

Right Service, Right Time:

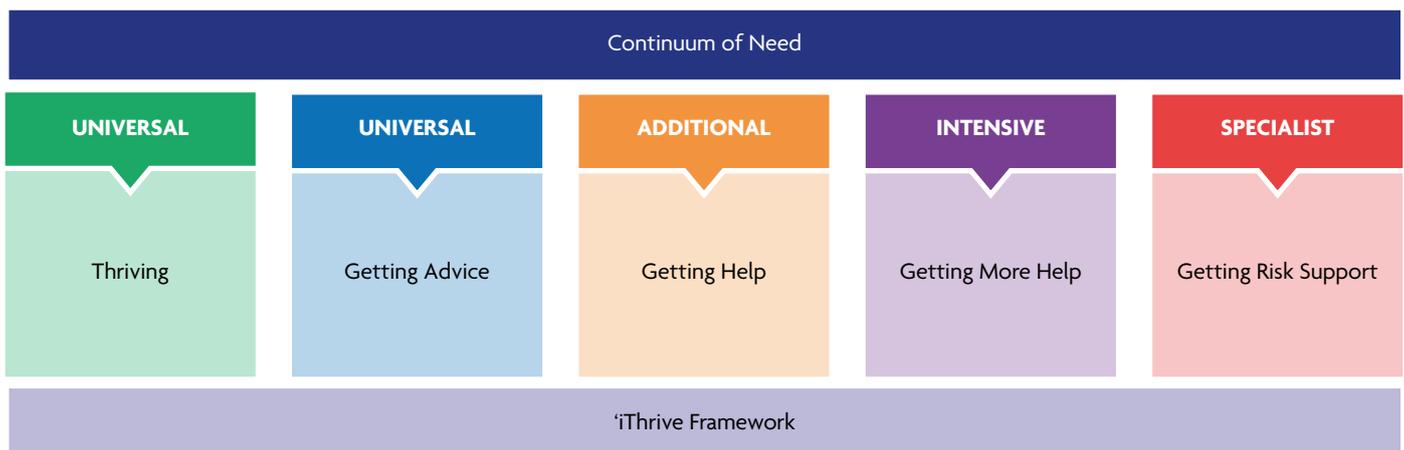
A Pathway for Supporting Children and Young People's Mental Health in North Somerset



Introduction

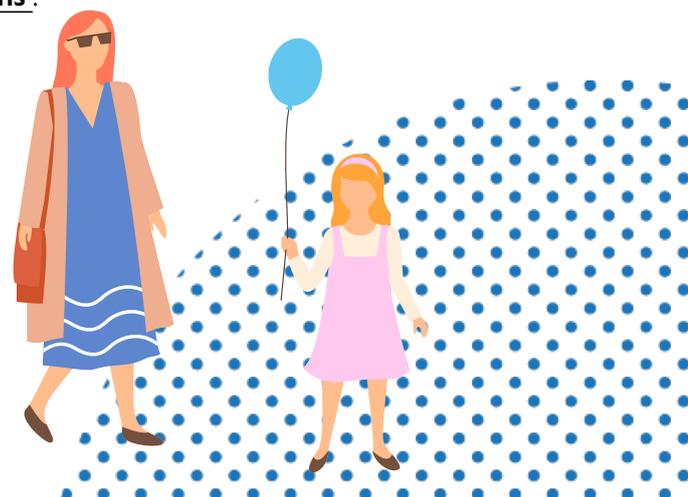
This pathway is designed to support professionals who work with children and young people in North Somerset to identify mental health issues as early as possible and support individuals and families with accessing the right support at the right time. It sits alongside our **Effective Support Document**, which is a guide to our local processes around child safeguarding, and our **Directory of Mental Health and Wellbeing Services for Children and Young People**. The directory provides more information about each service listed in this guide, as well as referral routes and contact information for each of them.

Early indicators for mental health difficulties can be hard to identify, but we know that support is most effective when it's offered early on. This guide helps you do that. It uses both the **iThrive Framework for System Change** and the Continuum of Need outlined in our **Effective Support** to contextualise support against national and local frameworks. The iThrive Framework is a person-centred, needs-led approach to delivering mental health services to children, young people, and their families that conceptualises need in five categories, placing emphasis on prevention and early intervention. By combining the iThrive Framework with our Continuum of Need, we establish five key stages of mental health support.



When organising support, the first step is to gather as much information as possible, including parents and carers in the process, to accurately assess which stage the child or young person is at. By considering factors like neurodiversity, trauma, familial difficulties, social inequality, and noticing their behaviour, we can make sure that children and young people are offered the right service at the right time based on their specific needs. Some of the services this guide refers to are specifically aimed at supporting parents, and you may also need to think about siblings in your holistic assessment of how to support the child or young person's wellbeing.

If you are looking for more information about specific mental health conditions and their treatment options, you can visit the Anna Freud guide **'Understanding Treatment Options'**.



This document should be used in combination with professional judgement to aid your decision making. For each stage, you will see guidance on steps that should be taken to support the child or young person and information about services that are available and appropriate at that point in their journey. This may well change over time, and you shouldn't be afraid to 'step up' to more intensive support or 'step down' to universal services if things change.

Almost all services referred to in this document are free of charge to the user. However, there are some that are offered at a low fee relative to typical market rates.

Where there is a cost associated with a service, it will be marked with an asterisk (*).

Please note that this document is not a definitive list of services. Some services listed here may have temporarily paused referrals or be operating waiting lists. Where services are no longer in commission, we will remove them from the document in its next review.

What to do in a crisis

If there is an emergency and risk of harm, dial 999 and ask for the police.

If you have an immediate child protection concern, please call 10275 888690.

For out of hours support, call the Emergency Duty Team on 01275 888690 or the police on 101

Anyone experiencing a mental health crisis or supporting someone in crisis can call the Avon and Wiltshire Mental Health Partnership NHS Trust crisis line: 0900 9531919



Universal Thriving

What's happening?

The child or young person is experiencing normal ups and downs, but they don't need targeted advice or support to address their mental health concerns. Children and young people at this stage should thrive within the support offered by their schools, family network, and community.

Nonetheless, children and young people in this stage will benefit from, and should expect to receive, prevention support that promotes strategies to maintain their mental wellbeing. For example, most schools offer pastoral programmes that give all children and young people the opportunity to develop their resilience.

What do I need to do?

All children and families should receive universal services such as healthcare, education, and access to social activities. Professionals should help families they're working with to access any universal services that would be supportive for them. Everyone who has a responsibility to care for the wellbeing of children and young people should continually assess the individual circumstances of those children and their families to understand whether they need more targeted support.

There will be children and young people in this group that are vulnerable to developing mental health issues due to factors like poverty, racism, sexuality, gender, and disability.

It is important to make sure that prevention and promotion strategies are sensitive to these particular experiences.

What services are available?

- [Advanced Parenting Programmes](#)
- [Children's Centres and Family Hubs](#)
- [Early years providers and schools](#)
- [GP and Health Visiting](#)
- [NSPCWT](#)
- [Mental Health Support Teams \(MHSTs\) whole-school approaches](#)
- [School Nursing](#)
- [Sexual Health Services](#)
- [Support for Young Carers](#)
- [North Somerset LGBT+ Forum](#)
- [The North Somerset Early Years and Families directory](#)
- [The North Somerset Mental Health and Wellbeing Online Directory of services](#)
- [Bridging the Gap Together](#)

Universal

Getting Advice

What's happening?

The child or young person may have mild or temporary difficulties with their mental health or have fluctuating or ongoing difficulties that they are currently self-managing. There is a need to share information that will help the individual and their family find the best way of supporting their mental health and wellbeing.

The child or young person might:

- have mild/temporary difficulties with mental health
- be self-managing ongoing difficulties
- have experienced a panic attack for the first time
- have an unexplained absence from school or another setting they usually attend
- be having friendship difficulties
- be struggling with a school transition
- be feeling things are 'too much'
- have recently experienced or be experiencing a traumatic event

What do I need to do?

At this stage, the child or young person can still benefit from support at the universal level such as signposting, self-management, and one-off contacts. After identifying a concern, you should:

- Hold discussions with those responsible for the care of the child, such as parents, carers, and guardians, to understand more about their situation and what might be contributing to any changes in the child's behaviour
- Talk to anyone in the child's school or educational setting who has already been involved with the child or young person's situation, for example a SENDCo, form tutor, head of year, or pastoral staff member, to see what's happened so far and what advice they can provide
- Assess which services might be appropriate to give advice without requiring a referral. **The North Somerset Mental Health and Wellbeing Directory of Services for Children and Young People** can help you to do this.



What services are available?

- AWP Patient Advice and Liaison Service (for current North Somerset CAMHS/LD patients)
- Advanced Parenting Programmes
- Bridging the Gap Together
- Better Health North Somerset Healthy Families
- Educational Psychology North Somerset
- GP
- Health Visiting
- Kooth (online support for 10-18 year-olds and 19-25 for SEND/Care Leavers)
- SEND Hub (Local Offer)
- North Somerset Front Door and Family Wellbeing Hubs (including Children's Centres and Early Help)
- North Somerset LGBT Forum
- North Somerset Parent Carers Working Together (for parents of children with SEND)
- School Nursing
- OTR (online advise and signposting to courses and workshops)
- Safe Link Support (support for victims of rape and sexual abuse)
- Self-Injury Support (women and girls)
- Somerset and Avon Rape and Sexual Abuse Support
- Substance Advice Service
- Support for Young Carers
- The Bridge Sexual Assault Referral Centre
- VitalMinds 24/7 Helpline (18-25 year-olds)
- Winston's Wish (bereavement support)
- Young Victims Service (support for children and young people affected by crime, anti-social behaviour, or domestic abuse)



Additional Getting Help

What's happening?

Difficulties with the child or young person's mental health now risk having a significant impact on them educationally and socially. If issues are ignored at this stage, they may get worse, so it is crucial to intervene as fast as possible.

The child or young person will need some targeted support to help them achieve specific goals.

The child or young person might:

- become disinterested in school and other activities
- have unusual stomach aches and headaches or feel tired
- become more isolated
- be feeling bullied or start to bully others
- be irritable or impatient
- be frequently sad or tearful
- engage in milder forms of self-harm, for example, scratching
- have problems with sleep
- be increasingly late or absent from school, with less than 80% attendance
- spend more time on the internet/social media, especially late at night
- be increasingly quiet and withdrawn
- change their eating habits
- be facing a family breakdown, bereavement, or a traumatic event



What do I need to do?

At this stage, the help offered should focus on providing evidence-informed and outcomes-focused intervention at the earliest indication of need to prevent escalating concerns. Professionals should do their best to access the extent of support services available at this stage but should remain attentive to the needs of the child or young person and 'step-up' to more targeted support if necessary. Before doing so, you should:

- talk to the family and consider carrying out an internal assessment to understand what the child's needs are and ensure they receive appropriate additional support. The child or young person's needs will be met primarily by one agency, with possible additional short-term intervention from another agency

- follow your own setting's assessment processes at this level. The assessment must be completed in collaboration with the parents/carers, and you can use this document and our Effective Support Document to guide you
- draw up an action plan and identify a Lead Professional to take responsibility for ensuring it happens. This will be the person who knows the child best
- complete any necessary referrals for the child or young person to access the service they need

If an assessment is refused and the needs of a child cannot be met by the family or the agency who identified the need, a **Request for Support Form** to The Front Door should be considered.



What services are available?

- 1625 Independent People*(16-25 year-olds at risk of homelessness)
- Consult (support for foster/adoptive carers)
- Cruse Bereavement Support
- Early Help
- Educational Psychology North Somerset
- Family Wellbeing Advanced Parenting Programmes
- GP
- In Charley's Memory* (counselling for 11+ year-olds)
- Junction 21 Mentoring and Advocacy Project (for 10-21 year olds)
- Kooth
- Love Squared (mental health and SEND support for children and young people with social, emotional, and mental health needs)
- MHAP (Mental Health Awareness Portishead) (for carers supporting the mental health of young people)
- MHSTs
- Mind in Somerset Online Peer Support Groups (separate groups for 11-17 and 18-24 year olds)
- NAOS* (intercultural therapy service)
- NSPCWT
- OTR
- Relate Avon* (family counselling)
- Safe Link Support (survivors of sexual abuse)
- Somerset and Avon Rape and Sexual Abuse Support (SARSAS)
- Substance Advice Service
- The Bridge, Sexual Assault Referral Centre
- The Green House (specialist therapy for children and young people impacted by sexual assault)
- The Jack Hazeldine Foundation* (mentoring, SEND support, 11therapies)
- VitalMinds (short-term therapies for 16+ year-olds)
- Wanted Not Wasted (counselling and mentoring for 5-18 year-olds living in Weston-super-Mare)
- Wellspring Counselling* (donations-based counselling for 11-18 year-olds)
- Winston's Wish (bereavement support)
- Young Victims Service (support for children and young people affected by crime, anti-social behaviour or domestic abuse)
- Youth Inclusion Support Project



Intensive

Getting More Help

What's happening?

Despite additional support via a single agency, or with short term intervention from an additional agency, the child or young person's mental health has not improved.

The child/young person has needs which require a holistic and coordinated approach and more intensive intervention and help. Without intervention there may be some risk of harm to themselves or others. The child will be unable to participate age appropriately in daily activities in at least one context (E.g. at school, at home, with peers)

The child or young person might:

- be in need of constant supervision
- no longer be managing self-care, and be experiencing distress daily
- be increasingly absent from school, with less than 60% attendance
- engage in substance abuse/risky sexual behaviours
- shut out family and friends, be increasingly isolated, stop leaving the house
- be unable to sleep till early hours, wake at night, or have disturbing dreams
- not be eating/overeating
- be self-harming and/or having thoughts of or attempts at suicide
- be facing family breakdown, bereavement or a traumatic event



What do I need to do?

- Carry out a family meeting to ensure the child receives the right support. In this meeting, you must agree a coordinated response, which will be detailed in an action plan that builds on previous plans where they exist
- You may need to work with a GP or other professionals to get the child or young person referred to the service they need
- If the child or young person meets the **North Somerset CAMHS/LD referral criteria** of experiencing severe, complex and enduring mental health difficulties, you may consider a referral to one of their services
- Depending on the nature of the child's needs, you can also consider if the child or young person would benefit from a referral to the Family Wellbeing team via The Front Door
- Access to this service can be made via a **Request for Support Form**, which will gather all of the relevant information concerning the child/family. Please complete this form and send to **childrens.frontdoor@n-somerset.gov.uk**
- The Front Door will decide on their response within 24 hours, based on the information supplied in the referral



What services are available?

- **1625 Independent People***(for young people who are homeless or at risk of becoming homeless)
- **North Somerset CAMHS Autism Intensive Service**
- **Early Help**
- **Educational Psychology North Somerset**
- **Family Wellbeing Advanced Parenting Programmes**
- **Harmful Sexual Behaviour Project - Youth Inclusion Support Project**
- **Keyworker Team (support to access services for young people with a learning disability and/or autism and their families)**
- **Love Squared (mental health and SEND support for children and young people with social, emotional, and mental health needs)**
- **Local Community CAMHS**
- **NAOS* (Intercultural therapy service)**
- **Somerset and Avon Rape and Sexual Abuse Support (SARSAS)**
- **Substance Advice Service**
- **The Bridge Foundation*** (in-depth psychotherapeutic support)
- **The Green House** (specialist therapy for children and young people impacted by sexual assault)

Specialist

Getting Risk Support

What's happening?

Children and young people in this group might have the same difficulties outlined in the previous two stages, but despite having been offered help, progress is not being made and they remain a risk to themselves or others.

The child or young person requires specialist/statutory integrated support. More than one agency is normally involved, with a co-ordinated multi-agency approach with a Lead Practitioner from a statutory role.

Statutory services include Police, Youth Justice Service, Children and Adolescent Mental Health Services, and Children's Social Care.

The child or young person might:

- routinely go into crisis
- no longer be attending school
- have issues with substance abuse or other risk-based behaviours that pose a serious threat of harm to themselves or others
- self-harm frequently or in particularly extreme ways
- be at risk of a family or caring situation completely breaking down
- try to harm others
- have a severe eating disorder that has become life-threatening
- Be at imminent risk of ending their own life



What do I need to do?

- Typically, at this point North Somerset CAMHS/ LD should be involved. If they are not, you will need to **make an urgent referral**
- If children and young people require specialist social work intervention a **Request for Support Form** needs to be completed. These could be children who require a social work assessment under Child in Need, or under the child protection procedures as there is reasonable cause to suspect they are suffering, or are likely to suffer, significant harm
- In situations where there is a clear need for Children's Social Care involvement but there are no concerns around immediate risk of harm, with consent of the family the referral will lead to an assessment of the child's needs and a social worker to be allocated. The social worker will carry out a Child and Family Assessment
- Where the Police, Youth Justice Service or CAMHS are taking the lead there may be no action for Children's Social Care

What services are available?

- **1625 Independent People***
(for young people who are homeless or at risk of homelessness)
- **CAMHS Intensive Outreach Teams**
- Children's Social Care
- Crisis support lines listed on **page 3**
- Inpatient Care
- Urgent Care and Assessment Team (support for 11-17 year olds with medium and high levels of vulnerability)
- **Youth Inclusion Support Project**

