

# Warrington Thrive: A Graduated Approach to Warrington's Emotional and Mental Health offer for Children and Young People – A guide for parents /carers

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Looking after your child or young person’s mental health, or your own mental health

Looking after a child or young person’s mental health

As parents and carers, there are lots of ways we can support our children to give them the best chance to stay mentally healthy. Encouraging and guiding a child to think about their own mental health and wellbeing are vital skills you can teach them from a young age. Visit [Every Mind Matters](#) for help and guidance with:



- 1. [Ways to support a child or young person](#)
- 2. [Signs a child is struggling](#)
- 3. [Looking after your own mental health](#)

Visit [happyoksad.org.uk](http://happyoksad.org.uk) or scan the QR code below to get the most appropriate mental health advice for you or a loved one.

Free resources relating to children and young people's mental health and wellbeing

Please view the “Looking after your mental health and wellbeing section” in the [I’m looking to improve my own or someone's health and wellbeing... | warrington.gov.uk](#) on Warrington’s Happy Ok Sad Website. Some are aimed directly at young people, others are designed for schools, parents and carers, or staff supporting young people.

- **The 5 ways to wellbeing** - Evidence suggest there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you or your child/ young person feel more positive and able to get the most out of life. Please visit <https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-me>
- **The Mental Health Foundation** aim to help people look after their mental health , prevent more serious problems from developing and help everyone live mentally healthy lives. The site has [publications/booklets](#) on different aspects of mental health and wellbeing e.g how to manage and reduce stress. Please visit [Looking after your mental health | Mental Health Foundation](#)
- **For information on self-help.** Please visit [Self-help - NHS \(www.nhs.uk\)](#)
- **Mind's website explains what mental wellbeing means, and gives tips to help you take care of your mental wellbeing.** There is also a range of booklets, which you can download free. [Mind | warrington.gov.uk](#)

How to start a conversation about someone’s wellbeing

Remember, there is **no perfect way** to start a conversation about someone’s wellbeing. Being **non-judgemental, kind and empathetic** is key and no one expects you to be an expert, nor do you need to be one to help someone who is experiencing negative mental health.

You will find information on how to start a conversation, by asking open questions here [Conversation starters](#)

Looking after your own mental health as a parent/carers

Parenting or caring for a child or young person can be tough at times. It’s important to look after your own mental wellbeing, as this will help you support yourself while you are supporting others.

Struggling with something or experiencing your own mental health problems does not make you a bad parent or carer. You must never feel like you have to cope on your own.

Warrington Borough Council’s website for mental health - [Happy? Ok? Sad?](#) has help and guidance for struggling parents/carers. **If you or someone you know is struggling with their mental health, know that you are not alone and there are places you can go to get help.**

Visit [happyoksad.org.uk](http://happyoksad.org.uk) or scan the QR code to get the most appropriate mental health advice for you or a loved one.

- The website includes local and national mental health advice and service information.
- You can view and search for the type of mental health support you are looking for via the [support directory](#)
- **For urgent mental health support visit [I need help right now.](#)**

Contact your local GP practice for support and information if you are concerned about your own or your child’s emotional health and wellbeing.

Please use the hyperlink to view a short Power Point Presentation to showcase the features of the Happy Ok Sad website <https://vimeo.com/882108412>



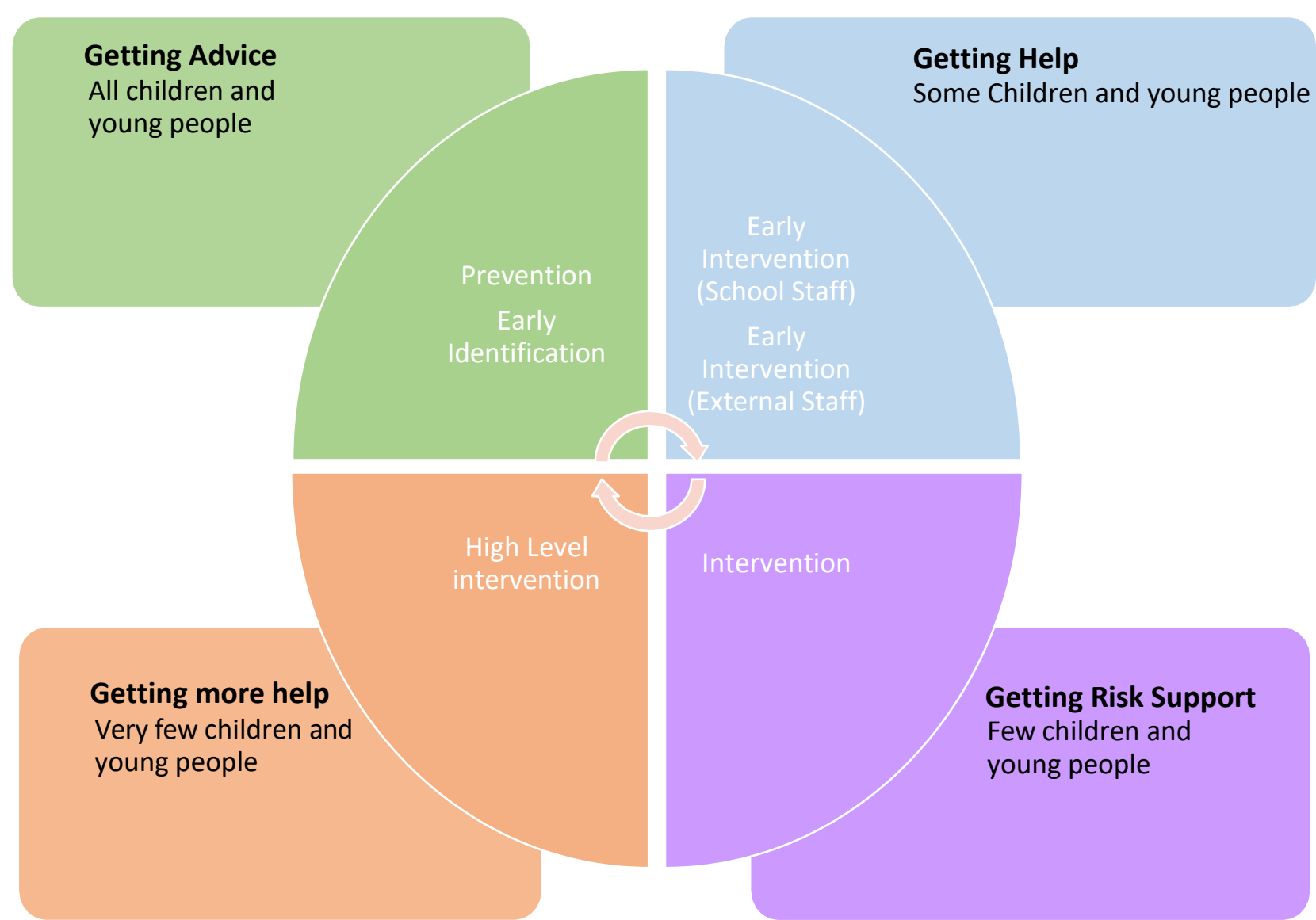
Happy? Ok? Sad?

The Mental Health website for Warrington



[www.happyoksad.org.uk](http://www.happyoksad.org.uk)

# Warrington Thrive: A Graduated Approach to Mental Health



The Warrington Thrive – A Graduated Approach to Mental Health document reaffirms the work that Education settings in Warrington are undertaking in partnership with partner agencies such as health, to offer a full range of services across the varying levels of emotional and mental health need.

Working with a range of partners, this Graduated Approach supports education providers to develop their own internal whole school/system approach to ensure that the emotional and mental health needs of children/young people, their families/carers and school staff are met in a graduated and planned way.

**Getting advice (Positive Mental Health)**  
This includes interventions that include information, advice, support, and signposting which is accessible to all children and young people. It’s about promoting positive mental health and wellbeing, self-care and building resilience. Please visit [support directory for children and young people](#) and you might also want to look at [Special educational needs and disability \(SEND\)](#)

**Getting help & advice (Early Help)**  
This refers to low intensity support and interventions at the earliest opportunity to support mild/moderate mental concerns. This support will be delivered from a range of agencies such Mental Health Support Teams, or the School Link Programme andC School Nurses, etc.

**Getting Risk Support (high level of specialist support)**  
This refers to emergency/urgent support for children, young people, and families/carers for example; in the case of sudden increase of risk to self or others. This can be accessed through the 24/7 Crisis Response offer.

**Getting more help (More specialist help)**  
This refers to support and interventions for children and young people who have more complex and enduring emotional or mental health needs, who generally require a more intensive intervention and perhaps a multi-disciplinary approach. This could include for example core community child and adolescent mental health (CAMHS), Social Care, Early Help, etc.

# Warrington’s Happy Ok Sad website and Warrington’s Thrive – Graduated Approach to Mental Health

Please visit **Warrington’s Happy Ok Sad mental health website** – for local and national mental health advice and service information [www.happyoksad.org.uk](http://www.happyoksad.org.uk)  
You can view and search for the type of mental health support you are looking for via the [support directory](#)  
**Most of the services listed below will have the hyperlink to Warrington’s Happy Ok Sad mental health website and will take you to the service’s website.**  
**For urgent mental health support visit [I need help right now](#)**

Getting Advice	Getting Help	Getting Risk Support	Getting more help
School staff-led early identification and intervention activities such as:	Early intervention from external agencies in school & outside such as:	Intervention from external agencies in school & outside such as:	High level intervention from external agencies such as:
<p><b>School</b> - internal support offered: Pastoral Support including ELSA. School employed mental health worker.</p> <p><a href="#">Warrington School Health / School Nursing Team</a> Each school has a named School Nurse who is supported by a team to promote health and emotional wellbeing in schools and in the community.</p> <p><a href="#">Warrington ChatHealth Text Service</a> ChatHealth – free confidential &amp; anonymous advice for young people aged 11-19, parents and carers 0-5 years and 5-19 years</p> <p><a href="#">Mental Health Support Team in Schools in Warrington</a> The Mental Health Support Team service provides direct mental health support to a range of primary and secondary schools in Warrington</p> <p><a href="#">Youth in Mind</a> delivered at Warrington Youth Zone, Youth in Mind is a free and discrete drop-in service for young people aged 7-19 (25 with SEND) who are experiencing problems relating to their emotional wellbeing</p> <p><a href="#">ADDvanced Solutions Community Network</a> ADDvanced Solutions Community Network encourages, supports and empowers the families of neurodiverse children and young people, who may also have specific learning difficulties or associated mental health needs</p> <p><a href="#">NSPCC   warrington.gov.uk</a> Recognising the signs that a child may be struggling with their mental health.</p> <p>Please go to <a href="#">Happy?OK?Sad</a> for suggestions on Self-Care and looking after your own / or someone’s wellbeing</p> <p>C&amp;YP can view a range of support via <a href="#">I’m a child or young person and I need help with...   warrington.gov.uk</a></p> <p>SHOUT is a free, confidential 24/7 text-based service. To start a conversation, you should text the word ‘Reach’ to 85258. <a href="#">REACH 85258   warrington.gov.uk</a></p>	<p><a href="#">Warrington School Health / School Nursing Team</a> The School Nursing Team offer secondary schools a weekly holistic drop in/appointment service. The service also provides support to young people experiencing a range of emotional health and wellbeing issues.</p> <p>The following two teams work across Warrington Schools and liaise to ensure easy access to the relevant service, schools can contact either service.</p> <p>Schools Link Mental Health Team (SLMHT) work with schools across Warrington and provide low level support and guidance for children with their mental well-being. <a href="mailto:SLMHT@culchethhigh.org.uk">SLMHT@culchethhigh.org.uk</a></p> <p><a href="#">Mental Health Support Team in Schools in Warrington</a> The MHST service is available for several Warrington primary and secondary schools. MHST referral to be made via allocated MHST worker within school.</p> <p><a href="#">Youth in Mind</a> Delivered at Warrington Youth Zone, Youth In Mind is a free and discrete drop-in service for young people aged 7-19 (up to 25 with SEND) who are experiencing problems relating to their emotional wellbeing. 7 days a week</p> <p><a href="#">Early help and SEND</a> Early Help services support families and professionals with advice, support and interventions.</p> <p><a href="#">Warrington youth service/ Young People Drug and Alcohol Service</a> Warrington Youth Service offer confidential support around drug and alcohol use to young people 11-19 (25 with SEND).</p> <p><a href="#">Kooth</a> Kooth.com is a free, safe and anonymous digital mental health service for young people 11-18.</p> <p><a href="#">Children's Community Medical Services in Warrington (bridgewater.nhs.uk)</a></p> <p><a href="#">Educational Psychology Service</a> Contact your GP, 111 or GP Out of Hours Service</p>	<p><a href="#">Child and Adolescent Mental Health Services (CAMHS)</a> or Tel: 01925 575 904 (9am-5pm, Mon-Fri)</p> <p><a href="#">CAMHS C&amp;YP Crisis Response Team</a> emergency service (24/7) via duty practitioner 01744 415640</p> <p><a href="#">Eating Disorder Service for Children and Young People</a> offers treatment and support for young people aged 8 to 18. Tel: 9am to 5pm, Monday to Friday (Excluding Bank Holidays) 0151 351 8610</p> <p><a href="#">Early Help and SEND</a> You can complete a MARS if you want to refer for an Early Help service or if you are worried about a child or young person who is vulnerable or at risk.</p> <p><a href="#">Warrington Safeguarding Partnerships - Thrive</a> Warrington Getting Rick Support Panel.</p> <p><a href="#">Children's Community Medical Services in Warrington (bridgewater.nhs.uk)</a> Community Paediatrics and Community Therapy Services Child development centre_</p> <p><b>Support services</b> Details of local and national support for people who need immediate help, can be found on the <a href="#">urgent help page</a> of the Happy OK Sad site.</p>	<p><a href="#">Child and Adolescent Mental Health Services (CAMHS)</a> or Tel: 01925 575 904 (9am-5pm, Mon-Fri)</p> <p><a href="#">CAMHS C&amp;YP Crisis Response Team</a> emergency service (24/7) via duty practitioner 01744 415640</p> <p><a href="#">Eating Disorder Service for Children and Young People</a> Tel: 9am to 5pm, Monday to Friday (Excluding Bank Holidays) 0151 351 8610</p> <p>Social Care/Early Help/MASH <a href="#">Early Help and SEND</a></p> <p><a href="#">PAPYRUS (Prevention of Young Suicide)</a> confidential support directly to people under the age of 35 who are experiencing thoughts of suicide through our helpline services HOPELINE UK 0800 068 4141. Please note: This service is not commissioned by Warrington ICB or Warrington Public Health</p> <p><a href="#">Amparo</a> offers support for anyone affected by suicide commissioned by CHAMPs – the Cheshire &amp; Merseyside public health collaborative.</p>



## Children and young people in crisis

This document provides a model based on a graduated response to identifying and meeting the emotional health and wellbeing needs of children and young people.

We do recognise however that children and young people can experience crisis points, and there may be isolated times where it is not appropriate or safe to follow this graduated approach, and a more immediate response is required.

Examples of this include: - If a child or young person informs you they have taken an overdose or made an attempt to end their life - If a child or young person informs you they have actual INTENT or a PLAN to end their life - If a child or young person appears to be in a highly distressed state due to experiencing altered perceptions, unusual or abnormal experiences such as hearing voices.

In these circumstances it would be appropriate to implement one of the following steps:

- If the child or young person reports an overdose/severe self-harm and appears physically unwell then an ambulance should be called.
- In the case of urgent risk support being required, the C&YP Crisis Response Team emergency service (24/7) via duty practitioner Tel: 01744 415640 can be contacted for guidance and support by families, young people, and professionals. Should a Young Person report having engaged in any significant physical harm to themselves, they should attend A+E for physical assessment.

If there is any uncertainty about the risk to a child or young person's mental health or safety [I need help right now | warrington.gov.uk](#)

## Suicide

**PAPYRUS (prevention of young suicide)** – Please note: This service is not commissioned by Warrington ICB or Warrington Public Health  
Suicide is the biggest killer of people under the age of 35 in the UK.

PAPYRUS provide confidential support directly to people under the age of 35 who are experiencing thoughts of suicide or anyone concerned about an individual struggling with thoughts of suicide through our helpline, HOPELINE247.

Trained suicide prevention advisers provide direct support via phone call, text, and email. We understand that supporting a young person with thoughts of suicide can be overwhelming and so we also provide a debrief service to those who need to talk about supporting someone.

HOPELINE247 can be contacted by:

Calling: 0800 068 4141

Texting: 07860 039 967

Emailing: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

HOPELINE247 is open 365 days a year, 24 hours a day.

Further information can be found on their website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

## Amparo

Amparo offers support for anyone affected by suicide in Cheshire & Merseyside. The service can provide support on a one-to-one basis, to family groups, groups of work colleagues. It is free and confidential service commissioned by CHAMPS – the Cheshire & Merseyside public health collaborative. [Amparo](#)

## For any children and young people who may need more immediate support or who are in crisis:

- **NHS Children & Young People Mental Health Service (CYPMHS) in Warrington:** 01925 575904 Monday to Friday 9am to 5pm
- **NHS Children & Young People Mental Health Service (CYPMHS) 'Crisis' Response Team for Warrington:** 01744 415640 (urgent support, 24/7)
- **NHS All age mental health Crisis line for Warrington:** 0800 051 1508 (urgent support, 24/7)
- **NHS:** 111 is the NHS non-emergency number. If you have a hearing problem, use the [NHS 111 British Sign Language \(BSL\) service](#)
- Contact your GP in hours, call 111 or GP Out of Hours
- In an emergency, you can also call **999** or attend **A&E**
- **Samaritans:** 116 123 or Helpline 08457 90 90 90 (UK)
- **Childline:** 0800 1111

## Information and advice for children and young people after a distressing or frightening event

For the first few weeks after experiencing a distressing, frightening or traumatic event, it is normal to notice a range of reactions. These are typical reactions after a traumatic event:

### Normal range of emotions

- Nightmares.
- Memories or pictures of the event unexpectedly popping into their mind.
- Feeling as if it is actually happening again.
- Playing or drawing about the event time and time again.
- Not wanting to think or talk about the event.
- Avoiding anything that might remind them of the event.
- Getting angry or upset more easily.
- Not being able to concentrate.
- Not being able to sleep.
- Being more jumpy and being on the lookout for danger.
- Becoming more clingy with parents or carers.
- Physical complaints such as stomach aches or headaches.
- Temporarily losing abilities (e.g. feeding and toileting).
- Problems at school.

### How to help your child

- Try to keep things as normal as possible: keeping to your usual routine and doing normal activities as much as you can, will help your child feel safer more quickly.
- Be available to talk to your child as and when they are ready. If it is difficult for you to do this, ask a trusted adult such as a family member or teacher to help.
- Try to help your child understand what has happened by giving a truthful explanation that is appropriate for their age. This may help reduce feelings of confusion, anger, sadness and fear. It can also help correct misunderstandings that might, for example, lead the child to feel that they are to blame. They can also help reassure the child /pupil or pupils that although bad things can happen, they don't need to be scared all the time.
- In the event of a death, particularly a traumatic one, it can be difficult to accept the reality of what has happened. It is important to be patient, simple and honest in response to questions about a death. Some children, for example, will seem to accept a death but then repeatedly ask when that person is coming back. It is important to be patient and clear when dealing with these questions: for example, it is better to say "John has died" than "John has gone on a journey".

If the above reactions last longer than four weeks it would be useful to use the Warrington Whole School Approach to Mental Health outlined on page 4.

### When should I seek more help?

Most people will notice the impacts of the event gradually normalising over the coming weeks. Experiencing waves of emotion for a little while is normal. It is recommended that you seek professional support for you or your child (for example speak to your GP, consider a self-referral to talking therapies) if one month after the event you are still experiencing the following difficulties:

- Feeling upset and fearful
- Finding it difficult to stop thinking about the incident
- Having nightmares
- Feeling more irritable
- Feeling more jumpy
- Struggling to work or look after your home and family
- Starting to have relationship difficulties
- Using drugs or drinking alcohol more than usual
- Acting very differently to before the trauma
- Struggling to enjoy life
- Feeling emotionally numb.

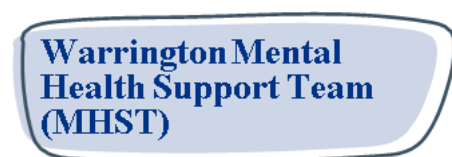
### Useful contacts - Urgent care or crisis freephone support

Warrington **0800 051 1508**

If you live outside these areas, please visit <https://www.nhs.uk/service-search/mental-health/find-anurgentmental-health-helpline>

**Local primary care psychological services (Talking Therapies)** <https://www.nhs.uk/servicesearch/mentalhealth/find-a-psychological-therapies-service/>  
*Information provided by Merseycare NHS Foundation Trust*

## What is bereavement?



Community and Mental Health Services

When someone dies it's normal for us to feel lots of different emotions, even if we didn't know the person that died particularly well.

We might feel sad, upset, numb, angry, confused, abandoned, scared, or worried. Sometimes in some circumstances we might feel a sense of relief, shame or even guilt.

We can feel all of these emotions at different times, or even some at the same time. It's important to know that these feelings are a normal part of grieving, and that even feeling none of the above or nothing at all can be normal too. There is no right or wrong way to feel.

Grief can affect us physically as well as emotionally. We may feel fatigued, or struggle sleeping, it can affect our appetite, trigger an anxiety response and/ or we may feel physical aches and pains in our body.

When we lose someone, often the people around us that we care about are also experiencing this loss too. It can be hard to know what to say, and watching those we care about grieving can be difficult and upsetting. It's okay not to know what to say or do, letting people know that you are there can often be enough.

Sometimes we can still see, hear the voice of, or sense the presence a person that we have lost nearby. This can happen when you aren't expecting it to, and while for some people this can feel like a comfort, for others it can be quite distressing. Some people may still think about the person who has died as still being alive, and it can then be painful when you 'remember' that they aren't. It's normal to have these experiences and it's our brains way of trying to process the loss and accept what has happened.

These feelings can sometimes feel so overwhelming, and when we feel emotions that intensely, it can feel like we might always feel this way, but it's important to remember that how we feel can and does change. While you may always miss someone that you have lost, over time you can learn to be better able to cope with these feelings of loss and find pleasure in your life and the things that you enjoy again.

If someone's death was traumatic, sudden, or violent you may relive some memories of this as 'flashbacks', nightmares or intrusive thoughts. This can happen if you were there and witnessed it, but it can also sometimes occur from hearing about what happened. It's normal for this to happen following a traumatic incident.

Although it can impact on our wellbeing. Grief is not a diagnosable mental health problem, it is a normal response to loss. While we may worry that a traumatic, sudden or violent loss may lead to Post Traumatic Stress Disorder (PTSD), most people do not go on to develop this.

## How to talk to children about death:

It can feel scary starting a conversation about death and loss with young people, and we can worry about upsetting them or them shutting us out. It can help to be honest about feeling unsure about what to say, reminding them that you are there for them, that you want to support them and that you are there to listen to them.

Giving children the time and space to talk and ask questions, and providing them with honest answers is a good first step. If someone they love died by suicide or homicide, it can feel hard to be honest, and we can worry that we may upset them further. It's understandable to want to protect them from any further distress, however death by suicide or homicide can quickly become public knowledge. The charity Winston's Wish advises that giving an honest explanation of the facts, in age-appropriate language will be the best form of support to help young people to express their emotions and process their thoughts and feelings ([www.winstonswish.org](http://www.winstonswish.org).)

For some people it can help to remember the person who died and this can be done in lots of different ways such as memory boxes, or jars, or story work. Ideas of activities that help young people to remember the life of those that they have lost can be found here; <https://www.winstonswish.org/activities/>.

There are lots of services that can provide bereavement support listed below.

### Support services for bereavement:

[www.childbereavementuk.org](http://www.childbereavementuk.org)  
[www.winstonswish.org](http://www.winstonswish.org)  
[www.supportaftersuicide.org.uk](http://www.supportaftersuicide.org.uk)  
[www.griefencounter.org.uk](http://www.griefencounter.org.uk)  
[www.cruse.org.uk](http://www.cruse.org.uk)

Information provided by Merseycare NHS Foundation Trust