling on anxiety and depression
- counselling with a trauma/PTSD focus (for keyworkers)
- IAPT provision
- community based mental health treatment and support
- solution focused therapy
- practical advice and guidance on issues such as, housing and debt and signposting to relevant organisations

Do you need a referral to access this service?

No referral is needed. People can self refer to access this support.

Are interpreters available to talk to those who struggle to speak or understand English?

Yes – there is access to interpreters and language line.