

## COMPASS TALKING MATTERS

### OUR AIM

Compass Talking Matters is a unique service designed to support children and young people, their families, carers and education staff to improve and maintain good mental health and emotional wellbeing during the pandemic.

### ABOUT THE SERVICE

Compass is a national charity providing health and well-being services. In North East Lincolnshire we are the provider of the Mental Health Support Teams (MHSTs). Our role is to improve the mental health and wellbeing of children and young people aged 5-18 in schools and colleges across North East Lincolnshire ensuring children and young people have access to the right early help, in the right setting. Our skill mix team includes graduates, educators and well-being practitioners with a passion for working with children, young people and families to improve and maintain good mental health. For more information check out our website at:

<https://www.compass-uk.org/services/north-east-lincolnshire-mhsts>

### WHAT WE PROVIDE

Compass Talking Matters is a telephone support, advice and information service for children and young people, families and those concerned with the welfare of a child or young person who may need additional emotional support with worries, anxieties or stress as a result of the Pandemic. The service will provide a listening ear, and an opportunity to talk about concerns. We will also provide access to helpful advice and resources for children and young people to maintain good mental health and emotional wellbeing at a time when school, family and social routines are disrupted.

We will provide booked calls via WhatsApp talk or video or by phone with one or two practitioners available on the call.

### ACCESS TO COMPASS TALKING MATTERS

Talking Matters will be available as a telephone service Monday, Tuesday, Wednesday and Friday 10am - 4pm (excluding bank holidays) on a call-back basis. We provide call back only and cannot offer urgent or emergency responses. For immediate concerns regarding risk or safety of a child or young person as a result of mental or emotional health needs call 01472 256256 **option 3**.

Professionals concerned with the emotional wellbeing of a child or young person can request a service by telephone on 01472 494250 or email [compass.talkingmatters@nhs.net](mailto:compass.talkingmatters@nhs.net) and one of our team will call back to discuss the needs of the child or young person, consent to service and agree an appropriate response.

Alternatively professionals working with a child, young person or family who may benefit from this service may recommend that the service user call on 01472 494250 or email [compass.talkingmatters@nhs.net](mailto:compass.talkingmatters@nhs.net) providing a name and contact number and one of our practitioners will call back.

### CONFIDENTIALITY AND CONSENT

At Compass Talking Matters we provide a talking and listening service and we work to a strict code of confidentiality. That means the service is confidential and we will only share information with other people or services if the caller asks us to or if they disclose risk of harm to themselves or someone else. If we need to share information, we will discuss this with the caller.

We record limited information about the calls to our service. This will include caller name, age, school/college attended plus a summary of the things we discuss and the advice or information we provide. This information helps us to provide safe services, evaluate the effectiveness of our service and to plan future services. Callers will be asked to consent to the making and storage of information. This information is held securely and will only be used for these purposes.

For younger children or those who cannot give informed consent a parent or someone with parental responsibility will need to give consent for us to speak with them, but the service will still be confidential. We may record calls for training and quality monitoring, but all recordings are held securely and personal details are not shared.

### COMMENTS, QUESTIONS OR CONCERNS

We are always striving to improve our service through feedback so please follow the link below with any comments or complaints about your experience with Compass Talking Matters <https://www.compass-uk.org/about-us/comments-complaints/>

For more information or any questions please contact our office on 01472 494250

