

# Support for children and adults in Cumbria



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Further sources of information, advice, and support for children and adults regarding emotional wellbeing and mental health are outlined below.

## Support and Services for Families Directory

The [LSCB website](#) can provide information on a range of services including bereavement, mental health as well as other issues.

Children and young people aged 11-18 can access free, safe and anonymous [online support](#). The website offers information, counselling, advice and support online regarding emotional well-being and mental health and other issues. It is staffed by fully trained and qualified counsellors and emotional well-being practitioners. Available Monday – Friday 12pm – 10pm and Saturday – Sunday 6pm – 10pm, 365 days per year.

## Mindline Cumbria

Offers information and support for people experiencing mental health problems, including their families, friends and carers.

Call 0300 561 0000 or visit [their website](#).

## SAFA Cumbria (Self Harm Awareness for All)

SAFA is a team of qualified staff committed to making a positive difference to the lives of individuals who self harm and to those who support them. [Visit their website](#).

## First Step

First Step is for over 18s only, and helps people experiencing common mental health problems such as depression and anxiety. Ask your GP to refer you, or contact First Step directly on 0300 123 9122 Mon - Fri 8.30am - 5.30pm. Visit [their website](#) for more information.

## QWELL

Online counselling and emotional well-being service providing adults with early intervention support. [Visit their website](#).

## LGBT hq Cumbria

Support the LGBT+ community, their family, and friends. If you need information, advice, someone to talk to, or to chill and relax over coffee, [visit the website](#) for more information: Also offers free counselling.

Outreach Cumbria



Supporting the LGBT community, delivering training around LGBT issues and Hate Crime and are currently developing a new service to cater for the Trans\* community in Cumbria. Helpline: 0800 345 7440 (Thursday evenings 19.00 - 21.30)

## National helplines and support

**Childline** - Comforts, advises and protects children 24 hours a day and offers free confidential counselling. Call 0800 1111 or chat 1-2-1 with a counsellor online

**Samaritans** - 24 hour confidential listening and support for anyone who needs it. Call 116 113 or email [jo@samaritans.org](mailto:jo@samaritans.org)

**Young Minds** - Help if you are feeling worried or anxious regarding a range of issues including bereavement, self-harm, bullying, eating disorders and exam stress. [Visit their website here](#). Parents and carers can get help and advice around children's mental health from Young Minds free parent helpline on 0808 802 5544 (Monday to Friday, 9.30am-4pm)

**Papyrus** - Confidential support and advice for young people or anyone worried about a young person. 10am- 10pm weekdays, 2-10pm weekends. Call 0800 068 4141, text 07786 209697, email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or [visit their website](#).

**B-eat** - The UK's eating disorder charity with online support groups and a helpline for anyone under 18. Call 0345 634 7650 (4pm – 10pm) or email [fyp@b-eat.co.uk](mailto:fyp@b-eat.co.uk)

**Livewell** - Information for parents and carers about when to be concerned and how to get help for teenagers. [Visit their website](#).

**Frank** - Confidential information and advice about drugs and substance abuse, whether it's for you or someone else. 0800 7766 00 (24 hours, won't show up on your phone bill)

## Cumbria County Council

**Stonewall** - The UK charity for gay, lesbian, bisexual and transgender people. Call 0207 593 1850 (Mon-Fri 9.30-5.30) or read their advice on Coming out help for young people.

**Winston's Wish** - Providing specialist child bereavement support services across the UK, including in-depth therapeutic help. There are also a number of resources and publications to help support children and young people. Call 08088 020 021 for free advice and guidance. They also have a [young person's page](#) to support children and young people to make sense of bereavement.

**Child Bereavement UK** - [Visit their website](#). Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

**The Bluebell Foundation** - [Visit their website](#). The Bluebell Foundation provides support for people experiencing grief associated with loss during pregnancy, death of a baby, child or young person. They also provide support for children and young people up to the age of 18 who are grieving through the death or anticipated death of someone important to them.

## Further Support

If you have concerns about a child's emotional health:

Contact their GP, social worker or Senior Practitioner in health (if appropriate)

Visit the Cumbria County Council Early Help Services or contact the Early Help Team.

If you have serious safeguarding concerns regarding a child please follow your normal procedures or find further information for the [Safeguarding Hub](#).

If you wish to discuss your concerns first, please call the hub 0333 240 1727

## CAMHS/My Time

MyTime offers support for children and young people experiencing mild to moderate mental health issues by providing early targeted interventions, usually through around 6-8 sessions. The service also provides advice and support to parents, carers, school staff and others working in children's services across the county. It is a Tier 2 service and part of CAMHS – the Child and Adolescent Mental Health Service.

The specialist Tier 3 part of CAMHS helps children and young people with significant, severe or complex mental health issues, including anxiety disorders, self-harm, psychotic disorders and obsessive compulsive disorder.

Referrals to My Time and CAMHS can be made by education professionals, as well as social services, GPs and other health professionals:

- CAMHS South (South Lakes & Furness) Tel No: 01229 402696  
camhssouth@nhs.net
- CAMHS West (Copeland & Allerdale - including Millom) Tel No: 01900 705800 camhs.west1@nhs.net
- CAMHS East (Carlisle & Eden) Tel No: 01228 603017 camhs.east1@nhs.net

Cumbria County Council Psychological Service Educational Psychologists work directly with young people in the age range 0 - 25 years on a wide variety of issues relating to their progress and development. They also work with other people who know and work with children and young people.

Further information please contact Sue Sanderson at Sue.Sanderson@cumbria.gov.uk or [visit their website](#).

## Confidentiality

**‘The Trust’s vision is to keep your information safe in our hands.’**

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email [Information.Governance@cumbria.nhs.uk](mailto:Information.Governance@cumbria.nhs.uk)

## Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: [PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk) Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

**01228 603890**

E: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk)

Or write to Engagement and Communications  
Voreda House | Portland Place | Penrith | CA11 7QQ



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