

Helpline Information for Somerset Families During Covid-19



Mindline – Emotional Support Helpline

Mindline Somerset
Emotional support helpline
Coronavirus



01823 276 892
Open 24 hours a day, 7 days a week

Open 24 hours a day, seven-days a week, Mindline 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.

Public Health Nursing Service



Somerset County Council has launched a new mobile text messaging health service for parents and young people in Somerset. ChatHealth will make it easier for families and young people to get health and wellbeing advice. **This is a text messaging service only.** ChatHealth is available Monday-Friday from 9am-5pm.

Parents of children 0-4: Confidential help from Health Visiting Team for parents and carers of children 0-4 years. Just send a **TEXT** to 07480 635514

Parents of children 5-19 years: If you have a child 5-19 and looking for confidential help and advice? Just send a text to your School Nurse Team. **TEXT** 07480 635515

Young People 11-19 years: Discreet and quick. If you're 11-19 it only takes one text to start making a difference. You'll get confidential advice from your local School Nurse Team. You don't have to give your name if you don't want to. **TEXT** 07480 635516

Educational Psychology Service Line - Help for Parents and Carers

If you are a parent/carer of a child in Somerset or North Somerset and would like to speak to a Psychologist with any concerns arising for you, or your family during this time, then The Educational Psychology Service is here for you. We are able to offer an initial 30-minute telephone consultation (discussion) and a potential follow up

call, of another 30 minutes if appropriate.

Calls will be offered Monday-Friday, during usual working hours until 24th August 2020.

If you would like to access this service, then please email:

EPShelpline@somerset.gov.uk with the following information:

- Your name
- The name of your child's school (or 'EHE' if Electively Home Educated)
- Times and dates that you are not available for consultation

If email is not possible, then call: **01823 357000**

Somerset Parent Carer Forum – Helpline

Somerset Parent Carer Forum is an independent not for profit Community Interest Company formed by parent carers in 2016. The forum feels passionately about ensuring all our children have the best chance in life and receive the correct support and services in order to achieve their full potential.

The forum is offering parents the opportunity to call into a helpline if they need support during the Coronavirus.

The helpline is available: **Tel: 01458 259384**

Times:

Tuesday 10-12

Wednesday 10-12

Thursday 12-2

Parent and Carer Toolkit

Further Health & Wellbeing information and support for Parents and Carers can be found on the Public Health **Parent and Carer Toolkit**: www.cypsomersethealth.org