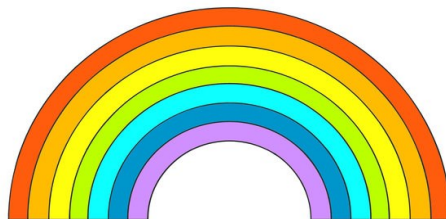


Directory of Mental Health and Wellbeing Support in Jersey during the Covid 19 response.

Many Government and Voluntary sector agencies are seeking to support families and vulnerable individuals within our Jersey community. We also have a new Children and Families Hub launched, offering support and signposting (Tel:01534 519000) to anyone.

Mental health and well being support is pivotal to the successful navigation of the Coronavirus and its impact upon our community. Many services have adapted to suit our new conditions and this directory captures key information and offers at the present time.



Considering whether you might have a new entry? Please contact c.lee2@gov.je, Psychology and Wellbeing Service, CYPES.

Summary of Information

Agency	Main Telephone Number	Contact Number for Professionals	Website Address	Page Number
Alcohol & Drug Service	445000	445000	https://www.gov.je/Health/AlcoholDrugs/Pages/index.aspx	4
Autism and Social Communication Inclusion Team	445504	449436	www.gov.je	5
Autism Jersey Counselling Service	871888 or 07829 999 808	871888 or 07829 999 808	https://autismjersey.org	6
Brighter Futures	01534 449152	01534 449142	www.brighterfutures.org.je Facebook: BrighterFuturesJersey	7
Brook Jersey	01534 507981	As above or Sarah Le Long 07797771065	https://www.facebook.com/brookinjersey/ www.brook.org.uk	8
Citizens Advice Jersey	0800 7350249 or 724942	871692	www.cab.org.je http://www.facebook.com/cab.jersey https://twitter.com/CABJersey	9
Community Bereavement Service	285144 – has answerphone service	Mary Le Hegarat 786112 Or answerphone 285144	https://www.jerseyhospicecare.com/	10
Early Years Inclusion Team	449409	Diane Le Claire 449412 Jane Bravery 449293 Laura Du Feu 449411 Cat Farnon 449409	Visit Gov.je	11
ELSA	Contact school or The Wellbeing Team	See School websites for relevant contact details	Visit school websites and Gov.je	12
Family Care Coordination Team within the Child Development and Therapy Centre	444817	444817	www.gov.je/health/children/childdevelopment/Pages/index.aspx	13
Family Nursing & Home Care – child and family services.	443600	As above	Enquiries@fnhc.org.je	14
FNHC School Nurse Team	443622	443622	schoolnurses@fnhc.org.je	15
Hearing and Deaf Support Team	449326 (HDST Manager & QToD) 449323 (Audiologist) 449489 (QToD)	07797 724 923 (Audiologist) 07797 764 349	www.gov.je	16
Inclusion Project, Jersey Youth Service	07797 782872 – Sophie Martin 07797 758289 – Adelina d'Orleans	07797 782872 – Sophie Martin 07797 758289 – Adelina d'Orleans	www.gov.je/youth	17
Jersey Eating Disorders Support	07797778016	07797778016	www.jeds.je	18

Summary of Information

Agency	Main Telephone Number	Contact Number for Professionals	Website Address	Page Number
Jersey Recovery College	07829 908252	07829 908252	www.recovery.je	19
Jersey Women's Refuge	08007356836 Hello@jerseywomensrefuge.org	873288 Info@jerseywomensrefuge.org	www.jerseywomensrefuge.org Facebook/ Messenger	20
La Passerelle Team	07797822205	07797822205 Email: lapasserelle@gov.je	https://www.gov.je/Education/Schools/ChildsWelfare/pages/supportforanxietybasedschoolrefusal.aspx	21
Liberate	counselling@liberate.je	732230	www.liberate.je	22
Listening Lounge	01534 866793	01534 866793	www.linc.je/listeninglounge Facebook: @listeninglounge	23
Mind Jersey	0800 7359 404 admin@mindjersey.org	0800 7359 404 admin@mindjersey.org	www.mindjersey.org	24
My Time for Young Carers (Jersey Youth Service)	07797924674	07797924674	https://www.yes.je/Info/young-carers/	25
NSPCC Jersey	01534 760800	01534 760800	42-44 Stopford Road, St Helier jerseyservicecentre@nspcc.org.uk	26
Pregnancy In Mind-NSPCC	760800	760800	jerseyservicecentre@nspcc.org.uk	27
Psychology and Wellbeing Service	07797913411 (EP consultation line)	Consultation lines for professionals are: Educational Psychology - 07797913411 Wellbeing Team – 07797916879 La Passerelle Team— 07797822205 Primary Mental Health Team - 07797913548	www.gov.je (Jersey Government website/ CYPES)	28
SEMHit (Social, Emotional Mental Health Inclusion Team)	01534 449418	01534 449418	www.gov.je (Jersey Government Website CYPES)	29
Silkworth Charity Group	729060	729060	www.Silkworthlodge.co.uk	30
Skills Jersey	01534 - 449440	01534 - 449440	www.gov.je/skillsjersey	31
Visual Impairment Service	449421, however it is best to e mail r.bull@gov.je	449421, however it is best to e mail r.bull@gov.je	www.gov.je	32
Youth Enquiry Service (YES)	01534 280530 Freephone 08007350010 Text/whatsapp 07797 778424	01534 280530 Email. yes@jys.je	www.yes.je	33
YouMatter	07797969886	07797969886	www.youmatter.je	34

Alcohol and Drug Service

Name of agency:	Alcohol & Drug Service	
Main contact telephone number for the community:	445000	
Main telephone contact for professionals:	445000	
Online location:	https://www.gov.ie/Health/AlcoholDrugs/Pages/index.aspx	
Overview of services offered at this time and how to access them:	<p>Support for people of all ages who wish to address any dependence or addiction to harmful substances which they may be currently living with.</p> <p>We also offer a Needle Exchange service for people who are injecting substances. This offers them access to clean needles, advice and support.</p> <p>Individuals can call the main number and self-refer into the service. Professionals are also able to make referrals on behalf of their clients.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	Mon – Fri (09:00 to 17:00)	
Additional information:	All info is on the website.	

Autism and Social Communication Inclusion Team (Inclusion and Early Intervention Service - Education)

Name of agency:	Autism and Social Communication Inclusion Team (Inclusion and Early Intervention Service – EDUCATION)	
Main contact telephone number for the community:	445504 (main education number)	
Main telephone contact for professionals:	449436	
Online location:	www.gov.je	
Overview of services offered at this time and how to access them:	<ul style="list-style-type: none"> Supporting practitioners & key workers to develop best practice through emails, or telephone contact Open Consultation to support staff and parents in joint problem solving for current caseload (named) Open Consultation to support staff and parents if a case unknown to the service gets referred into hub <p>Parents should contact their school SENCo for an initial discussion.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	8.30 – 4.30	

Autism Jersey Counselling Service

Autism Jersey Counselling Service

Name of agency:	Autism Jersey Counselling Service	
Main contact telephone number for the community:	871888 or 07829 999 808	
Main telephone contact for professionals:	871888 or 07829 999 808	
Online location:	https://autismjersey.org	
Overview of services offered at this time and how to access them:	<p>Autism Jersey offer a free individual counselling service for parents and carers of autistic individuals or awaiting diagnostic assessment. The service is also open to other adult family members, including siblings, Grandparents, and partners.</p> <p>Counsellors are unable to offer face to face sessions at present due to the current COVID-19 restrictions. We are continuing to offer our counselling service via online or telephone.</p> <p>We have both male and female counsellors and one Portuguese speaking counsellor.</p> <p>To self-refer for counselling, or for further information please contact Kerry O'Donovan, Counselling Service Coordinator on k.odonovan@autismjersey.org</p>	
Target audience:	Children	
	Young people	
	Adults	✓
Opening hours:	<p>Monday – Friday 9am-5pm</p> <p>Some evenings after 6pm</p>	
Additional information:		

Name of agency:	Brighter Futures	
Main contact telephone number for the community:	01534 449152	
Main telephone contact for professionals:	01534 449142	
Online location:	www.brighterfutures.org.je Facebook: BrighterFuturesJersey	
Overview of services offered at this time and how to access them:	<p>Current provision:</p> <ul style="list-style-type: none"> • We are supporting clients via video, phone calls, texts and if necessary door step visits. • We are also providing basic essentials where necessary, signposting as appropriate and relevant to other services <p>Usual provision:</p> <ul style="list-style-type: none"> • Mental health and wellbeing • Parent/carer/child/family relationships • Second chance learning and personal development programmes <p>For more information/details please contact</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	8.30am – 5pm	
Additional information:		

Brook Jersey

Name of agency:	Brook Jersey	
Main contact telephone number for the community:	01534 507981	
Main telephone contact for professionals:	As above or Sarah Le Long 07797771065	
Online location:	https://www.facebook.com/brookinjersey/ www.brook.org.uk	
Overview of services offered at this time and how to access them:	Sexual health services and advice offered via telephone consultations with further options to pick up contraception at designated times if required.	
Target audience:	Children	
	Young people	✓
	Adults	
Opening hours:	Currently: Monday 2:30pm – 7pm Tuesday 3:30pm – 7pm Wednesday 12pm – 3pm Thursday 3:30pm – 7pm Saturday clinics closed for foreseeable future	
Additional information:		

Name of agency:	Citizens Advice Jersey	
Main contact telephone number for the community:	0800 7350249 or 724942	
Main telephone contact for professionals:	871692	
Online location:	www.cab.org.je http://www.facebook.com/cab.jersey https://twitter.com/CABJersey	
Overview of services offered at this time and how to access them:	<p>Citizens Advice Jersey offers information, advice and practical help to clients on all areas of enquiry, such as Housing, Employment, Benefits, Relationships, Legal and Debt Management to name just a few. To ensure the service continues to be accessible to the community during Covid-19, new telephone lines and digital channels have been created.</p> <p>The usual telephone lines are 724942 and 0800 735 0249. As we are working with a smaller team, we have added an extra line, 871692, for clients to call if the other lines are engaged. We have created a "Request a Call Back" form on our website's Contact Us page for clients to submit a message. The service continues to be available by e-mail at advice@cab.org.je. We are contactable through Facebook and Twitter, where we share the latest information on support available and your rights.</p>	
Target audience:	Children	
	Young people	✓
	Adults	✓
Opening hours:	9 am to 5pm weekdays Tuesdays 5pm-7.30pm	
Additional information:		

Community Bereavement Service

Name of agency:	Community Bereavement Service	
Main contact telephone number for the community:	285144 – has answerphone service	
Main telephone contact for professionals:	Mary Le Hegarat 786112 Or answerphone 285144	
Online location:	https://www.jerseyhospicecare.com/	
Overview of services offered at this time and how to access them:	In line with government guidance we are not holding face-to-face support sessions but can offer emotional support by phone during this period. If appropriate we will also provide Zoom Counselling sessions from our private counselling rooms.	
Target audience:	Children	If appropriate
	Young people	✓
	Adults	✓
Opening hours:	9am – 5pm	
Additional information:	<p>Clients may self-refer. GP may also refer to the service. With consent, friends, family, and workplace can also contact the service on their behalf. Bereavement can be connected with COVID19 but also other bereavements, regardless of how long ago. After an initial telephone assessment, clients are offered what we feel may be the most appropriate support for their needs. The service is free of charge, confidential and is managed by fully trained counsellors.</p> <p>Email bereavement@jerseyhospicecare.com is also alternative way of contacting us by the public or other agencies</p> <p>Website</p> <p>https://www.jerseyhospicecare.com/patients-and-carers/community-bereavement-service/coronavirus-emotional-support/</p> <p>https://www.jerseyhospicecare.com/our-services/community-bereavement-service/</p>	

Early Years Inclusion Team



Name of agency:	Early Years Inclusion Team	
Main contact telephone number for the community:	449409	
Main telephone contact for professionals:	Diane Le Claire 449412 Jane Bravery 449293 Laura Du Feu 449411 Cat Farnon 449409	
Online location:		
Overview of services offered at this time and how to access them:	<p>Parent support to discuss needs and suggest support avenues and targets to work on with their child</p> <p>Preschool and states settings can contact us for advice and support</p>	
Target audience:	Children	✓
	Young people	
	Adults	
Opening hours:	8:30-3:30 Term time only	
Additional information:	One member of the team works all year round so could offer some advice if needed.	

Name of agency:	Emotional Literacy Support Assistants (ELSA)	
Main contact telephone number for the community:	ELSAs are employed directly by schools (although they are trained and supervised by the Psychology and Wellbeing Service/PaWBS)	
Main telephone contact for professionals:	Contact the relevant school for further discussions.	
Online location:	<p>You can find out more information by looking on the website of the relevant school.</p> <p>The Jersey ELSA network is recognised and affiliated to the ELSA Network which is a national organisation with its own web site.</p>	
Overview of services offered at this time and how to access them:	ELSAs work in primary and secondary schools to support the social, emotional and behavioural needs of children and young people. They do this largely by working one to one and in small groups.	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	ELSAs work throughout the school day.	
Additional information:	<p>The ELSA programme has been devised by Educational Psychologists and has a nationally recognised network, of which the Jersey ELSA Network is a member. The training covers a wide range of knowledge and skills, including active listening skills, raising self-esteem, running social skills groups, teaching emotional literacy and helping children and young people to manage difficult feelings including anger, anxiety and loss.</p> <p>Registered ELSAs, in Jersey must have attended the 6 day training programme and one year of clinical supervision and professional training offered by Educational Psychologists and Wellbeing Facilitators. ¹²</p>	

Family Care Coordination Team within Child Development and Therapy Centre

Name of agency:	Family Care Coordination Team within the Child Development and Therapy Centre	
Main contact telephone number for the community:	444817	
Main telephone contact for professionals:	444817	
Online location:	www.gov.je/health/children/childdevelopment/Pages/index.aspx	
Overview of services offered at this time and how to access them:	<p>The family care coordination team continue to offer:</p> <ul style="list-style-type: none"> • Family care coordination to those families on the early years pathway or the children's palliative care pathway. • A modified short breaks offer. <p>Referrals for a family care coordinator come through a child being referred by a consultant paediatrician onto either the early years pathway or the children's palliative care pathway (with the lead agency for the latter being FNHC).</p> <p>Referrals for targeted short breaks are being managed in the same manner as before covid-19 restrictions. Parents are being allowed to email their agreement with the contents of a referral form as opposed to having to sign it off by hand.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	Families will only be attending the child development and therapy centre to attend essential appointments they have been invited too. All drop in clinics or group work has been temporarily ceased due to covid-19 restrictions.	
Additional information:	Please note that virtually all contact with families is being managed without face to face appointments. When face to face appointments are being held they are being thoroughly risk assessed by the colleague and their line manager.	

Family Nursing and Home Care—Child and Family Services

Name of agency:	Family Nursing & Home Care – child and family services.	
Main contact telephone number for the community:	443600	
Main telephone contact for professionals:	As above	
Online location:	Enquiries@fnhc.org.ie	
Overview of services offered at this time and how to access them:	 <p>ChildVirtualHealthClinicOnePagerFINAL</p>  <p>FNHCWhatWeOfferOnePager.docx</p> <p>School Nursing continues to offer visits where there is compelling need, immunise and safeguarding.</p> <p>Community Paeditric Nursing is business as usual.</p> <p>Looked After Childrens Nurse – Business as usual</p>	
Target audience:	Children	✓
	Young people	✓
	Adults (such as perinatal mental health, MECSH mental Health Practitioner).	✓
Opening hours:	9 -5pm Monday to Friday	
Additional information:		

Name of agency:	FNHC School Nurse Team	
Main contact telephone number for the community:	443622	
Main telephone contact for professionals:	443622	
Online location:	schoolnurses@fnhc.org.ie	
Overview of services offered at this time and how to access them:	<p>Safeguarding related work and meeting attendance</p> <p>Supporting vulnerable families</p> <p>Immunisation clinic</p> <p>Compelling face to face contact for health reviews at clinic, home, or school</p> <p>Telephone contacts</p> <p>Email contacts</p> <p>Video contacts</p> <p>Written contacts, e.g. School entry questionnaires and Ages and Stages developmental assessments</p> <p>Post Emergency Department and hospital admission contact, via letter or telephone</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	Monday to Friday 9am to 5pm	
Additional information:	<p>The School Nurse Team continue to be available to children, young people and families for support and advice in relation to health and wellbeing.</p> <p>We are currently unable to run our usual universal programmes, but have made contact with parents and schools to update them, regarding plans to resume these when it is safe to do so.</p> <p>We are working in close collaboration with other agencies to protect our most vulnerable children.</p> <p>If you wish to discuss a referral or if you wish to refer to the School Nurse team, please contact us using the above contact details. You can request a referral using the email above.</p>	

Hearing and Deaf Support Team

Name of agency:	Hearing and Deaf Support Team	
Main contact telephone number for the community:	449326 (HDST Manager & QToD) 449323 (Audiologist) 449489 (QToD)	
Main telephone contact for professionals:	07797 724 923 (Audiologist) 07797 764 349	
Online location:	www.gov.ie	
Overview of services offered at this time and how to access them:	<p>Early Years Service: home visits have been replaced by video conference calls which take place with same frequency;</p> <p>School & Post 16 Services: school/college visits have been replaced by telephone calls to families;</p> <p>High Needs: specialist teaching by QToDs in person has been replaced by video conference support sessions; for any child/young person who usually has in-class keyworker support, this support has been replaced by keyworkers being available by video conference or email as per school timetable;</p>	
Target audience:	Children	✓
	Young people	✓
	Adults (families)	✓
Opening hours:	All year	
Additional information:	<p>ALL children & young people with a confirmed diagnosis of hearing loss are automatically referred to HDST by virtue of diagnosis usually following Newborn Hearing Screening. Unless a child is born during COVID or a child/young person contracts Meningitis, there is unlikely to be any new referrals. All children and families have established relations with HDST. HDST take the lead at monitoring all aspects of development where hearing loss is the primary and or main need. HDST follow a deaf specific PSHE curriculum in addition to mainstream.</p>	

Inclusion Project, Jersey Youth Service

Inclusion Project, Jersey Youth Service

Name of agency:	Inclusion Project, Jersey Youth Service	
Main contact telephone number for the community:	07797 782872 – Sophie Martin 07797 758289 – Adelina d’Orleans	
Main telephone contact for professionals:	07797 782872 – Sophie Martin 07797 758289 – Adelina d’Orleans	
Online location:	www.gov.je/youth	
Overview of services offered at this time and how to access them:	<p>Twice weekly online zoom sessions for our members – contact Sophie Martin to organise – sophiemartin@jys.je</p> <p>Email/phone/text contact and support from youth workers</p> <p>Support for young people with additional needs aged 11 – 25 years</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	<p>Email/phone contact 9am – 4pm week days for young people</p> <p>Online Zoom sessions (by arrangement only) Tuesday & Friday evenings, 7pm – 8pm</p>	
Additional information:	<p>We have been able to organise some ‘walk and talk’ sessions with youth workers that are still able to do face to face work, but again this is done by arrangement.</p> <p>Whilst we are unable to run our face to face club sessions, we are still running sessions online, currently twice a week, where we run fun quiz activities and check in with all our young people.</p> <p>Our members are free to contact us for a chat whenever they would like to during week day hours. Whether that is via email, phone or text.</p> <p>We have been able to provide some activities at home for some of our members too including art activities and resources.</p>	

Jersey Eating Disorders Support

Name of agency:	Jersey Eating Disorders Support	
Main contact telephone number for the community:	07797778016	
Main telephone contact for professionals:	07797778016	
Online location:	www.jeds.je	
Overview of services offered at this time and how to access them:	Zoom Meetings offering support for all those affected by an eating disorder on the 1 st and 3 rd Monday of the month. One-to-one free counselling by phone or Zoom for carers and those supporting others with an eating disorder and one-to-one peer support for those living with an eating disorder. Telephone Karen on 07797778016.	
Target audience:	Children	
	Young people	
	Adults	✓
Opening hours:	10am to 10pm	
Additional information:		

Name of agency:	Jersey Recovery College	
Main contact telephone number for the community:	07829 908252	
Main telephone contact for professionals:	07829 908252	
Online location:	www.recovery.je	
Overview of services offered at this time and how to access them:	<p>JRC is currently offering free educational courses on understanding mental health, recovery and self-care. Courses cover topics such as anxiety, depression, stress, mindfulness, resilience, recovery, goal setting, and emotional coping skills.</p> <p>Access the online courses via www.recovery.je/courses</p>	
Target audience:	Children	
	Young people	
	Adults	✓
Opening hours:	Courses take place at different times of the day. The administration office is open 0900 – 1500 weekdays.	
Additional information:		

Jersey Women's Refuge

Name of agency:	Jersey Women's Refuge	
Main contact telephone number for the community:	08007356836 Hello@jerseywomensrefuge.org	
Main telephone contact for professionals:	873288 Info@jerseywomensrefuge.org	
Online location:	www.jerseywomensrefuge.org Facebook/ Messenger	
Overview of services offered at this time and how to access them:	<p>Safe House - safe accommodation for women and children experiencing domestic abuse, may this be physical, emotional, sexual or financial abuse.</p> <p>24/7 Helpline – for safety advice and emotional support</p> <p>Outreach support (Adult) - practical and emotional support to survivors of domestic abuse (by telephone / video calls only at present)</p> <p>IRIS – Project enabling GPs to refer</p> <p>Children & Young People Service – emotional support for CYP who have experienced domestic abuse (by telephone/ video calls only at present)</p>	
Target audience:	Children	✓
	Young people	✓
	Adults - WOMEN only	✓
Opening hours:	Monday to Sunday, 24/7	
Additional information:	<p>Services currently on hold:</p> <ul style="list-style-type: none"> • Group work for women and children • Training and educational services 	

Name of agency:	La Passerelle Team	
Main contact telephone number for the community:	07797822205	
Main telephone contact for professionals:	07797822205 Email: lapasserelle@gov.je	
Online location:	https://www.gov.je/Education/Schools/ChildsWelfare/pages/supportforanxietybasedschoolrefusal.aspx	
Overview of services offered at this time and how to access them:	<p>We are a small, nurturing support team for young people in Key Stages 3 and 4 who are beginning to feel unable to attend their mainstream school because of heightened levels of anxiety. Our students tend to withdraw from situations and internalize their feelings, as opposed to behaviourally acting out.</p> <p>We offer a consultation line, 10am-2pm every Wednesday (07797 822205).</p> <p>We also check-in with current students, parents/carers and school representatives daily.</p>	
Target audience:	Children	
	Young people	✓
	Adults	
Opening hours:	<p>If you have any queries, or would like to talk to consider some strategies to support anxiety/transition then feel free to contact our telephone Consultation line, 10am-2pm every Wednesday or otherwise email: lapasserelle@gov.je</p>	

Name of agency:	Liberate	
Main contact email for the community:	counselling@liberate.je	
Main telephone contact for professionals:	732230	
Online location:	www.liberate.je	
Overview of services offered at this time and how to access them:	<p>Free counselling service for anyone experiencing stress, anxiety, panic, depression, grief and other mental health issues due to the conditions imposed by the coronavirus crisis. Clients will be offered 3 sessions of one hour per week over video link or telephone.</p> <p>Details: www.liberate.je/counselling</p> <p>Access: email counselling@liberate.je or use the form on our website</p>	
Target audience:	Children	
	Young people	✓
	Adults	✓
Opening hours:	Variable to suit client	
Additional information:	<p>Once the current crisis situation has abated, Liberate will revert to its original counselling offering to anyone who is over 16 and needs counselling support, but will give priority to:</p> <ul style="list-style-type: none"> • those questioning their sexuality and/or sexual identity; • those questioning their gender identity and/or who are transgender/gender non-conforming; and, • those living with HIV or with a positive HIV diagnosis. <p>Clients will be offered 6 face-to-face sessions of one hour per week. The service will be means-tested.</p>	

Listening Lounge

Name of agency:	Listening Lounge	
Main contact telephone number for the community:	01534 866793	
Main telephone contact for professionals:	01534 866793	
Online location:	www.linc.ie/listeninglounge Facebook: @listeninglounge	
Overview of services offered at this time and how to access them:	Listening line (mental health helpline) by calling main number. Peer support – via listening line. Counselling – self refer to counselling services by completing self-referral form found on website, or call for more info Downloadable resources for managing change and distress along with other signposting information available on website	
Target audience:	Children	
	Young people	If over 18
	Adults	✓
Opening hours:	10am-10pm, 7 days a week	
Additional information:	Can also be contacted by email: info@listeninglounge.care We are still able to accept new referrals on a self referral basis with assessments and sessions offered via zoom or online conferencing.	

JERSEY REGISTERED CHARITY 46

**UPDATE ON SERVICES
17TH APRIL 2020**



www.mindjersey.org admin@mindjersey.org

FREEPHONE

0800 7359 404

8AM TO 8PM EVERYDAY



Our team is here to listen to your concerns and point you in the right direction.

FAMILY AND CARERS SERVICE

Mind Jersey offer a Carer Advocacy service which will help with communication between families and Carers and the mental health services whilst making sure your opinion and experience are being properly heard and anything you need to say does not get forgotten, missed or ignored.



Please call 07797 717767 or email s.mccrimmon@mindjersey.org

CHILDREN AND YOUNG PEOPLE



CYP Workers support over 60 young people aged between 7-24 who are experiencing mental health difficulties. This support is conducted through a variety of digital platforms. Assistance can also be given to parents with concerns for their children.



Youthful Minds aims to tackle the stigma associated with children and young people's mental health in Jersey. The Youthful Minds group meets weekly for 2 hours via Zoom.

PEER SUPPORT

Our peer support volunteers all have lived experience of various mental health conditions. The support that you receive will be based upon shared experiences, empathy and mutual agreement about what is helpful in the recovery journey. Our approach is always non-directive and recovery focussed.



MENTAL HEALTH COMMUNITY CHAMPIONS



Mental Health Community Champions Network is made up of volunteers trained by Mind Jersey and accredited by MHFA England. They are available to talk to you by phone or support you by email. They will listen non-judgementally to any of your concerns, signpost you to appropriate services or just be there to talk if you are struggling.

If you are a Mental Health First Aider and are using your skills during this crisis we can offer you advice and supervision or just the means to connect with other MHFA via mhfanetwork@mindjersey.org or our FB page MHFA Network Alumni

Training and Education

Online training is now conducted through Zoom. We can offer the MHFA Refresher course, Adult Half Day Mental Health First Aid and bespoke Awareness Sessions.



My Time for Young Carers (Jersey Youth Service)

My Time for Young Carers (Jersey Youth Service)

Name of agency:	My Time for Young Carers (Jersey Youth Service)	
Main contact telephone number for the community:	07797924674	
Main telephone contact for professionals:	07797924674	
Online location:	https://www.yes.je/Info/young-carers/	
Overview of services offered at this time and how to access them:	<p>We have adapted the way we are working, to support young carers during Covid-19. We are currently offering support to young carers based on their individual needs. This is mostly being provided remotely through phone calls and Zoom support groups, however additional/ alternative support can be considered where it is deemed appropriate and safe to do so.</p> <p>Support can be arranged by contacting the project by phone - 07797924674 or email – MyTime@JYS.JE</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	Monday – Friday	
Additional information:		

Name of agency:	NSPCC Jersey	
Main contact telephone number for the community:	01534 760800	
Main telephone contact for professionals:	01534 760800	
Online location:	42-44 Stopford Road, St Helier jerseyservicecentre@nspcc.org.uk	
Overview of services offered at this time and how to access them:	Letting the Future In Pregnancy in Mind Seeking Solutions School Service	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	9am to 5pm Mon -Fri	

Additional information:

NSPCC is still here for children and families, and we are continuously looking at a variety of approaches to continue to support children, young people and families in our local community.

Pregnancy in Mind (PIM) is designed to support mums and dads to-be who are at risk of, or experiencing mild to moderate anxiety and depression in the perinatal period. The programme aims to minimise the impact of anxiety and depression directly on parents themselves, and in this way support them in building a positive relationship with their unborn babies.

We are still taking referrals for our Pregnancy in Mind Service. The programme is delivered virtually using innovative technology. We are starting to engage parents-to-be for a May group and would welcome self-referrals from parents and referrals from professionals for future groups.

Letting the Future In (LTFI) is a therapeutic service for children and young people age 4 to 17, who have made a disclosure of sexual abuse. Many children and young people feel confused and upset by what has happened to them, so a wide range of approaches are used by the workers at the one to one sessions including talking, play and creative activities which gives children and young people an opportunity to explain how they are feeling. The service is designed to work with children, young people and the safe parent and or carer.

We are at present unable to accept referrals for our Letting the Future in Service following Government advice in relation to travel restrictions and social distancing. However, we are continuing to work with the majority of our cases weekly, and looking at innovative ways to use the technology available.

We can provide consultations to professionals if required.

Seeking Solutions offers children and young people, between 7 and 18 years old, help and support to deal with problems that are affecting their life, happiness or wellbeing. The service is led by the young person, working alongside their support network, where possible, to improve their confidence, skills and strengths, so they are better prepared to cope with any future problems. Seeking Solutions helps the child or young person to set their own goal(s) for the future.

We are now able to take new referrals for our Seeking Solutions Service. These will be virtual sessions until further notice.

Childline Schools Service

We've launched our **Speak out Stay safe** programme so that a generation of children have the knowledge and understanding they need to stay safe from abuse and neglect. With the help of our mascot Buddy, the programme provides child-friendly, interactive assemblies and workshops in all Channel Island primary schools, to help all children aged 4 - 11 learn essential safeguarding information in a lively, interactive and memorable way.

Our school service is currently on hold until further notice.

Helpline 0808 800 5000

Monday to Friday 8am – 10pm or 9am – 6pm at the weekends

<https://www.nspcc.org.uk/keeping-children-safe/our-services/nspcc-helpline/>

Childline 0800 1111

24 hours a day

Pregnancy in Mind—NSPCC

Name of agency:	Pregnancy In Mind-NSPCC	
Main contact telephone number for the community:	760800	
Main telephone contact for professionals:	760800	
Online location:	jerseyservicecentre@nspcc.org.uk	
Overview of services offered at this time and how to access them:	<p>The NSPCC Pregnancy in Mind service is for expectant mothers and fathers at risk of experiencing mild-moderate depression or anxiety during pregnancy. The Group is not appropriate for parents who would typically reach the threshold for being seen by a Community Mental Health Team (or an equivalent service). All referrals require the agreement of the parent being referred, and where possible, the referral should be discussed with their current allocated Midwife and GP.</p> <p>Women referred by Midwife at present.</p>	
Target audience:	Children	
	Young people	
	Adults	✓
Opening hours:		
Additional information:		

Psychology and Wellbeing Service

Name of agency:	Psychology and Wellbeing Service (PaWBS)	
Main contact telephone number for the community:	07797913411 (EP consultation line)	
Main telephone contact for professionals:	<p>Consultation lines for professionals are: Educational Psychology - 07797913411 Wellbeing Team – 07797916879 La Passerelle Team— 07797822205 Primary Mental Health Team - 07797913548</p>	
Online location:	www.gov.je	
Overview of services offered at this time and how to access them:	<p>We offer support to children, young people and their families and work closely with schools and education. Our goal is to offer advice and support regarding mental health, wellbeing, learning, social skills and much more. Existing consultation lines have been extended during the Covid-19 response, allowing anyone to call and chat about a query they may have regarding a child or young person's needs.</p> <p>We are able to offer regular check ins, with support and strategies offered. We can also help navigate education systems and signpost to other teams, offering discrete consultations when appropriate.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	<p>The EP, Wellbeing and La Passerelle consultation lines are open Monday – Friday, daily 10am – 2pm to anyone.</p> <p>The Primary Mental Health consultation line is available to professionals, every Wednesday 10am – 2pm. (If you are a parent/carer then please call the EP line for discussion.)</p> <p>For calls during school holidays please call The Hub (10534 519000).</p>	
Additional information:	<p>You can also gain access to any of the 4 teams within PaWBS by talking to a representative at school. Our main contact in all schools is the SENCo.</p> <p>The Wellbeing Team are particularly useful for support with Primary aged students and transition needs.</p> <p>The La Passerelle Team are particularly useful for support with secondary aged students, managing anxiety and transition needs.</p> <p>The Primary Mental Health Team focus on mental health and are often useful to access before CAMHS, or when thinking about making a referral to CAMHS.</p> <p>The Educational Psychology Team are useful for most ²⁸ queries, including support regarding learning.</p>	

SEMHit (Social, Emotional, Mental Health Inclusion Team)

SEMHit (Social, Emotional, Mental Health Inclusion Team)

Name of agency:	SEMHit (Social, Emotional, Mental Health Inclusion Team)	
Main contact telephone number for the community:	01534 449418	
Main telephone contact for professionals:	01534 449418	
Online location:	www.gov.je Jersey Government Website - CYPES	
Overview of services offered at this time and how to access them:	<p>The team works alongside primary and secondary schools across the island to provide advice, guidance and support on managing challenging behaviour.</p> <p>If you have any concerns about how your child is getting on in school you can contact your Class Teacher or Special Educational Needs Co-coordinator. They will be able to contact SEMHit for a discussion to talk through any concerns. Alternatively, you can also contact the team directly on their consultation line (01534 449418—open daily, 9am—3pm).</p> <p>Your permission and written consent will always be sought if SEMHit is going to become involved in supporting your child.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	
Opening hours:	Consultation line, open to anyone, is available between the hours of 9.00 – 3.00pm, Monday to Friday.	
Additional information:		

Silkworth Charity Group

Name of agency:	Silkworth Charity Group	
Main contact telephone number for the community:	729060	
Main telephone contact for professionals:	729060	
Online location:	www.Silkworthlodge.co.uk	
Overview of services offered at this time and how to access them:	Residential Drug/Alcohol Rehab Secondary Care Facility Community Day programme Family Programme Childrens Programme Teenager/Adolescent Programme Education programmes	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	24 hours a day 7 days per week	
Additional information:	By contacting us in the first instance, we can direct /assess the need of the client that is impacted by substance misuse as well as their families/significant others.	

Name of agency:	Skills Jersey	
Main contact telephone number for the community:	01534 - 449440	
Main telephone contact for professionals:	01534 - 449440	
Online location:	www.gov.je/skillsjersey	
Overview of services offered at this time and how to access them:	<p>Skills Jersey offers a wide range of services including:</p> <ul style="list-style-type: none"> • confidential and impartial careers guidance to people of all ages • links between schools, colleges, universities, industry and other education training providers • mentoring • apprenticeships • work placements • work shadowing schemes <p>Access the service through the above telephone number, Website shown above, or through our general email address shown below. E-mail: skillsjersey@gov.je</p>	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	9-5 pm. Monday-Friday.	
Additional information:	Careers Appointments can now be booked on line. www.gov.je/skillsjersey	

Visual Impairment Service

Name of agency:	Visual Impairment Service	
Main contact telephone number for the community:	449421, however it is best to e mail r.bull@gov.ie	
Main telephone contact for professionals:	449421, however it is best to e mail r.bull@gov.ie	
Online location:	www.gov.ie	
Overview of services offered at this time and how to access them:	<ul style="list-style-type: none"> Supporting practitioners & key workers to develop best practice through emails, or telephone contact Open Consultation to support staff and parents in joint problem solving for current caseload (named) Open Consultation to support staff and parents if a case unknown to the service gets referred into hub <p>Consultations may</p> <ol style="list-style-type: none"> 1. Include advising on possible strategies to meet pupils' needs with regards to a range of strategies to more effectively meet pupils identified need relating to Curriculum access 2. Support for parents to understand their child's visual needs in relation to education and advising on possible strategies that might help to provide consistency of approach whilst carrying out learning from home 3. Troubleshooting assistive technology issues <ul style="list-style-type: none"> Remote advice on transitions – advice to the school and/or to staff providing direct support for September 2020 cohort Signposting and liaising with other agencies where appropriate Remote advise for new referrals from Hospital Remote attendance at case conferences/multi-agency meetings/annual reviews etc. as appropriate Possible flexibility of staff going into settings to support those in settings 	
Target audience:	Children	✓
	Young people	✓
	Adults	✓
Opening hours:	Term time	
Additional information:		

Youth Enquiry Service (YES)

Youth Enquiry Service (YES)

Name of agency:	Youth Enquiry Service (YES)	
Main contact telephone number for the community:	01534 280530 Freephone 08007350010 Text/whatsapp 07797 778424	
Main telephone contact for professionals:	01534 280530 Email. yes@jys.ie	
Online location:	www.yes.ie	
Overview of services offered at this time and how to access them:	<p>YES are offering information, advice and counselling support to young people 25 & under. We are also happy to talk to any professional, family member, friends etc who may have concerns for someone and needs some advice and information and how we can support young people.</p> <p>YES staff are supporting through the phone/email/website.</p> <p>Counselling is now being carried out through whatsapp video/phone,</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>We can be contacted by phone: 01534 280530 Freephone: 08007350010 Text/whatsapp: 07797 778424 Email: yes@jys.ie Website: www.yes.ie</p> </div>	
Target audience:	Children	
	Young people	✓
	Adults – up to 25	✓
Opening hours:	7 days a week from 12 – 8pm	
Additional information:	<p>YES are here to support any young person who maybe struggling during this period. Staff can be a listening ear as well as having information of the charities/agencies on the island that can offer support. YES have a website full of information. There is a section on wellbeing where to go and what to do to look after oneself during this difficult time.</p>	

Name of agency:	YouMatter	
Main contact telephone number for the community:	07797969886	
Main telephone contact for professionals:	07797969886	
Online location:	www.youmatter.je	
Overview of services offered at this time and how to access them:	<p>The YouMatter team is currently working individually from home, but we are very much still here and keen to support children, young people and parents.</p> <p>We are posting on Twitter, Facebook and Instagram, all @youmatterje with tips and videos and we are always open to suggestions. We could hold online Q&A sessions, online videos around our key areas of work (see website) etc – email us at hello@youmatter.je or via one of our social media platforms or using the contact form on our website. We are liaising with schools in order to ascertain how we can best support learning from home in these challenging times. We have already started to produce recorded PSHE sessions for Primary schools and Secondary schools, with a view to covering various topics under our key areas of work.</p>	
Target audience:	Children	✓
	Young people	✓
	Adults (parents)	✓
Opening hours:	9:00 – 15:30. (during term time)	
Additional information:	Unfortunately we are unable to offer a one-to-one service at present, but hope to reopen our books in September, depending on advice and the situation at that time.	