



Anyone worried about a child or young person's mental health can call Speak CAMHS:

0800 328 4444, Option 2

Hammersmith & Fulham Children and Young People Professionals - Social, Emotional and Mental Health System Navigation Handbook

24/01/25

This document has been designed for professionals working with children, young people and families in Hammersmith & Fulham, to provide a comprehensive overview of social, emotional and mental health services available and appropriate referral pathways.

Please submit updates and amendments to: hannah.parrott@lbhf.gov.uk

Check for updates to this document by downloading the most recent version from: <https://www.lbhf.gov.uk/CYPSEMHHandbook>

At-a-Glance Icons



The service provides a 24/7 response, though out-of-hours provision may differ from peak times



The service is primarily delivered online



The service is primarily accessed and/or delivered through schools or other educational settings



Children, young people, parents and carers can contact the service directly, without a professional referral



The service provides specialist support for older children and young people transitioning into adulthood



The service provides specialist support for young people with ASD.



The service provides specialist support for young people with learning disabilities.



The service provides specialist support for young people with ASD, learning disabilities, or both.



The service provides specialist support for young people with eating disorders.



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Child and adolescent emotional wellbeing and mental health services have historically been organised via the 'Tiered System'. This has often led to young people and families being referred to multiple services, falling through the 'gaps', and not referred quickly to the right service. To address these difficulties, the Tiered System is being replaced by the 'iThrive' model, which is organised via the young person's intensity of need, with services fitting around these changing needs. This is a system-wide transformation and will take Hammersmith & Fulham some time to implement fully. The iThrive model has segments of care: Thriving, Getting Advice, Information and Support; Getting Help, Getting More Help and Getting Risk Support.

Please see below for services in Hammersmith and Fulham organised around these segments of care:

1 - GETTING ADVICE, SUPPORT AND INFORMATION3

Advice and signposting for those with mild or temporary difficulties, or those with fluctuating or ongoing severe difficulties who are managing their own health and/or on the road to recovery.

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2 - GETTING HELP (COMMUNITY SERVICES)21

For those who would benefit from focused, evidence-based help and support with clear aims, and criteria for assessing whether these aims have been achieved.

3 - GETTING MORE HELP (SPECIALIST SERVICES)38

For those who need more extensive intervention and specialised goals-based help, such as those with a range of overlapping needs or those unable to participate appropriately in everyday activities in at least one context.

4 - GETTING RISK SUPPORT (HIGHLY SPECIALIST SERVICES)44

For those who remain a significant concern and risk despite extensive input.

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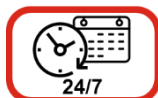
Speak CAMHS: 0800 328 4444, Option 2

1 - GETTING ADVICE, SUPPORT AND INFORMATION

1a - Local Services

1.01 Speak CAMHS

What they do: A new specialist helpline available for anyone to discuss mental health concerns about a child or young person under 18 years old living in Hammersmith & Fulham. The helpline is run by **2.04 CAMHS**. The purpose of the helpline is to avoid and de-escalate periods of crisis for children and young people, therefore reducing visits to emergency departments and avoiding admissions to psychiatric hospital.



Who they see: ✓ The helpline is available to anyone including children and young people, their families, carers, CAMHS colleagues and other professionals such as GPs, social workers and teachers.

Contact them: **0800 328 4444** and choose **Option 2** for CAMHS.

The helpline is open:
Monday to Friday from 8am to 11pm
Weekends and Bank holidays from midday to 8pm

Outside these hours, crisis calls will be passed to an out of hours CAMHS professional. If they're not available to talk straight away, you can arrange a call back.

1.02 Kooth

What they do: Kooth is an online mental health and wellbeing platform available on any internet browser, providing free text-based professional counselling, peer-to-peer support, and self-help with articles, goal setting, and journal.



Works closely with existing mental health services to complement the service offer, signposting to children's services such as GPs and **2.04 CAMHS** when needed.

Who they see: ✓ Kooth provides support to all children and young people aged 11-25 who need advice and signposting, support, ongoing help, or immediate risk support.



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- ✓ Children and young people can self-refer, with no thresholds to access the service, and no waiting lists.

Contact them: Join at: <https://www.kooth.com>

Parents and Carers: parents@kooth.com

Safeguarding contact: safeguarding@kooth.com

1.03 West London Action for Children

What they do: Provides free, professional, independent and confidential therapy and counselling to families in receipt of Universal Credit.



- School-based, 1:1 or group counselling for children and young people.
- Individual counselling and therapy for parents, parenting groups/courses including parenting group for Dads, family therapy and stay and play for under-fives and their parents

Who they see: ✓ Children and young people aged 18 or under, with families on low income and resident in Hammersmith and Fulham or Kensington and Chelsea.

- ✓ Clients can be referred by a professional or can self-refer.

Contact them: 15 Gertrude Street,
London SW10 0JN

020 735 21155 / 07525 781373

The service is open from:

Monday: 9am – 6pm
Tuesday: 9am – 6pm
Wednesday: 9am – 7pm
Thursday: 9am – 7pm
Friday: 9am – 4pm

team@wlaac.org.uk

1.04 Turning Point

What they do: Resilience programme, substance misuse and sexual health services which offer:

- One-to-one support sessions and group sessions.



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- Workshops in school, college or youth clubs on all aspects of sexual health, contraception, relationships, drugs and alcohol.
- Support for Relationship Sex Education
- Support for low level mental health
- Social media awareness and online protection
- Sexual health drop-in every Wednesday, 3-6pm

Who they see:

- ✓ Young people under 25 who need support with their drug and alcohol use, mental health, offending behaviour, unemployment issues and people with a learning disability.
- ✓ Accepts self-referral and referral by professionals including social care, health, schools, voluntary and community sector youth services

Contact them: White City Community Centre,
India Way,
White City,
London W12 7QT

0330 303 8080

[Click here to access the online referral form](#)

resilience@turning-point.co.uk

1.05 Special Educational Needs and Disabilities Information Advice and Support Service (SENDIASS)

What they do: Free, impartial, confidential information, advice and support about special educational needs and disabilities (SEND) for children and young people up to age 25, and their parents and carers.



Who they see:

- ✓ For children and young people aged 0-25 years with Special Educational Needs and/or Disabilities (SEND) and their parent/carers who are normally resident in Hammersmith and Fulham or are registered with a Hammersmith & Fulham GP practice for health-related issues.



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- ✓ The service also supports families whose children and young people are excluded from school, or at threat of exclusion.

Contact them: 141-143 King Street,
Hammersmith,
London W6 9JG

020 3886 1582, Monday – Friday, 9am – 5pm
info@hfsendiass.org.uk

<https://www.hfsendiass.org.uk>

1.06 Active Successful Engagement (ASÉ)

What they do: ASÉ are committed to providing early help and intervention to children and families within Hammersmith and Fulham through tailored one-to-one or group mentoring support to empower young people, build confidence and self-esteem. ASÉ i-Matter Programme offers holistic mentoring to children, young people and adults in Hammersmith and Fulham.

Who they see:

- ✓ Available to young people aged 13-18 years old (up to 25 years with SEND).
- ✓ They must give their consent and be interested in being mentored.
- ✓ They must live in London Borough of Hammersmith and Fulham.

Most referrals are made by **2.05 Early Help** and the **H&F Leaving Care service**

Contact them: **020 3143 0209**
info@asecic.org.uk

[Please click here to access the online referral form](#)

1.07 Family Hub- Stephen Wiltshire Centre

What they do: The Family Hub Stephen Wiltshire Centre is a specialist centre for children and young people (0 to 18 years) with special educational needs and disabilities (SEND) and their families.



They offer:

- information, advice and support, related to SEND. questions/queries every Tuesday (term time) 10am-2pm with a Family Navigator.
- drop-ins and group sessions delivered in partnership with local services and agencies.
- fully accessible building and toilets.
- services that support families to meet professionals and peers.



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- a range of other services, including meeting the Short Breaks Review Team and an integrated keyworker.
- short breaks including specialist disability after-school clubs, weekend and holiday play schemes.

Who they see:

- ✓ If you are a H&F resident and your child is under age 18 and has a disability, you may be able to use the core offer without an assessment.
- ✓ The offer from Stephen Wiltshire centre is 6 days during the 13 weeks of school holidays, and one after school club every other week.

Contact them: Family Hub Stephen Wiltshire Centre
Queensmill Road,
London SW6 6JR

0208 753 4443
familyhubs@lbhf.gov.uk

The Stephen Wiltshire Centre operates a duty phone line between the hours of 9am - 3pm, Monday to Friday. The Duty line is available for all Short Breaks enquiries and general support and signposting.

1.08 Family Hubs – Old Oak and Tudor Rose

What they do: Family Hubs provide a range of family activities and support for young people (0 to 18 years) and their carers. Family Hub Old Oak Community Centre hosts and offers:



- Harrow Youth Club
- IT classes
- baby massage
- community football sessions

Family Hub Tudor Rose Community Centre hosts and offers:

- Learn and play sessions
- Baby massage
- Bingo
- Employment and housing advice
- Councillor surgeries

You need to register with a Family Hub before you can use any of their services or attend an activity or session.



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Who they see: ✓ If you are an H&F resident and your child is under age 18, you can register with either or both hubs to access their services and sessions.

Contact them: Family Hub Old Oak Community Centre
76 Braybrook Street
White City
W12 0AP

Family Hub Tudor Rose Community Centre
Tudor Rose Building, Fulham Court
London
SW6 5PG

[Click here to fill in the Family Hub online registration form](#)

020 8753 6070
familyhubs@lbhf.gov.uk

1.09 Best For You

What they do: Best For You exists to make it easier for young people and their families to access mental health support that's right for them. It includes information about mental health, digital tools for people across the UK, and innovative mental health services for young people in North West London.



Who they see: ✓ Available to all children and young people who need advice and signposting.

Contact them: <https://bestforyou.org.uk>

Text NATTER to 85258 to access free, 24/7 text support. Your text will be answered by trained volunteers and it's confidential unless they're concerned about your safety.

1.10 Centre for ADHD & Autism Support – CAAS

What they do: A Harrow-based registered charity that supports, educates and empowers individuals diagnosed with ADHD or autism, their families, and the community.



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ASD



While their Youth and Family Services are currently restricted to residents of Hillingdon, Harrow and Brent, they offer a monthly online 'Thinking About Adulthood' forum for young autistic people from across North West London including Hammersmith and Fulham. These sessions provide a safe place to explore, ask important questions, and work through any worries about 'growing up' and what 'being an adult' means.

Who they see: The 'Thinking About Adulthood' online forum is open to young autistic people aged 14 to 19 without a co-occurring learning disability, who are resident in North West London.

Attendees need to complete a registration form with the CAAS Adults team, contactable via the email address below.

Contact them: 269 Field End Road,
Eastcote, HA4 9XA

020 8429 1552

General enquires: enquiries@adhdandautism.org

Adults team: adults@adhdandautism.org

CAAS also have an 0300 number that you can use instead of the numbers above, if you prefer: **0300 102 1392**. This may be cheaper to call on some phone plans – please check your network provider for more information.

<https://adhdandautism.org>

1.11 Mind Wellbeing Advice Service

What they do: Provides practical one-to-one wellbeing support to sixth form and college students. This early intervention service has been specially designed to support young people through periods of transition and change.



The service provides one to one support via face to face, email and telephone contact.

Who they see: 16 to 25 year olds who are at schools, colleges and youth organisations in Hammersmith, Fulham, Ealing and Hounslow.



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Contact them: wellbeingteam@hfehmind.org.uk

1b - National Support

1.12 The Mix

What they do: UK based charity providing free, confidential support for young people under 25 via online, social and mobile. Including discussion boards, group chat service and focused support with trained team by phone, webchat, email, messenger and one-to-one chat counselling services.



Who they see: ✓ Providing support to all children and young people under 25 who need advice and signposting

Contact them: <https://www.themix.org.uk>

0808 808 4994 4pm to 11pm, daily

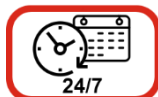
Crisis messenger: text **THEMIX** to **85258**

Contact form: <https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

Counselling service: <https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service>

1.13 Shout

What they do: Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone struggling to cope.



Trained volunteers take conversations with texters, to listen and support. Conversations are overseen by trained Supervisors who give real-time support and monitor conversations 24/7. Clinical supervisors can escalate texters to the emergency services via a direct line if they are deemed at imminent risk.

Who they see: ✓ Support available to all young people who are struggling to cope.



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- ✓ Includes concerns relating to anxiety, stress, depression, suicide or anyone overwhelmed and needing immediate support.

Contact them: Text **SHOUT** to **85258**

<https://giveusashout.org>

1.14 Papyrus

What they do: National charity dedicated to the prevention of young suicide. Provides confidential support and advice to young people under 35 struggling with thoughts of suicide, and anyone worried about a young person through helpline, HOPELINE247.



Engage communities and volunteers in suicide prevention projects and deliver training programmes to individuals and groups

Who they see: ✓ Support available to all young people struggling with thoughts of suicide, and anyone worried about a young person

Contact them: **0800 068 4141** 24 Hours, 7 days a week (Weekends and Bank Holidays included)

Text: **88247pat@papyrus-uk.org**

1.15 Mind

What they do: Advice and support to empower anyone experiencing a mental health problem including signposting to emergency advice, crisis resources toolkit and confidential information hotlines



Who they see: ✓ Providing support to all children and young people who need advice and signposting

Contact them: <https://www.mind.org.uk>

0300 123 3393 9am to 6pm, Monday to Friday

info@mind.org.uk

1.16 Beat

What they do: UK eating disorder charity with mission to end the pain and suffering caused by eating disorders.



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ED



National helpline to encourage and empower people to get help quickly, to provide the greatest chance of recovery. Available online or by phone to support people to take positive steps towards recovery.

Also support families and friends, equipping them with essential skills and advice, so they can help their loved ones recover whilst also looking after their own mental health.

Who they see: ✓ Support available to all young people struggling with eating disorders

Contact them: <https://www.beateatingdisorders.org.uk>

0800 801 0677 3pm– 8pm, Monday to Friday
help@beateatingdisorders.org.uk

1.17 Grief Encounter

What they do: Work with individuals, families, schools and professionals to offer support following the death of someone close. Services include one to one counselling, group workshops, art, music and drama therapy, residential days, national free helpline called 'grief talk' offering webchat services also, bespoke support for schools, universities and colleges, trauma team for support following sudden or traumatic bereavement.



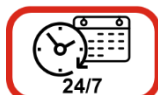
Who they see: ✓ Providing support to all children and young people who need advice and support relating to bereavement

Contact them: <https://www.griefencounter.org.uk>

0808 802 0111 9:30am-3pm, Monday to Friday
griefftalk@griefencounter.org.uk

1.18 Childline

What they do: Free, private and confidential service to help anyone under 19 in the UK with any issue they're going through, delivered by trained counsellors by phone, email or 1:1 chat.



Who they see: ✓ Providing support to all children and young people who need advice and signposting



Speak CAMHS: 0800 328 4444, Option 2

Contact them: 0800 1111

1-2-1 counsellor online chat function: <https://www.childline.org.uk/get-support/1-2-1-counsellor-chat>

Send an email by creating an account at <https://www.childline.org.uk>

1.19 Good Thinking

What they do: Free, private and confidential service to help anyone under 19 in the UK with any issue they're going through delivered by trained counsellors by phone, email or 1:1 chat.

Who they see: ✓ Providing support to all children and young people who need advice and signposting

Contact them: <https://www.good-thinking.uk>

1.20 Samaritans

What they do: Support for people experiencing suicidal thoughts or struggling to cope.



Who they see: ✓ Providing support to anyone in need of advice and signposting as well as offering support if someone is concerned about someone else

Contact them: Tel: 116 123

jo@samaritans.org

Self Help App: <https://selfhelp.samaritans.org>

Write a letter: **Freepost SAMARITANS LETTERS**

1.21 Autistica

What they do: A resource document with information on how to support CYP with autism who may be thinking about suicide.

ASD



Speak CAMHS: 0800 328 4444, Option 2

Who they see:	<ul style="list-style-type: none"> ✓ This document aims to help those working in mental health and crisis services, to support young autistic people experiencing a mental health crisis. ✓ This resource explains the context of mental health challenges and suicidality in relation to autism. It highlights barriers to accessing services for autistic people and suggests adaptations that should be made to make services more accessible and inclusive.
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Contact them:	<p>✗ This is an information resource, not a contactable service.</p> <p>https://www.autistica.org.uk/downloads/files/Crisis-resource-2020.pdf</p>
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1.22 Padlet Epic Autism Resources

What they do:	An interactive autism resources padlet created to host a collection of autism related images, videos, resources and more.
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ASD

Who they see:	<ul style="list-style-type: none"> ✓ This document aims to help those working in mental health and crisis services, to support young autistic people through collating support and information resources.
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Contact them:	<p>✗ This is an information resource, not a contactable service.</p> <p>https://padlet.com/spectrumgaming/epic-autism-resources-e9k3m18miqwg1w</p>
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1.23 Women and Girls Network – Young Women’s Service

What they do:	WGN Young Women’s Service provides free, safe and confidential services to Young Women affected by or at risk of any forms of violence or abuse. They offer one-to-one support, group work, counselling and Young Women’s Voice – an Experts by Experience group.
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Who they see:	<ul style="list-style-type: none"> ✓ Self-identified girls and women ✓ Aged 11-18 (up to 21 for Care Leavers, under 13s must have parent/carer consent) ✓ Living, studying, or working in West London
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Contact them:	<p>ywa@wgn.org.uk</p> <p>Advice Line: 0808 801 0660</p>
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Speak CAMHS: 0800 328 4444, Option 2

Monday-Friday: 10am-4pm and late evening Wednesday 6pm-9pm
For advice, information and support call our advice line or email advice@wgn.org.uk

London Survivors Gateway: 0808 801 0860

Monday-Friday: 10am–4pm

For information and support for women and men who have experienced any form of sexual violence.

Sexual Violence Helpline: 0808 801 0770

Monday-Friday: 10am-12.30pm & 2.30pm-4pm and Wednesday: 6pm-9pm

For emotional support and a safe space to talk.

1.24 SurvivorsUK

What they do: Support for men, boys and non-binary people aged 13+ who have experienced unwanted sexual activity.

SurvivorsUK provides a confidential national helpline via webchat or SMS. They offer group work services across the UK, and counselling in person, over the phone, by online chat or by WhatsApp to people residing in any London Borough

Who they see:

- ✓ Male and non-binary young people aged 13+
- ✓ Counselling service: residing in any London Borough
- ✓ Accepts self-referrals

Contact them: <https://www.survivorsuk.org/young-people>

SMS helpline: **020 3322 1860** Monday to Sunday, 12:00-20:00

To access the service's webchat please click here

Counselling enquiries: **020 3598 3898** or admin@survivorsuk.org
Group work enquiries: groupwork@survivorsuk.org

1.25 IKWRO Women's Rights Organisation

What they do: IKWRO provides advice and support to Middle Eastern, North African and Afghan women and girls living in the UK, who have experienced gender-based abuse. They provide counselling in English, Arabic, Kurdish, Farsi and Dari, for up to 20 sessions.



Speak CAMHS: 0800 328 4444, Option 2



Who they see:

- ✓ Women and girls aged 14+ of Middle Eastern, North African and Afghan origin.
- ✓ Experience of any form of gender based violence.
- ✓ Accepts self-referrals and professional referral

Contact them: <https://ikwro.org.uk/counselling/>

counselling@ikwro.org.uk

020 7920 6460 Monday to Friday, 09:30-17:30

For out-of-hours emergencies call:
Kurdish / Arabic/ English: **07846 275246**
Farsi / Dari / English: **07846 310157**

[Click here to download the referral form](#)

1.26 Stem4

What they do: Stem4 is a charity that aims to improve teenage mental health by stemming commonly occurring mental health issues at an early stage.



Their website offers information and resources aimed at young people, including free iOS/Android mental health apps.



Additionally, they offer “Head Ed”, free teaching resource covering the mental health aspects of secondary school Personal, Social, Health and Economic Education (PSHE) including stress, anxiety, depression and resilience.

Who they see: ✓ Any young person who needs advice and signposting

Contact them: <https://stem4.org.uk/>

1.27 Anna Freud Centre – On My Mind

What they do: Free digital resources designed for use by children and young people between the ages of 10–25. These may be young people who are thinking about looking for support, who may be receiving or waiting to receive support or for those the traditional offer does not appeal to or has not worked for and who want help and information about self-managing their own mental health and wellbeing.





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Co-produced with young people to help other young people, the sites key goals are:

- To make sure that no young person should feel like they have nowhere to turn when experiencing problems with their mental health and wellbeing
- To make mental health treatment and support transparent and easy to understand for young people
- To promote choice and shared decision making by empowering young people voice's in their own treatment.

Who they see: ✓ Any young person who needs advice and signposting

Contact them: <https://www.annafreud.org/on-my-mind/>

1.28 Mermaids UK

What they do: Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professional involved in their care.



They offer helplines, moderated online forums, local and online support groups and training for professionals, aimed at relieving the mental and emotional stress of gender-diverse children.

Who they see:

- ✓ Transgender, nonbinary and gender-diverse children and young people up to their 20th birthday
- ✓ Families of eligible children and young people
- ✓ Professionals involved with eligible children and young people

Contact them: <https://mermaidsuk.org.uk>
Web Chat open Monday to Friday, 13:00-20:30

Helpline: 0808 801 0400 Monday to Friday, 13:00-20:30
Text chat: Text "MERMAIDS" to **85258** at any time (run by Shout)

1.29 The National Autistic Society

What they do: The National Autistic Society website provides advice and guidance on a wide range of topics related to autism, plus a searchable directory of local and national services relevant to autistic people, their families and the professionals who work with them.





Speak CAMHS: 0800 328 4444, Option 2

Who they see: ✓ Anyone looking for information and resources about autism

Contact them: <https://www.autism.org.uk/>

1.30 Galop

What they do: Galop provides free, confidential and independent support for LGBT+ young people aged 13 to 25, who are experiencing or worried about abuse or violence.



Who they see:

- ✓ Lesbian, gay, bi, pan, queer, ace, aro, trans, non-binary, genderqueer, gender fluid and intersex young people, plus young people who aren't sure about their identity.
- ✓ Aged 13 to 25
- ✓ Experiencing or worried about abuse or violence
- ✓ Accepts self-referral or professional referrals

Contact them: <https://galop.org.uk/get-help/children-young-people/>

0800 999 5428

Monday – 9:15am to 8pm

Tuesday – 9:15am to 8pm

Wednesday – 9:15am to 4:30pm

Thursday – 9:15am to 4:30pm

Friday – 9:15am to 4:30pm

Closed on weekends

The helpline will close for 1 hour each day at 1pm and open again at 2pm.

help@galop.org.uk

[Click here to make a referral](#)

1.31 Muslim Youth Helpline

What they do: A national service offering faith and culturally sensitive non-judgmental support to Muslim young people via telephone, web chat, email and WhatsApp. They will respond to any issue.



Young people in need of assistance beyond the service's scope will be signposted to appropriate organisations.

Who they see: ✓ Aimed at young people, but will support people of all ages and backgrounds

Contact them: <https://myh.org.uk/>



Speak CAMHS: 0800 328 4444, Option 2

Call or WhatsApp: **0808 808 2008** – 16:00 to 22:00, 7 days a week

[Click here to access the service's webchat](#)

help@myh.org.uk

1.32 Child Bereavement UK

What they do: Child Bereavement UK helps children, parents and families to rebuild their lives when a child grieves or when a child dies. They support children and young people up to the age of 25 who are facing bereavement, and anyone affected by the death of a child of any age.



They offer free, confidential bereavement support for individuals, couples, children, young people, and families, by telephone, video or instant messenger, across the UK. Face-to-face support is available from a number of locations including their centre in North Kensington.

Who they see:

- ✓ Young people up to the age of 25
- ✓ Accepts self-referrals

Contact them: <https://www.childbereavementuk.org/>

National Helpline: **0800 02 888 40** – 9:00 – 17:00 Monday to Friday

helpline@childbereavementuk.org

1.33 Not Fine in School

What they do: Parent Forum run by parents of children who have experienced school attendance barriers, aiming to support, inform and empower parents, carers and other family members and build a better understanding of school attendance barriers.



Delivery of NFIS Family Support Facebook group, NFIS Parent and Professional Alliance Facebook group and NFIS Professionals Resolving School Attendance Difficulties group.

Who they see:



- ✓ Parents and professionals supporting parents, carers & other family members to effect change to support children and young people experiencing school attendance barriers

Contact them: <https://notfineinschool.co.uk/>



1.34 CALM



Speak CAMHS: 0800 328 4444, Option 2

What they do:	CALM provide information and advice to help anyone struggling and provide everyone with the skills to help prevent suicide.
 Self Referral	Provide tools and resources to find support, run a free helpline for anyone affected by suicide or suicidal thoughts, and share stories of hope across their community.
 Online	
Who they see:	✓ Anyone struggling with, or knowing someone who is struggling with, suicidal thoughts
Contact them:	https://www.thecalmzone.net/
	National helpline: 0800 585858 – 17:00 – midnight every day

1.35 Young Minds

What they do:	Young Minds are a charity fighting for a world where no young person feels alone with their mental health.
 Self Referral	They provide young people with tools to look after their mental health and empower adults to be the best support they can be to the young people in their lives.
 Online	
Who they see:	✓ Providing support for young people, parents and professionals to get information about mental health conditions and to find support.
Contact them:	https://www.youngminds.org.uk/



Speak CAMHS: 0888 328 4444, Option 2

2 - GETTING HELP (COMMUNITY SERVICES)

2.01 Mind Mental Health Support Teams (MHST)

What they do: Supports children and young people aged 5 - 18 with mild to moderate mental health needs via 1:1 and group-based activities in schools.



Works with senior mental health leads/designated mental health leads in schools to develop their whole school approach to mental health including emotional wellbeing support for educational staff.



Works directly with children, young people, families, and school staff to embed a whole school approach to mental health.

Signposting support for children and young people with more severe needs (supporting schools, and families to make appropriate referrals).

Who they see:

- ✓ Mild to moderate mental health needs: low mood, anxiety and challenging behaviour
- ✓ The person with parental responsibility must consent to the referral (over 16 and parents/carers can self refer)

Exclusion criteria:

- ✗ Children or young people engaged/working with any other Emotional Wellbeing service in school or externally (e.g. CAMHS, school counsellor)
- ✗ Children or young people with specific mental health diagnosis requiring specialist long term support
- ✗ Children or young people actively self-harming and currently experiencing suicidal thoughts/ behaviours
- ✗ Children and young people with moderate to severe learning disabilities

Contact them: Contact the Designated Mental Health Link (DMHL) in your school

HFEH Mind Duty Email: dutyouthservices@hfehmind.org.uk

[Click here to access the online referral form](#)

2.02 Be Kind to Your Mind

What they do: Providing in school emotional wellbeing support free for non-Mental Health Support Team (MHST) schools and colleges in Hammersmith & Fulham:





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- Learn Well Programme – supporting students (years 6 & 7) through the transition from primary to secondary school or tailored for sixth form and college students who are going through the transition into adulthood (aged 16-25). Delivered through workshops which aim to raise awareness of the support available to help young people with their mental health and promote positive wellbeing strategies and coping skills. Delivery of one-off workshops for students in Year 10+, including Sixth Form and college students going through the transition into adulthood (students aged 16 -25). Assembly style workshops, and bespoke workshops for drop-down days, for all year groups are delivered. Our Learn Well SEND workshops have been adapted to provide for the special educational needs of children and young people, including: Communication and interaction Cognition and learning Social, emotional and mental health difficulties
- Therapeutic Arts Intervention – in school 1:1 and group sessions for primary and secondary school children who find it difficult to express their emotions through words. Sessions combine creative activity such as art and play with practical strategies to support mental health and open discussion/reflection
- Digital Intervention/Support - safe and reliable information about mental health and wellbeing provided through videos created by mental health partners in the community and monthly digital bulletins.
- Mind on Music – This is a group psychoeducation intervention which promotes music as a means of self-expression, whilst exploring the effects of music on mental health. Students learn new skills whilst working within a team, building confidence and self-esteem.
- Education Inclusion programme - The Education inclusion programme supports education provisions to engage children who are exhibiting persistent disruptive/challenging behaviour linked to mental health needs, which is impacting their academic attainment and/or at risk of school exclusion.

Who they see:

- ✓ Available to all schools in Hammersmith and Fulham who are not part of the MHST.

Therapeutic Arts Intervention is not available for:

- ✗ Students who are currently referred to any other Emotional-Wellbeing Service: within the school or externally (e.g. **2.04 CAMHS**, School Counsellor, etc.)
- ✗ Students with specific Mental Health diagnosis requiring specialist long term Mental Health support (e.g. Eating Disorder, PTSD,



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ADHD, Early Onset Psychosis, Clinical Depression or Anxiety, Substance misuses, etc.)

Contact them: Referrals for 1:1 sessions under the Therapeutic Arts Intervention are completed by school based staff with parental consent. Non-school staff should liaise with the school to request/complete a referral.

Learn Well programme requests from schools who are not already working with Mind can be sent to: wellbeingteam@hfehmind.org.uk

2.03 Mind Wellbeing Advice Service

What they do: Provides practical one-to-one wellbeing support to sixth form and college students. This is an early intervention service that has been specially designed to support young people through periods of transition and change as they navigate the challenges of adulthood, further education and employment.



The service provides one to one support via face to face, email and telephone contact. It also organises student events and workshops, and peer support groups.

Who they see: 16 to 25 year olds who are at schools, colleges and youth organisations in Hammersmith, Fulham, Ealing and Hounslow.

Contact them: wellbeingteam@hfehmind.org.uk

2.04 Community Children and Adolescent Mental Health Services (CAMHS)

What they do: Early intervention CAMHS service offering assessment, short-term therapeutic work, early help and targeted services to children and young people (0-18).

Consultation rather than direct assessment or intervention for cases can be provided where a mental health perspective will complement work already in progress, or where there's professional anxiety or uncertainty as to whether referral to **3.01 Specialist CAMHS** is appropriate.

Including Children's Wellbeing Practitioners who deliver low level interventions through group work, psychoeducation, self-directed cognitive behavioural therapy (CBT) and direct CBT provided in schools.

CAMHS also provide a Parent/ Carer Support Group which professionals can direct Parents and Carers to as a supportive resource.

Who they see: ✓ Mild to moderate risk.



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- ✓ The person with parental responsibility must consent to the referral unless there are exceptional circumstances

Examples of people who can refer a child or young person include:

- ✓ Health – GPs, school nurses, paediatricians
- ✓ Social Care – social workers
- ✓ Education – educational psychologists, special educational needs coordinators (SENCOs)
- ✓ Youth Justice – police, Youth Justice Team
- ✓ Youth Workers – targeted youth teams

Contact them: 48 Glenthorne Road,
Hammersmith,
London W6 0LS

020 8483 1979

wlm-tr.hfcamhs@nhs.net

A duty worker is available weekdays 9am-5pm to discuss potential referrals

[Click here to download the referral form](#)

2.05 Early Help

What they do: Supporting CYP (0-19) and families needing additional help to prevent problems escalating and becoming more difficult to resolve including mental health, domestic abuse, poverty, chaotic family life and related issues such as school attendance and behavioural problems.

Work with schools on a number of projects including trauma informed training as part of Traded Offer

Who they see: Consent based service accessed via referral from Initial Consultation and Advice Team (ICAT). Criteria including:

- ✓ Occasional truanting/non-attendance
- ✓ Mild learning or behavioural difficulties emerging
- ✓ Low level mental health or emotional issues requiring intervention
- ✓ Difficulties with peer group, family or other relationships
- ✓ Low self-esteem, lack of confidence, suffering from anxiety, withdrawn

Contact them: 145 King Street
Hammersmith
London



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W6 9XY

Open from 9am to 5pm, Monday to Friday (excluding bank holidays).
020 8753 6600 (ICAT Duty Service)

If you have a concern out of hours, please contact the emergency duty team on **020 8748 8588**

familyservices@lbhf.gov.uk

2.06 Mental Health Integrated Network Team (MINT)

What they do: Community-based mental health services and support for adults aged 18 and over living in Ealing, Hammersmith & Fulham and Hounslow. Rapid, but non-emergency response, with access to support within 28 days.

Mental Health Integrated Network Teams are based in the community and work closely with GPs, social services and voluntary organisations to support people's mental health, alongside their physical health and social needs.

Services and support offered includes:

- Therapeutic support, focusing on areas including emotional regulation, developing coping skills and strategies, and support for wellbeing, such as sleeping better and exercise.
- Education and training delivered by the Recovery College and other locally-based partner organisations, helping people develop practical skills to support their recovery.
- Employment, volunteering and other occupational support, available through MINT's Vocational Recovery and Individual Placement & Support services.
- Peer support, working alongside someone with lived experience of mental health needs to develop an understanding of what happened and a meaningful way forward.
- Link workers building community connections and helping people to access community and social groups or engage with new interests, hobbies and activities.

Who they see: MINT support adults aged 18 and over living in Ealing, Hammersmith & Fulham and Hounslow.

Most people will access MINT services through primary care.



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Some people will access MINT from acute services or be referred by emergency or social care services through the Single Point of Access (SPA).

Contact them: H&F North MINT:
0208 483 1750
HFNorthMINT@westlondon.nhs.uk

H&F Central MINT:
0207 386 1287
HFCentralMINT@westlondon.nhs.uk

H&F South MINT:
0207 386 1245
HFSouthMINT@westlondon.nhs.uk

MINT services operate between 09.00 to 17.00, Monday to Friday, excluding Bank Holidays.

All emergency and Out of Hours requests for mental health support over weekends and Bank Holidays must be made through the Single Point of Access (SPA): **0800 328 4444**

2.07 Improving Access to Psychological Therapies (IAPT) 'Back on Track'

What they do: Talking therapy for young people over 18 to support in dealing with low level risk and mild-moderate mental health issues including stress, anxiety, depression, low mood, sleeping trouble, or feeling frightened.



Who they see:

- ✓ Young person must be over 18 with GP registration in H&F and/or live in H&F
- ✓ Referrals accepted by GP or any other health or social care professional
- ✓ Young people can self-refer by telephone or online

Contact them: Referral guidance: Wlm-TR.Backontrack@nhs.net

[Click here to access the online referral form](#)

0300 123 1156

2.08 Youth Justice Service Wellbeing Service - Youth Justice Liaison and Diversion



Speak CAMHS: 0800 328 4444, Option 2

What they do:	<p>Facilitate help for children and young people with mental health and developmental problems, speech and communication difficulties, learning disabilities and other similar vulnerabilities at the earliest opportunity after they enter the youth justice system.</p> <p>Specific focus on the early stages of the youth justice system, with the aim to avoid duplication with other health resources within the Youth Justice Service (which tend to be focused on young people who were given a statutory order).</p> <p>Provide support to Young Person when in custody or at court to assess Young Person's ability to participate in court proceedings. Will identify need and refer for intermediary consultation if necessary.</p>
Who they see:	<ul style="list-style-type: none"> ✓ Young person under 18 who comes into contact with Criminal Justice System for mental health wellbeing screening at point of contact. ✗ Will not offer long term intervention. ✓ If young person needs further work beyond assessment at point of entry will pass on to 2.09 Youth Justice Service CAMHS worker
Contact them:	YOSWellbeingteam@lbhf.gov.uk

2.09 Youth Justice Service Wellbeing Service - CAMHS

What they do:	<p>Liaison and coordination support between Youth Justice Service workers and 2.04 CAMHS.</p> <p>Provides MH support for young people in secure estate/ensuring health needs are met when in/out of custody.</p> <p>On release will:</p> <ul style="list-style-type: none"> • Share information across CAMHS service if released to different location. • Support young person to find mental health or neurodevelopmental community provision. • Will triage cases before referral to CAMHS to assess against criteria.
Who they see:	<ul style="list-style-type: none"> ✓ Young people known to Youth Justice Service requiring longer term intervention beyond initial assessment
Contact them:	YOSWellbeingteam@lbhf.gov.uk

2.10 Youth Justice Service Wellbeing Service – Speech and Language Therapy




Speak CAMHS: 0800 328 4444, Option 2

What they do:	<p>Providing speech and language support for young people known to Youth Justice Service.</p> <p>Will provide screening and assessment to determine next steps, assessment of young people when imprisoned and ensure young people on long sentences have access to education when in prison</p>
Who they see:	<p>✓ Young people known to Youth Justice Service requiring longer term intervention beyond initial assessment</p>
Contact them:	<p>YOSWellbeingteam@lbhf.gov.uk</p>

2.11 Youth Justice Service Wellbeing Service – Educational Psychology

What they do:	<p>Support young people who may be experiencing difficulties across key areas of development (cognition & learning; communication & interaction; social, emotional & mental health; physical & sensory).</p> <p>Consultation to bring together key people to gain an understanding of the young person, including direct work with young person and assessments to identify strengths and needs.</p> <p>Strategies and recommendations for support provided.</p> <p>Ensures young people on long sentences have access to education when in prison</p>
Who they see:	<p>✓ Young people known to Youth Justice Service</p>
Contact them:	<p>YOSWellbeingteam@lbhf.gov.uk</p>

2.12 Integrated Keyworker Team

	<p>What they do: Supporting children and young people aged 0-13 with additional needs and disabilities by providing information, advice and support, coordination of services, support to access services and support during transitions. During this, may assess for short breaks.</p>
Who they see:	<p>✓ Must be aged 0-13 with additional needs and disabilities.</p> <p>✗ Requires three or more health inputs aside from universal/GP/Health Visitor/School Nurse</p>
Contact them:	<p>Via 1.07 Stephen Wiltshire Centre duty line open from 9.30-12.30 every day: 020 875 34443. Parents/professionals can call the duty line to</p>



Speak CAMHS: 0800 328 4444, Option 2

discuss the specific needs of the child or young person to ensure that the appropriate service is being referred to.

Staff with access to MOSAIC can send a referral through the following process: (start – new – short breaks and integrated keyworker referral). A corresponding email should be sent alongside the MOSAIC referral to bring to the attention of the service managers:

shelley.mulligan@lbhf.gov.uk **Angie.Syme@lbhf.gov.uk**

External referrers should request a referral form and call the duty line to ensure all information is taken to support the referral. Referrals should be submitted to service managers:

shelley.mulligan@lbhf.gov.uk **Angie.Syme@lbhf.gov.uk**

2.13 Clinical Team

What they do: Consultation based model - Clinical therapists embedded within Local Authority Children's Social Care to deliver the Systemic Practice model, supporting social workers when preparing and holding direct sessions with young people.

Offer some limited direct therapeutic work with young people in cases where there is a relational and emotional wellbeing concern, not a mental health diagnosable concern.

Interventions include:

- Trauma informed approaches
- Nonviolent resistance
- Family consultation/family therapy
- Parental support
- CBT
- Video Interaction Guidance (VIG)

Who they see: Referrals can be made by any professional working in H&F Children's Services through a consultation-based model. The Clinical Team will support any case with a clinical need, including:

- ✓ Difficulties with engagement
- ✓ Exploring problematic patterns of communication
- ✓ Feeling 'stuck' and not sure what to do next
- ✓ Self-reflexivity: Feeling uncomfortable, surprised, worried by some of the feelings in response to the family
- ✓ Isomorphism/mirroring: Exploring relationships within the professional network and how these may be affected by and impacting on the case
- ✓ Discussing some systemic ideas to use, such as circular questions, genograms and patterns
- ✓ Preparing a direct piece of work



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- ✓ Writing a therapeutic letter
- ✓ Emotional needs of a child/young person

Contact them: Please contact Kathleen Van de Vijver to discuss support needs:

Kathleen.Vandevijver@lbhf.gov.uk

07554 222649

2.14 Educational Psychology (EP)

What they do: Work with schools to deliver psychological support to young people and staff including statutory psychological advice for children and young people (up to age 25) undergoing Education, Health and Care (EHC) needs assessment, group work and advising on appropriate intervention for individuals.



Every school has a link EP worker. Use of EP worker time is negotiated by the school dependent on traded service package purchased by the school.

Support Special Educational Needs Coordinators (SENCOs) through consultancy service around policy, procedures, assessment and provision mapping.

Run Emotional Literacy Support Assistant (ELSA) programme to train support staff to deal with low level mental health and wellbeing issues to appropriately support children and young people who would not meet the threshold for escalated intervention

Who they see: ✓ Students whose behaviour or learning is impacted by a mental health concern.

Requests for EP involvement will made by the school with use of EP worker time negotiated dependent on traded service package purchased by the school.

Contact them: Schools can make requests for EP involvement with young people by contacting their lead EP as part of the Traded Offer.

Other services can refer to EPs via the SEN/EHC team if the young person has an EHCP.

Some ad hoc commissioned support offered, for example supporting social care by commissioning time in specific cases or supporting **2.10 Youth Justice Service** through commissioned bulk time across the year.

Parents should refer via speaking to the school SENCO in the first instance.




Speak CAMHS: 0800 328 4444, Option 2

2.15 Looked After Children CAMHS

What they do:	<ul style="list-style-type: none"> LAC CAMHS supports looked after children and those on the edge of care identified as vulnerable, experiencing emotional distress and/or mental ill health, up to the age of 18. Support is also provided for young people beyond the age of 18 by indirect consultation provided through the services.
Who they see:	<p>Child or young person up to age of 18 with social worker in the H&F child looked after and leaving care teams. Registered with GP in H&F.</p> <ul style="list-style-type: none"> ✓ Presenting with severe/enduring emotional/behavioural/mental health difficulties ✓ Moderate to severe emotional difficulties such as anxiety, emotional dysregulation ✓ Severe mental health conditions such as risk of suicide or self-harm behaviours, depressive episodes, psychosis, PTSD, anorexia nervosa ✓ Moderate to severe relationship difficulties leading to significant impairment of functioning and wellbeing <p>Requires assessment for neurodevelopment conditions such as autism spectrum condition (ASC) and attention deficit hyperactivity disorder (ADHD)</p>
Contact them:	<p>Please click here to access the referral form</p> <p>The referral form must be completed by the social worker on behalf of the child or young person. Please submit to wlm-tr.hfcamhs@nhs.net where it will be screened by the single point of entry (SPA) and forwarded to the LAC CAMHS team for initial assessment.</p>

2.16 Cheyne Child Development and Neurodisability Service

What they do:	<p>The Cheyne Child Development Service provides ASD assessment and diagnosis for children in the 0 – 18 age range.</p>
	<p>The service's work consists of the identification, assessment, investigation and support of children with long term neurodevelopmental disorders and neurodisabilities, working within a multidisciplinary team, liaising with primary and acute health care, networked with a range of tertiary care, and other agencies as appropriate.</p> <p>The service aims to ensure that an individual child or young person's neurodevelopmental needs are established and addressed, that appropriate programmes of intervention are made, and that their needs</p>



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are clearly communicated to families, carers and the multiagency services.

The Cheyne Child Development Service is part of the Community Paediatric service based at Chelsea and Westminster Hospital. It provides to a specific geographic area from resource bases at Doughty House Chelsea and Westminster Hospital, at Parkview Health Centre in W12, and at Jack Tizard special school.

Who they see: Available to children and young people aged 0-18 with a GP in:

- ✓ Fulham: SW6
- ✓ Hammersmith: W6, W12, W14, NW10 (Partial)
- ✓ Kensington & Chelsea: SW3, SW5, SW7, W8, W14, SW10
- ✓ South Westminster: SW1

Children and young people are referred into the service by health service professionals including GPs, health visitors, therapy teams and Paediatric hospital professionals, and by multiagency professionals, particularly SENCOs, educational psychology and social workers.

Contact them: Cheyne Child Development Service,
Chelsea and Westminster Hospital
369 Fulham Road
London SW10 9NH

020 3315 6488

[Click here to download the Cheyne referral form](#)

New referrals: chelwest.ccdsintake@nhs.net

[Click here to visit the service's website](#)

2.17 Inclusion and Specialist Intervention Outreach Service - InSpire

What they do: Provides specialist interventions to inspire children and young people with SEND to transform their lives and achieve the best outcomes. The team works co-productively with children and young people aged 0-25, and their families, towards the identification of needs (sometimes shortly after birth) throughout their educational journey.



Specialist interventions, assessment, teaching and advice are provided specifically for children and young people with hearing impairment, visual impairment, Autistic Spectrum Disorder and Dyslexia as well as advice for young children with significant developmental delay.

A wide range of bespoke training and workforce development is available for professional colleagues and parents. The team also gives advice and support on specialist access equipment and resources.



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Who they see:	<p>Supports children and young people with hearing impairment, visual impairment, Autistic Spectrum Disorder and Dyslexia, and provides advice for young children with significant developmental delay.</p> <p>Referrals are taken from schools and educational settings with consent of parent/caregiver.</p>
Contact them:	<p>145 King Street London W6 9JT</p> <p>0208 753 1021</p> <p>Please click here to access the H&F INSPIRE referral form. This referral form is for education settings and schools to use to refer to INSPIRE.</p> <p>Please return the completed referral form to: inspire@lbhf.gov.uk</p> <p>Click here to access more information on the INSPIRE Service</p>

2.18 Home-Start

What they do: Home-Start supports families with a child under 5 or who are expecting a baby, and who are experiencing difficulties including isolation, depression, and relationship breakdown. They also support parents or children with disabilities and special needs.



Their trained volunteers offer befriending, therapy, 'Bump Start' perinatal support and school preparation programmes.

Who they see:

- ✓ Have at least one child under the age of five and/or are expecting a baby
- ✓ Live in Westminster, Kensington and Chelsea or Hammersmith and Fulham
- ✓ Are experiencing difficulties and wish to access befriending, therapy and/or Bump Start support
- ✓ Have given their consent to receiving Home-Start support
- ✓ Accepts both self-referrals and referrals from professionals

Contact them: <https://www.homestartwestminster.org.uk/>

admin@hswestminster.co.uk

020 7724 1345

Professional referrals:
<https://www.homestartwestminster.org.uk/refer-a-family/>

Self referrals:
<https://www.homestartwestminster.org.uk/self-referral/>



Speak CAMHS: 0800 328 4444, Option 2

2.19 Domestic Violence Intervention Project – YUVA Young People's Service

What they do:



YUVA offers confidential 1-1 support for young people who are using violence or abuse, who want to change their behaviour and develop improved awareness of healthy communication and relationships. They help young people to look at their abusive behaviour and find safe, non-abusive alternatives.

Who they see:

- ✓ Young people aged 11 to 18 (or up to 25 where there are a wide range of specific needs)
- ✓ Who have used violence or abuse towards their parents/carers, family, or partners
- ✓ Live in any London Borough
- ✓ Accepts self-referrals and referrals from parents and professionals. If a referral is made on behalf of a family, both the young person and parent must consent.

Contact them:

<https://dvp.org/for-young-people/>

dvip.yuva@richmondfellowship.org.uk

020 8741 8020

2.20 Angelou

What they do:



Support for women and girls over the age of 13 who have experienced sexual violence, abuse, rape, domestic abuse, stalking & harassment, FGM, honour-based or faith-based violence.

Offers telephone support or group sessions.

Who they see:

- ✓ Women and girls over the age of 13

Contact them:

0808 801 0660 – Mon-Fri 10:00 – 16:00, Wed 18:00 – 21:00

0800 059 0108 – Mon-Fri 10:00 – 18:00, Thurs 08:00 – 18:00

angelou@advancecharity.org.uk

2.21 Alumina

What they do:

Alumina is a free, online 7 week course for young people aged 10-17 who are struggling with self-harm. Each course is run by trained counsellors and volunteer youth workers, and has up to 14 young people who communicate via text chat.



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Who they see:

- ✓ Young people aged 10-17 (aged 10 to 12 must have permission from a parent/carer)
- ✓ Resident in the UK
- ✓ Accepts self-referrals

Exclusions:

- ✗ Young people currently in crisis or thinking about suicide
- ✗ Discussion of suicide

Contact them: <https://selfharm.co.uk/>

helloalumina@youthscape.co.uk

2.22 Jewish Women's Aid

What they do: Jewish Women's Aid's children's and young person's therapy service provides therapy to clients' children aged 4-18 who have lived with domestic abuse, and who don't currently live with the alleged perpetrator. The aim is to help children process their emotions and experiences of living with domestic abuse and help them move on with their lives.



The therapy is for one term, and in some cases extended to two terms. It takes place either in the therapeutic rooms at our office, or at school.

Additionally, they have a full time support worker dedicated to working with young women aged 14-24.

Who they see:

- ✓ Children of clients, aged 4-18, who have lived with domestic abuse, but don't currently live with the alleged perpetrator
- ✓ Young Jewish women aged 14-24 who live in London
- ✓ Accepts self-referrals and professional referral

Contact them: <https://www.jwa.org.uk/>

Confidential Helpline: **0808 801 0500**
Office: **020 8445 8060**

advice@jwa.org.uk

Professionals can call **020 8445 8060**, option 2, or [click here to download the service's referral form](#)



Speak CAMHS: 0800 328 4444, Option 2

2.23 Mosaic LGBT+ Young Persons' Trust Counselling Service

What they do: Mosaic offers an online counselling service for LGBT+ young people, delivered by counsellors whom all identify as lesbian, gay, bi or trans.



Who they see:

- ✓ LGBT+ young people aged 18 or under
- ✓ Accepts self-referrals

Contact them: <https://www.mosaictrust.org.uk/>

info@mosaictrust.org.uk

Phone: 0300 800 5428

WhatsApp: 07550 124 393

[Click here to access the service's online referral form](#)

2.24 StudentSpectra

What they do: StudentSpectra provide support and information around mental well-being, relationships, and sexual health to young people aged 13 to 18. All services are free, voluntary, and confidential.



Up to 12 sessions of counselling is available for LGBTQI+ young people (13-18) who live in London and feel they would benefit from one-to-one psychological support. Counselling sessions are currently held online on Zoom.

The Pyramid Youth Group is a hybrid online and face-to-face service open to 13-18-year-olds across London who identify as LGBTQI+.

Who they see:

- ✓ Aged 13-18
- ✓ Resident in any London Borough
- ✓ Identifies as LGBTQI+
- ✓ Accepts self-referrals

Contact them: <https://www.spectra-student.org.uk/home>

Counselling referral form: <https://spectra-london.org.uk/contact/young-person-counselling-registration-form/>

YPServices@spectra-london.org.uk



Speak CAMHS: 0800 328 4444, Option 2

2.25 Calm Harm

What they do: Calm Harm is an app developed for teenage mental health charity stem4 by Clinical Psychologist Dr. Nihara Krause, in collaboration with young people, using principles from evidence-based Dialectical Behaviour Therapy (DBT).

The Calm Harm app provides some immediate activities and techniques to help break the cycle of self-harm behaviour and explore underlying trigger factors; the app supports the user in building a 'safety net' of helpful thoughts, behaviours, and access to supportive people, as well as providing the opportunity to journal and self-reflect. The Calm Harm app also signposts to help.

Who they see: ✓ Young people over the age of 13

Contact them: <https://calmharm.co.uk/>

2.26 Confident Parent Happy Child

What they do: The Confident Parent Happy Child project runs the Freedom Programme, an 11-week course for women affected by domestic abuse. The programme examines strategies used by abusive partners and early warning signs. It also looks in detail at how domestic abuse affects children and how their lives improve when the abuse is removed. The group is community-based and very supportive, with many women leaving the programme with a new support network. Mums can be referred by professionals or can self-refer. There are two groups per year, delivered in the following periods: September to December and February to May.

Who they see: ✓ Parents of children aged 0-18

Contact them: **Confident Parent Happy Child parenting programme Hammersmith Fulham**



Speak CAMHS: 0888 328 4444, Option 2

3 - GETTING MORE HELP (SPECIALIST SERVICES)

3.01 Specialist CAMHS Team

What they do: Specialist CAMHS services accept referrals of children with moderate to severe or complex emotional, behavioural and mental health difficulties for assessment and treatment. CAMHS services are made up of multidisciplinary teams of child and adolescent psychiatrists, psychotherapists, family therapists, psychologists, nurses, primary mental health workers and allied health professionals.

CAMHS offers talking therapies such as Cognitive Behaviour Therapy (CBT), Family Therapy, Psychotherapy, group interventions, Interpersonal Therapy, Eye Movement Desensitization and Reprocessing (EMDR), Non Violent Resistance (NVR) and Medication. They also offer a consultation service to other professionals, and specialist mental health input to other partner agencies including YOT and BFST.

Hammersmith and Fulham CAMHS includes the following services:

- Hammersmith and Fulham Children and Families Team (0-14 years old)
- Hammersmith and Fulham Adolescent Team (15-18 years old)
- Hammersmith and Fulham Neurodevelopmental and Learning Difficulties Team

Who they see: Open to children and young people aged 0 to 18. Tier 3 CAMHS services are offered to children and young people with:

- ✓ Symptoms at the point of referral which suggest major mental illness and other psychiatric disorders.
- ✓ Complex neurodevelopment and neuropsychiatric disorders.
- ✓ Severe emotional difficulties and severe functional impairment arising from child abuse and/or neglect.
- ✓ Complex conduct disorder or oppositional defiance disorder with an additional mental health disorder.
- ✓ Those who are being cared for in a general hospital setting (inpatient and outpatient) and require specialist mental health services.

Other referrals may be considered in instances when, despite the involvement of other professionals and agencies, specialist mental health input still appears to be indicated.

Referrals are accepted from professionals including GPs, Social workers, Health professionals (including paediatricians, school nurses and health visitors), Adult mental health services, Schools (via the educational



Speak CAMHS: 0800 328 4444, Option 2

psychologist, special educational needs co-ordinator (SENCO), or behaviour support team) and **Tier 2** multi-agency teams.

Contact them: Hammersmith and Fulham CAMHS
48 Glenthorne Road
Hammersmith
London W6 0LS

Tel: **020 8483 1979**
Fax: **020 8483 1941**
Office mobile: **07792 782924**
wlm-tr.hfcamhs@nhs.net

A duty worker is available weekdays 9am-5pm to discuss potential referrals

[Click here to visit the service's website](#)

[Click here for the online referral form](#)

3.02 Intensive Therapeutic Behaviour Support Service – ITBSS.

What they do: The ITBSS provides high quality intensive support for children and young people with autism and/or learning disability, and complex behaviours who display behaviour that challenges. This includes evidence-based assessment and treatment within a Psychology model including Positive Behaviour Support and other related behavioural models, and provision of targeted, function-based Behaviour Support Plans.



It offers robust crisis response for the purpose of preventing family and placement breakdown or admission to in-patient mental health settings.

Targeted training is provided for those caring directly for the children and young people, alongside consultation to other agencies supporting CYP with behaviour challenges.

Who they see: Referral indicators include:

- ✓ Evidence of intellectual disability, developmental disorder and/or autism.
- ✓ Behaviour that challenges which is resulting in significant harm to self or others
- ✓ Clear evidence of breakdown of the family or home, including requests for the child to be accommodated elsewhere or risk of inpatient admissions.
- ✓ Child or young person eligible to be on the Dynamic Support Register (DSR).

Exclusion indicators include:



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- ✗ Parents or carers lacking the capacity to meet both the basic needs and to provide the enhanced support which this group of children requires, as determined by the multiagency network.
- ✗ Other services have not been considered or attempted.
- ✗ Where the challenging behaviour is secondary to presentations (e.g. significant mental illness, or psychosis), where NICE Guidelines indicate other approaches as primary intervention.

Referrals to the service can be made directly from the DSR, Priority Oversight List, CETR, or following a LAEP. Each case should have a nominated professional who is responsible for registering updates on the risk register, and speaking to these in the risk register meeting.

Early intervention referrals via **2.04 CAMHS** are considered if team capacity allows. Prior to referral a consultation should be sought with a clinician in the ITBSS to discuss the appropriateness of referral.

Contact them: Contact via Hammersmith and Fulham CAMHS
48 Glenthorne Road
Hammersmith
London W6 0LS

Tel: **020 8483 1979**
Fax: **020 8483 1941**
Office mobile: **07792 782924**
wlm-tr.hfcamhs@nhs.net

3.03 CAMHS Eating Disorder Service

What they do: Specialist outpatient assessment, treatment and monitoring for children and young people up to the age of 18 with conditions such as Anorexia Nervosa, Bulimia Nervosa or Binge Eating Disorder.



Who they see: Available to children and young people up to the age of 18 who are registered with a GP in the boroughs of Ealing, Hounslow and Hammersmith and Fulham who have or are suspected to have anorexia nervosa, bulimia nervosa and other eating disorders not otherwise specified.

Referrals can be made by a professional clinician. Self-referrals are also accepted, but require a GP to see the young person for the physical



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health review. In order to make a referral to the service, you will need to obtain the following information:

- Weight and height (with no shoes)
- Information on the history of weight loss – amount lost, rapidity and intention
- Blood pressure and pulse sitting and standing
- Temperature
- ECG if clinically indicated
- History of excessive exercising, vomiting, abuse of laxatives or other diet pills
- Menstruation history in females
- Bloods to include blood glucose, FBC, U+E, LFT, TFT, magnesium, calcium, albumin, creatine, kinase, ESR and phosphate.

Contact them: West London CAMHS Eating Disorders Service
1 Armstrong Way
London
UB2 4SD

020 8354 8160
wlm-tr.EalingCamhs@nhs.net

Opening hours: Monday to Friday 9am to 5pm

[Click here for the service's website](#)

[Click here for the online referral form](#)

3.04 ASD/LD Keyworker

What they do: The ASD/LD Keyworker works across the local system to ensure children and young people with complex needs (initially those at risk of admission or in hospital) receive appropriate personalised, integrated support, including the implementation of Care Education and Treatment Review recommendations. The Keyworker has cross-system knowledge to help families navigate services.



Who they see: Open to children and young people aged under 25 on the Dynamic Support Register (DSR) who are identified as medium (amber) or high (red) risk. If a child/young person is admitted to inpatient care without a CETR, the Keyworker will be alerted through LAEP or a post admission CETR.

Contact them: The ASD/LD Keyworker is automatically alerted to children and young people on the DSR however involvement from the keyworker is subject to consent from the young person/parents.



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If an external professional wishes to discuss an individual on the DSR with the Keyworker, they should enquire via their DSR representative or ASDLDKeyworker@hounslow.gov.uk

3.05 Transition Social Workers

What they do: The LBHF Learning Disability Team employs three permanent Transition Social Workers. They meet as a cohort weekly to discuss pressing issues and observations within the transition process. They also take steps to improve the process, in conjunction with colleagues across other teams such as Housing and SEND.



Who they see: Transition Social Workers within the Learning Disability Team are available to young people with a diagnosed learning disability, with ordinary residency in Hammersmith and Fulham. Referrals generally occur as the young person approaches 18 years of age, though work is ongoing to lower this age.

Contact them: Contact via the LBHF Learning Disability Team:
LDTeamInfo@lbhf.gov.uk

3.06 Young Adult Partnership (YAP) Panel

What they do: A fortnightly multi-agency panel providing holistic support to 16-25 year olds, tailored to their personal circumstances and health, care and life needs. The panel aims to improve the interface between adolescent and adult mental health services, and deliver comprehensive young adult support that integrates mental health services with the physical health, social care, education and voluntary sectors.



In the meeting, the case worker/practitioner will be asked to present relevant background about the young person. The YAP Panel will discuss relevant approaches, and make recommendations/help to develop a management plan.

Who they see: The panel supports 16-25 year olds identified by agencies as requiring input. Examples includes:

- ✓ Young person approaching 17.5 and needing continued mental health care
- ✓ Young person referred to CAMHS at 17 years old



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- ✓ Approaching transition or vulnerable and on a waiting list (e.g. 17 year olds, care leavers, carers, NEET)
- ✓ Young person where there is concern about engagement with services
- ✓ Wellbeing and recovery support post-discharge
- ✓ Young person known to specialist teams (e.g. Addictions, Looked after Children, Young Carers, Long-term conditions, Health and Justice), particularly if disengaged, on a waiting list, or in need of help accessing wider support
- ✓ Young person known to existing multi-agency panels, e.g. MAVES (Multi-Agency Vulnerability and Exploitation Safeguarding), Dynamic Support Register, Children's Joint Panel, Transitions Panel

Contact them: Professionals can enquire or request a referral form from wlm-tr.handfyap@nhs.net



Speak CAMHS: 0888 328 4444, Option 2

4 - GETTING RISK SUPPORT (HIGHLY SPECIALIST SERVICES)

4a - Outpatient Services

4.01 Forensic Child and Adolescent Mental Health Services – FCAMHS

What they do: FCAMHS supports professionals working with young people under the age of 18 who are at risk of being placed in a secure setting.

Levels of input offered depend on need and include:

- Level 1: one off brief advice.
- Level 2: one formal consultation with one clinician, over several meetings or as peer support over a therapeutic intervention
- Level 3: attending multi-agency meetings to support the multi-agency network in their thinking about a young person
- Level 4: co-creating a multi-agency formulation and/or risk management plan, risk assessment or notes review
- Level 5: direct (face to face) assessment
- Level 6: working with a local service to offer joint intervention or support to a young person or carers.

Decisions about the level of input offered will depend on a multi-disciplinary discussion and triage process.

Who they see: Accepts referrals from all professionals working with CYP who originate from any of the eight North West London boroughs. A local caseholder or care co-ordinator is required to be involved throughout.

Also accept referrals for young people who are 'looked after' children from NWL boroughs but currently live outside of the area.

Open to children up to the age of 18 who either:

- ✓ Have become, or are at risk of becoming involved with the youth justice system
- ✓ Cause concern about the risk of harm to others

And where there are concerns regarding emotional or mental difficulties, including disorder of conduct and emotions, neurodevelopmental disorder, or serious mental health difficulties.

Contact them: North West London CAMHS,
St Bernard's Hospital, UB1 3EU

0208 354 8002



Speak CAMHS: 0800 328 4444, Option 2

wlm-tr.nwlfcamhs@nhs.net

[Click here to visit the service's website](#)

[Click here to download the FCAMHS referral form](#)

4.02 South London and Maudsley NHS Foundation Trust National and Specialist CAMHS Outpatients services

What they do: South London and Maudsley NHS Foundation Trust (SLaM) operate a number of national and specialist CAMHS outpatients' services which work closely together, and refer between each other, to support children and young people with complex or high risk needs.

ASD/LD

For a full list of SLaM national and specialist CAMHS outpatient teams, please see <https://slam.nhs.uk/specialist-outpatient-camhs>. They include:

Service for Complex Autism and Associated Neurodevelopmental Disorders – SCAAND (Outpatients). A multi-disciplinary service providing assessment and intervention/management of complex neurodevelopmental presentations. Some of the key pathways include:

- Assessment and specialist intervention pathways for children and young people with established or possible ASD who present with co-occurring neurodevelopmental and/or mental health (for example, emotional and behavioural) disorders.
- Mental health in intellectual disability: Assessment and intervention for young people with recognised intellectual disabilities (also referred to as learning disabilities or global developmental delay), and associated behavioural or mental health problems
- Sensory assessment and intervention pathway
- Prader Willi Service
- Support for other complex neurodevelopmental presentations, including complex ADHD presentations, challenging behaviours and psychiatric complications of neurological conditions and genetic disorders.

Autism and Intellectual Disability Intensive Intervention Team – AID-IIT (Outreach): Aims to reduce or prevent where possible inpatient CAMHS admissions for children and young people with Intellectual Disabilities and Autism. They offer assessment, consultation, intervention, advice and support to services, families, and young people to try to best meet the needs of young people in the community with Intellectual Disabilities, Autism and complex mental health needs including challenging behaviour.

Who they see: ✓ Open to children and young people below 18 years of age.



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- ✓ Must be known to local CAMHS or child health service who support the referral.
- ✓ Known or possible diagnosis relating to the service's specialism.
- ? Please refer to the individual service's website for additional criteria

Exclusions:

- ✗ Self-referrals from young person or parent/carer.
- ✗ Primary care referral without the knowledge and agreement of local CAMHS or the child health service.
- ? Please refer to the individual service's website for additional exclusions

Contact them: [Click here to visit the SCAAND website](#)
Email SCAAND: SCAANDService@slam.nhs.uk

[Click here to visit the AID-IIT website](#)
Email AID-IIT: AIDIIT@slam.nhs.uk

[Click here for all SLaM Specialist Outpatient CAMHS services](#)

4.03 CAMHS Alliance/Crisis Team

What they do: A Multi-Disciplinary Team designed to see children and young people who are presenting with a serious mental health crisis, and need intensive support and intervention to prevent admission or to help contain a discharge plan out of hospital. Package of support provided alongside local **CAMHS** offer. Provides assessments in the paediatric A & E department at West Middlesex University Hospital for young people presenting in a mental health crisis to the acute trust and crisis follow up review offered in the community to young people presenting through this pathway.

Includes the CAMHS Intensive Home Treatment Team.

Who they see: Available to children and young people up to their 18th birthday and their families/carers who are registered with GPs within Hammersmith and Fulham. The team only accepts referrals from internal services or acute partners.

Referrals are received via hospital discharge, H&F CAMHS, West Middlesex University Hospital paediatric A&E, and health professionals who have assessed a patient in A&E in another acute trust pathway.



Speak CAMHS: 0800 328 4444, Option 2

Contact them: The main point of contact for public and external referrers is the **Speak CAMHS** helpline. Tel: **0800 328 4444** and choose **Option 2** for CAMHS.

Team tel: **020 8483 2808**, 9am - 5pm Monday – Friday.

4.04 Crisis Outreach Resource for Autism Service - CORA

What they do: The Crisis Outreach Resource for Autism Service supports children and young people with ASD who present at the A&E departments in West Middlesex, Charing Cross and Ealing hospitals. Their work improves the crisis pathway for young people with ASD, and bridges the gap between **3.03 CAMHS Alliance** and **3.01 Specialist CAMHS**.

ASD

CORA works with the A&E team to differentiate between ASD and mental health issues, upskills A&E practitioners on the impact of ASD in crisis situations, and reviews the A&E environment and make recommendations for improvement to meet the needs of young people with ASD. They support the Mental Health Act assessment process, joining MHA assessments where possible, and assist with safe discharge and system navigation, working closely with ASD/LD keyworkers as appropriate.

CORA will also attend urgent LAEP meetings to help systems think about the care plan and if there is any additional support that CORA could offer to young people heading into a crisis to support prevention

Who they see:

- ✓ Children and young people with ASD presenting in A&E departments in West Middlesex, Charing Cross and Ealing hospitals.
- ✓ Referral from Hammersmith and Fulham CAMHS or psychiatric liaison services based within the hospitals.

Contact them: **0208 483 2049**
camhs.cora@westlondon.nhs.uk

4b - Inpatient Services

The Inpatient Admission Process

What they do: Where inpatient admission is indicated for a Hammersmith and Fulham young person, the North West London Provider Collaborative undertakes bed searches which first draw on the **local units** of Lavender Walk, Priory North London, Crystal House and Collingham.



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Searches are next expanded to **London beds in other areas** managed by the South London Partnership or North Central and East London Provider Collaboratives, then, if necessary, to a national search. If possible and most appropriate to their care, young people are transferred to a local bed if a suitable one becomes available after being placed out of area.

There are no Psychiatric Intensive Care Units in the local North West London area, though there are PICU beds in **other London areas** and Lavender Walk may be able to cover depending on individual risk.

Low Secure Unit and Medium Secure Unit beds are managed through a national network, and none are currently located in the London area.

North West London CYP Mental Health Inpatient Units

Lavender Walk Adolescent Mental Health Unit

Who they see: Lavender Walk offers 12 inpatient beds for people aged between 13 and 18. The unit cares for people who are experiencing severe mental health difficulties in the least restrictive environment, consistent with the need for their own safety and the safety of others.

Priory Hospitals: North London

Who they see: Provides child and adolescent inpatient services to the NHS for young people aged between 12 and 18 (under special circumstances, from the age of 10). Young people can be admitted on a formal (sectioned) or informal (voluntary) basis.

Crystal House, The Kingswood Centre

Who they see: Crystal House is a five-bed specialist inpatient unit for young people (aged 13 to 18 years) with a learning disability and mental health need. The service assesses and treats young people with a learning disability, challenging behaviour and/or mental health difficulties and/or autism.



Collingham Child and Family Centre

Who they see: The Collingham Centre is a service for children between age five and 13 with complex mental health problems, and their families. It provides intensive assessment and treatment for children with complex emotional, behavioural and psychological difficulties. It also offers intensive work with families/parents and carers to develop their parenting skills.



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Other London CYP Mental Health Inpatient Units

Bethlem Royal Hospital Child and Adolescent Psychiatric Intensive Care Unit

Who they see: The CAMHS Adolescent Psychiatric Intensive Care Unit (PICU) is an 8-bedded mixed-sex unit providing short, focused admissions for young people between the ages of 12 to 18 years old, with an acute mental health illness who cannot be safely cared for on a general adolescent unit. All of the young people admitted to the unit will be detained under the Mental Health Act 1983.

Bethlem Adolescent Unit, Bethlem Royal Hospital

Who they see: Open to young people from 12 to 18 years of age, with mental illness or suspected mental illness that cannot be safely managed by outpatient services. The unit is also able to admit young people with a variety of other psychiatric or neurodevelopmental disorders.

Snowsfields Adolescent Unit, Maudsley Hospital

Who they see: An open adolescent inpatient unit, offering mental health care young people from 12 to 18 years of age, with mental illness or suspected mental illness that cannot be safely managed by outpatient services. The unit is also able to admit young people with a variety of other psychiatric or neurodevelopmental disorders.

Ellern Mede Ridgeway

Who they see: A 28 bed hospital offering inpatient treatment for children and young people aged eight to 18 years with an eating disorder condition, with or without co-morbidities.

ED

Simmons House Adolescent Unit

Who they see: A 12 bed in-patient psychiatric unit for young people between 13 and 18 years of age. Referrals to Simmons House can only be made by a Consultant Child and Adolescent Psychiatrist.

Brookside Child and Adolescent Inpatient Unit

Who they see: Open to young people between 12 and 17 who are experiencing an acute mental health crisis, and whose presentation is complex requiring a period inpatient treatment. Non-North East London NHS Foundation Trust referrals are via A&E services or Tier 3 CAMHS only.

Coborn Centre



Speak CAMHS: 0800 328 4444, Option 2

Who they see: An inpatient service for young people between 12 and 18 years old. The unit has 12 acute beds and 16 psychiatric intensive care beds. Referrals are made via community CAMHS teams.

The Beacon Centre

Who they see: A 12 bed general adolescent inpatient unit for people aged 13 and up to their 18th birthday, who are developmentally post pubertal and who are experiencing a mental health illness as their primary diagnosis.

Aquarius Ward, Springfield University Hospital

Who they see: A 12 bed mixed gendered inpatient service for young people aged 12-18 experiencing a mental health crisis, requiring short term crisis intervention in hospital. Referrals are accepted from Tier 3 and Tier 4 CAMHS services.

Mildred Creak Unit, Great Ormond Street Hospital

Who they see: An intensive intervention 10 place (seven inpatient and three day places) unit admitting children from 7 to 14 years of age with a range of mental health problems such as eating disorders, somatising disorders and other emotional and behavioural disorders.