

# Support for children, young people, families and adults

There is increasing pressures on families and Islanders during the COVID-19 pandemic. If you need some help, there is support available.

## Children and Families Hub

Parents/carers who need some support can speak to the Children and Families Hub on **(01534) 519000** or email [childrenandfamilieshub@gov.je](mailto:childrenandfamilieshub@gov.je)

It is open Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm and is open every day throughout the Christmas period except for bank holidays (25 and 28 December and 1 January).

The Children and Families Hub (519000) also responds to any safeguarding concerns you may have for a child or young person. If you have an urgent concern about a child outside of the Hub's opening hours, call the hospital switchboard on **(01534) 442000**.



## Connect Me

You may also find the Connect Me page on [gov.je/ConnectMe](http://gov.je/ConnectMe) helpful with a range of information, help and support for Islanders.



## Family Nursing & Home Care

We know it can be confusing to know what to do when your child is unwell or injured.

Remember, that health professionals, GPs and the Jersey General Hospital are still providing the same safe care that they have always done, while the situation with Coronavirus continues. Here is some advice to help.

If your child is seriously unwell, you must take them to the Hospital's Emergency Department or phone 999 in an emergency for an ambulance.

The out of hours GP can be contacted via the Hospital Switchboard on **(01534) 442000**.

You can call the FNHC health visitors on: **(01534) 443600** or email at [Enquiries@fnhc.org.je](mailto:Enquiries@fnhc.org.je)



## Online Mental Health Support for Young People

**Kooth:** A free, safe and anonymous online counselling and support service is available for children and young people aged 13–25.

Young people can access Kooth by visiting [kooth.com](http://kooth.com) and selecting '**Jersey Kooth**' during the sign up process.



## Youth Enquiry Service

If your child is struggling, encourage them to contact the **YES project** which offers information, advice and counselling on the free helpline **+44 (0) 800 7350010**, or email the Youth Enquiry Service.

YES is available Monday to Friday, 12pm-6pm and opens every day throughout the Christmas period except for bank holidays (25 and 28 December and 1 January).



The Single Point of Referral for Adult Safeguarding and Adult social work can be all accessed via **(01534) 444440**.

Open Monday to Thursday 8.30am-5pm and Fridays 8.30am-4.30pm. Closed weekends and Bank holidays over the Christmas and New Year period. Open until 5pm Thursday 24th December and reopen 8.30am Tuesday 29th December, closing again at 5pm on 31st December and reopening 8:30am on Monday 4th January 2021.

For weekends and Bank Holidays Adult Social Care have an emergency out of ours service that is accessed via the Director for HSS on-call and via the hospital switchboard on **(01534) 442000**. Or it an emergency for someone's welfare, please call **999**.



In an emergency, call the States of Jersey Police on **999** for immediate help

