



Mental Health Helpline now available 24/7 to support Somerset communities: 01823 276892

At this time of uncertainty and ongoing challenges to our daily lives, we recognise the importance of keeping ourselves emotionally well and getting the right support for our Mental Health. The opportunity to talk to someone who can listen, advise and support on how to take care of ourselves and ones we care for, is of vital importance.

Expanding on the existing successful Somerset Mindline service, the round-the-clock helpline will make it quicker and easier for people in Somerset to get the right advice they need for their mental health and wellbeing. Open 24 hours a day, seven-days a week, it is open to people of all ages who need urgent mental health support. The helpline is the **first port of call for mental health help** – it is operated by people in your local area who will know how best to support you.

Somerset NHS Foundation Trust's CAMHS and Young Somerset are delighted to continue expanding their partnership, joining the Mental Health Alliance to deliver this service. For the first time in Somerset, young people, parents and carers will be able to access support and advice for mental health 24/7. This is a new and exciting challenge for us, truly embracing the ideals of accessibility and user defined pathways for young people.

We are providing second-stage support to Mindline call handlers where the needs of children & young people may need further, on-going support. Both CAMHS and Young Somerset have access to their own provision and can guide, support and broker a range of partner services for callers.

CAMHS and Young Somerset are already committed to securing high-quality, sustainable positive outcomes for children and young people and are delighted to be able to provide further support during this time of crisis, an unprecedented situation which has seen the sudden and immediate removal of young people's normal routines, socialisation and access to usual support routes.

Professional routes of support remain unchanged, your School/GP/Social Worker can still refer you directly to services if a more intense/specialist level of support is needed. Mindline is in addition to the existing lines provided by Somerset County Council. I.e Somerset Direct 0300 123 2224, COVID19 Helpline 0300 790 6275 and Educational Psychology Service Helpline 01823 357000 all of whom are here to support children and families at this time.

Kerry Allen – Deputy Service Director, Families Division and Head of CAMHS
Nik Harwood - Chief Executive of Young Somerset