



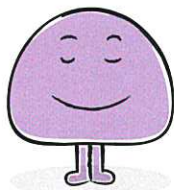
Norfolk and Waveney  
**Children and  
Young People's**  
mental health service

This guide has been created with the support  
of children, young people and their families

We're supporting 'This is how...  
#WeveGotThis' and encouraging people to  
share their individual advice, tips and  
thoughts around wellbeing. Keep updated  
with ideas to improve your mood by following  
Instagram: @thisishow\_Norfolk  
TikTok: @thisishow\_Norfolk  
Hashtag: This is how #WeveGotThis

## Get involved

If you are a young person, parent or carer and would like  
to find out more about how to get involved in helping to  
design mental health services, then please contact  
Jo Hand, Senior Participation Youth Worker at MAP:  
Email: [johand@map.uk.net](mailto:johand@map.uk.net) or call/text **07384 214590**



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# Support and self help guide

for children, young people and families



## Support available now

you don't need a referral, you can get in touch straight away

- **Just One Norfolk** - Advice and support for children, young people and their families/carers in Norfolk and Waveney  
Visit: [www.justonenorfolk.nhs.uk/emotional-health](http://www.justonenorfolk.nhs.uk/emotional-health)  
or call: Just One Number on **0300 300 0123** if you live in Norfolk or **03456 078866** if you live in Waveney
- **The Source** - Information and advice for young people in Suffolk  
Visit: [www.thesource.me.uk/](http://www.thesource.me.uk/)
- **Kooth** - **FREE** Online counselling and peer support for 11-25 year olds.  
Visit: [www.kooth.com](http://www.kooth.com)
- **ChatHealth** - A secure text messaging service for parents, carers, and young people to confidentially ask for help about a range of issues and find out how to access local services.  
**Norfolk:** Text: **07480 635060**  
**Suffolk:** Text: **07507 333356**
- **MAP** - **FREE** confidential support, information and advice on issues such as housing, money and mental health for people aged 11-25.  
Visit: [www.map.uk.net](http://www.map.uk.net) or call the MAP helpline: **0800 0744454**
- **The Mix** - Support service for young people - from mental health to money, homelessness to finding a job, break-ups to drugs.  
Visit: [www.themix.org.uk](http://www.themix.org.uk) or call The Mix Helpline: **0808 808 4994**



## Urgent advice

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment.

- **24/7 First Response Service** – call: **0808 196 3494**
- **999** - If someone's life is at risk
- **Childline** - If you're under 19, you can talk to Childline about any concern you have, call **0800 1111**. The number will not appear on your phone bill
- **Papyrus** - If you are (or know a young person) thinking of suicide, Papyrus offers confidential suicide prevention advice  
call: **0800 068 4141**
- **Samaritans** - If you just need to talk, any time of the day or night, these services offer confidential advice from trained volunteers.  
Call: **116 123** to talk to Samaritans, or email: [jo@samaritans.org](mailto:jo@samaritans.org) for a reply within 24 hours
- **Text: SHOUT** to 85258 to contact the Shout Crisis Text Line, or Text YM if you're under 19





## Apps

There are lots of free apps available which have been assessed by the NHS. You could try some of them to see which ones work best for you. Here are just a few of them:



**Bluelice:** This app helps young people manage their emotions and reduce urges to self-harm.



**Calm Harm:** Reduce urges to self-harm and manage emotions in a more positive way.



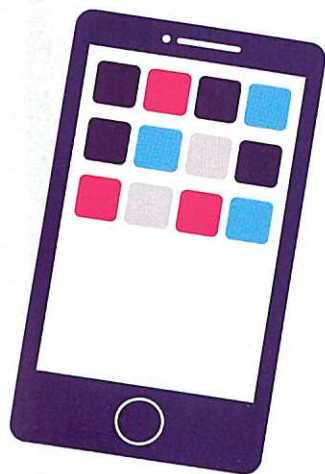
**Catch It:** Learn to manage negative thoughts and look at problems differently.



**distrACT:** Quick and discreet access to information and advice about self-harm and suicidal thoughts.



**MeeTwo:** A safe and secure forum for teenagers wanting to discuss any issue affecting their lives.



**Student Health App:** Reduce your worries, feel more confident and get the health information you need as a student.



**ThinkNinja:** Designed to teach young people about mental health, emotional wellbeing and resilience.



**Thrive:** Use games to track your mood and teach yourself methods to take control of stress and anxiety.

**Visit:** [www.nhs.uk/apps-library/category/mental-health/](http://www.nhs.uk/apps-library/category/mental-health/) for details of other available apps.

## Staying safe online

Thinkuknow is an education programme which protects children both online and offline. For further information visit: [www.justonenorfolk.nhs.uk/staying-safe/staying-safe-online](http://www.justonenorfolk.nhs.uk/staying-safe/staying-safe-online)

## Eating disorders

- **BEAT** – Eating disorders advice and support. You can contact them by phone, email or one-to-one web chat Visit: [www.beateatingdisorders.org.uk/](http://www.beateatingdisorders.org.uk/)  
**Helpline:** 0808 801 0677  
**Studentline:** 0808 801 0811  
**Youthline:** 0808 801 0711
- **Eating Matters** – A charity offering counselling for people with mild to moderate eating disorders. Visit: [www.eatingmatters.org.uk/](http://www.eatingmatters.org.uk/) or call: **01603 767062**

## Self-harm

Advice and support for those who self-harm:

- **Harmless:** email [info@harmless.org.uk](mailto:info@harmless.org.uk) or visit [www.harmless.org.uk](http://www.harmless.org.uk)
- **Self-injury support (for women and girls):** call **0808 800 8088** or visit [www.selfinjurysupport.org.uk](http://www.selfinjurysupport.org.uk)
- **CALM (for men):** call **0800 58 58 58** or visit [www.thecalmzone.net/issues/self-harm/](http://www.thecalmzone.net/issues/self-harm/)
- **National Self Harm Network forums:** visit [www.nshn.co.uk](http://www.nshn.co.uk)
- **Mind:** call **0300 123 3393** or visit [www.mind.org.uk](http://www.mind.org.uk)
- **YoungMinds Parents Helpline:** call **0808 802 5544**

## LGBT+ support service

- **Norfolk LGBT+ Project** - If you live in Norfolk and Waveney, are lesbian, gay, bisexual or transgender or in doubt of your sexuality or gender identity, you can get advice, peer-support and information here: [www.norfolklgbtproject.org.uk/](http://www.norfolklgbtproject.org.uk/) or call: **01603 219299**



# Bereavement support

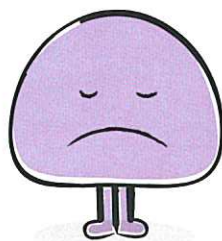
## • Nelson's Journey

If you are under 18 and live in Norfolk and have experienced the death of someone close to you, you can get support here.

Visit: [www.nelsonsjourney.org.uk](http://www.nelsonsjourney.org.uk) or call: **01603 431788**

## • Suffolk Cruse

If you are under 18, live in Suffolk and have experienced the death of someone close to you, you can get support here. Visit: [www.cruse.org.uk/get-help/local-services/eastern-england/suffolk](http://www.cruse.org.uk/get-help/local-services/eastern-england/suffolk) or call **01473 230888**



## Young carers

A young carer is a child or young person who helps to look after a relative. This may be due to them having an illness, a disability, mental health concern or a drug or alcohol problem.

Support is available for young carers by contacting:

• **Just One Number in Norfolk:** Visit [www.justonenorfolk.nhs.uk/childhood-development-additional-needs/supporting-development/young-carers](http://www.justonenorfolk.nhs.uk/childhood-development-additional-needs/supporting-development/young-carers) or call **0300 300 0123**

• **Suffolk Family Carers in Suffolk:**

Visit [www.suffolkfamilycarers.org](http://www.suffolkfamilycarers.org) or call **01473 835477**

There are a number of other suggested self-care things we can do to look after our own mental health – here are some of them:

### **Eat a healthy diet and avoid certain foods**

Swapping processed food for healthier alternatives.

### **Try some relaxation techniques**

Having a few minutes in your day just to be aware of your breathing and become fully relaxed can calm the mind completely.

### **Take time away from technology**

See how it feels to take yourself away from your phone for a bit, it doesn't have to be for long but it can make a lot of difference.

### **Dance**

Put on your favourite songs and have a little boogie in the living room. Even small movements can make a big difference.

### **Develop friendships that are important**

Being with people who make you feel confident and good about yourself can really boost your mental health.

### **Write three positive things that you did each day**

Writing things down can help to arrange thoughts.

### **Be kind to yourself**

Self kindness won't necessarily stop your thoughts or feelings from being difficult, but it might provide some small comfort in the midst of them.

### **Talk to a friend about how you are coping**

Ringing for a chat could help you get away from how you're feeling.

- Talk to your friends online or find a safe online support group.
- Take part in a photography challenge with your family or friends.
- Create a playlist with your friends.

### **Organise your day**

Writing a list and organising yourself may help to prevent stress.

### **Try to get showered and dressed each morning**

### **Set some goals for the future**

Goal-setting can give you some extra motivation and encouragement. It may also help with your daily routine, giving you something to work towards to get you through the day.

Further information can be found at: [www.annafreud.org/on-my-mind/self-care/](http://www.annafreud.org/on-my-mind/self-care/)

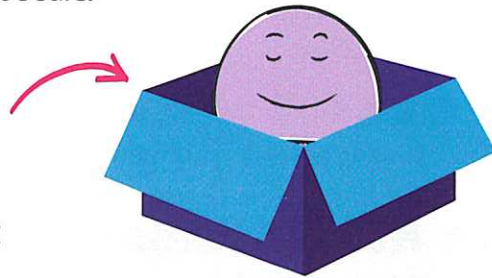




## Self soothe box

You could access a self soothe box when you are experiencing symptoms of anxiety. The self soothe box would contain items which should help you feel more relaxed and comfortable.

A self soothe box could be in an easy to reach location, such as a bedroom or in the living room. If possible, you could use this box in a quiet environment which you consider to be safe.



### These are items that could be included in your self soothe box:

**Touch** - Items which are interesting to touch, which serve as a good distraction for hands. This may include fidget cubes/spinners, playdough or stress balls. This may encourage muscles to relax, which can help to reduce feelings of anxiety.

**Memories** - These could be items which have positive memories attached to them. This could include photos, toys or novelty items. This may help to boost positive emotions and reduce feelings of worry or frustration.

**Smell** - Smells which can help promote positive feelings and relaxation. This may include peppermint or lavender.

**Music** - This may be a favourite music playlist or music aimed at promoting relaxation. This could be a wind-up music box or played through a music device.

**Water** - Regular sipping of water is a good way to keep a steady rhythm to breathing and heart rate, helping to reduce feelings of worry.

Additional suggestions about items for a self soothe box can be found at [www.youngminds.org.uk/blog/how-to-make-a-self-soothe-box](http://www.youngminds.org.uk/blog/how-to-make-a-self-soothe-box)

## Children and young people with additional needs

Special educational needs and disabilities (SEND), can affect a child or young person's ability to learn. It can also affect their behaviour or ability to socialise, reading and writing, ability to understand things, concentration levels, or physical ability. If you think your child may have special educational needs you can contact:

• **Norfolk SEND Partnership Information, Advice and Support Service:** Visit [www.norfolksendpartnershiass.org.uk](http://www.norfolksendpartnershiass.org.uk) or call **01603 704070**

• **SENDIASS in Suffolk:**  
Visit [www.suffolksendiass.co.uk](http://www.suffolksendiass.co.uk) or call **01473 265210**

For information and advice in relation to behaviour and sleep for children with additional needs. Visit [www.justonenorfolk.nhs.uk/childhood-development-additional-needs/behaviour-sleep](http://www.justonenorfolk.nhs.uk/childhood-development-additional-needs/behaviour-sleep)

## Family support

### Norfolk

If you are a Norfolk family in need of support with food and paying your bills, you can contact the Norfolk Assistance Scheme on: **0344 800 8020** or visit [www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme](http://www.norfolk.gov.uk/care-support-and-health/support-for-living-independently/money-and-benefits/norfolk-assistance-scheme)

### Suffolk

If you live in Suffolk, information is available at Suffolk InfoLink <https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page>  
The hardship fund for financial advice or support with access to food can be contacted on: **0800 068 3131**

### Online training to support children and young people

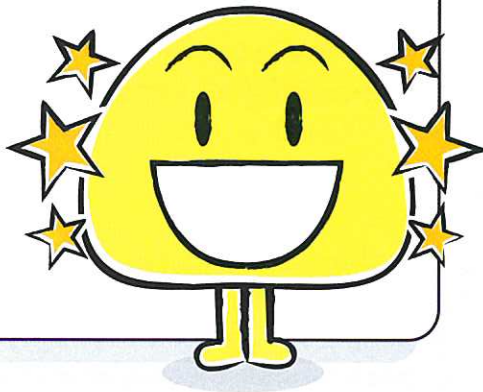
Learn about anxiety and discover helpful strategies to support young people struggling with anxiety during the Covid-19 pandemic. Visit: [www.futurelearn.com/courses/youth-mental-health-during-covid-19](http://www.futurelearn.com/courses/youth-mental-health-during-covid-19)



# Five ways to wellbeing

Many factors can influence our wellbeing but research says that doing one or more of these five different things regularly can help boost your mood and make you feel happier.

- 1 Be active**  
Go for a walk or run. Step outside. Cycle. Play a game. Do some gardening. Dance. Exercising makes you feel good. Pick something you enjoy and try to do it regularly.
- 2 Help someone**  
Do something nice for a friend or someone you know or give thanks. Smile. Volunteer your time. Join a community group.
- 3 Connect with the people around you**  
With family, friends, colleagues and neighbours. At home, work, school or in your local community.
- 4 Try something new and keep learning**  
Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy. It'll help boost your confidence and can be fun.
- 5 Take notice**  
Be aware of the world around you and what you are feeling. Catch sight of the beautiful. Notice the changing seasons. Savour the moment, whether you are walking to school, eating lunch or talking to friends.



# Self help techniques

## Managing anxiety and emotions

### 7/11 breathing technique

Inhale deeply for seven counts and exhale slowly for eleven counts. This technique aims to slow down the heart rate and prevent panic from escalating. We would encourage practising the 7/11 breathing technique for at least 5-10 minutes, or until the feelings of panic and worry decrease.

### 5, 4, 3, 2, 1 grounding technique

Aims to reduce feelings of being overwhelmed and to encourage relaxation:

- **Note 5 things** - you can see around you
- **Note 4 things** - you can touch around you
- **Note 3 things** - you can hear
- **Note 2 things** - you can smell
- **Note 1 thing** - you can taste

### Managing anger

It's okay to feel angry but there are ways to manage anger:

- 1 Breathe slowly**
- 2 Relax your body**
- 3 Try mindfulness techniques**
- 4 Exercise**
- 5 Use up your energy in other ways**
- 6 Do something to distract yourself mentally or physically**



Further information on coping with anger can be found at: [www.mind.org.uk/information-support/types-of-mental-health-problems/anger/about-anger](http://www.mind.org.uk/information-support/types-of-mental-health-problems/anger/about-anger)