

WHILE YOU'RE WAITING FOR MENTAL HEALTH SUPPORT

For children and young people up age 25

When you've been referred to one of Liverpool's mental health support partners, you and your family can access a range of support and tools whilst waiting for your initial appointment (often known as an 'assessment').

ONLINE

On the website [*liverpoolcamhs.com](https://liverpoolcamhs.com)

You'll find a range of information and self-help resources, including the Resilience Wall Framework.



We all have a role we can play in supporting and building your resilience.

This tool includes resources that can help you and your family set out a plan of action and make practical changes to your day-to-day life, building your resilience brick-by-brick.

[*Resilienceframework.co.uk](https://resilienceframework.co.uk)

Training and awareness opportunities

Our free and accessible training is available for parents and carers to improve their knowledge and understanding of mental health issues that may impact you.



[*liverpoolcamhs.com/professionals/training/](https://liverpoolcamhs.com/professionals/training/)



Kooth online support and counselling

Children and young people in Liverpool aged 10-25 have 24-hour access to self-help materials and resources. Direct support and counselling are also available during Mon-Fr 12-10 pm and Sat 6 pm-10 pm.

[*liverpoolcamhs.com/support/kooth-camhs-support/](https://liverpoolcamhs.com/support/kooth-camhs-support/)

TEXT

SHOUT is a free, confidential, 24/7 text message support service if you're feeling overwhelmed or struggling to cope.

Someone will work with you to take your next steps towards feeling better, helping with issues such as stress, anxiety and depression. They are here to talk at any time - day or night.

Text SHOUT to 85258.



TELEPHONE

There are some telephone-based support services you can access:

- Phone support for children and young people experiencing a mental health crisis can be accessed via NHS 111. **Call NHS 111** and select the mental health option.
- You can also access NHS 111 online via 111.nhs.uk. Anyone can call on your behalf if you can't make the call yourself.
- YPAS and Alder Hey teams will check in with you and your parents/carers while you're waiting for your initial appointment. If you or your parent/carer would like an update on the progress of your referral, you can call them:

YPAS Tel: 0151 707-1025

Alder Hey Tel: 0151 293 3662



FACE-TO-FACE

At YPAS - for children, young people, parents and carers:

- You can drop into the Central Hub if you need support, Information, Advice and Guidance (IAG) or help with your mental health support journey.
- Parents/carers can also get support in the hubs and attend coffee mornings in the hubs and within the community.

All three hubs are open Mon - Fri. Opening hours can be found at ypas.org.uk/contact-us/

- In the mental health hubs, you and members of your family can walk in to get support, therapy and ongoing referral to services, including advice on how to keep you safe if you are experiencing a mental health crisis.

The YPAS Walk-In Support Hub (WISH) support is available Mon-Fri in the central hub. Opening hours can be found on www.ypas.org.uk/ypas-walk-in-support-hub-is-here-for-you/

You can also book WISH services here >

<https://outlook.office365.com/book/WISHAppointmentSlots@ypas.org.uk/>

A&E - 24 hours a day, seven days a week.

- **Alder Hey** will see you if you're **under** the age of 16.
- **Liverpool University Hospitals Accident and Emergency Departments** (The Royal & Aintree) will see you if you're aged 16 and above.

You can also speak to whoever initially referred you to receive mental health support, for example, your school or your GP, for support.