

# Support for young people's emotional wellbeing in Suffolk



Public Health Suffolk

| Service   | Description   | Web address   |
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| <p><b>For help in a crisis</b><br/>NB If you are in immediate danger, always call 999 and wait for help to arrive.</p> <p><b>First Response 24/7 helpline</b></p> | <p>The First Response service is a 24/7 helpline for those of 18 years of age or older offering immediate support for mental health difficulties.<br/>Call: 0808 196 3494</p>   | <p><a href="http://www.nsfh.nhs.uk/Pages/Mental-health-helpline-goes-live.aspx">www.nsfh.nhs.uk/Pages/Mental-health-helpline-goes-live.aspx</a></p> |
| <p><b>Samaritans</b></p>  | <p>A listening ear for confidential support 24/7.<br/>Call: 116 123<br/>Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p>   | <p><a href="https://www.samaritans.org/">https://www.samaritans.org/</a></p>  |
| <p><b>YoungMinds Crisis Text Messaging Service</b></p>  | <p>If you are a young person experiencing a mental health crisis, you can text the YoungMinds Crisis Messenger for free, 24/7 support.<br/>Text: 85258.</p>   | <p><a href="https://www.youngminds.org.uk/">https://www.youngminds.org.uk/</a></p>  |
| <p>Papyrus</p>  | <p>Call 08000 684141 – <b>TEXT 07860 39967</b><br/>– Email <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a></p>   | <p><a href="https://www.papyrus-uk.org/">https://www.papyrus-uk.org/</a></p>  |
| <p>Kooth</p>  | <p>Free, safe and anonymous online support for 11-25 year olds including:</p> <ul style="list-style-type: none"> <li>• Virtual chat sessions with friendly counsellors.</li> <li>• One-to-one text-based chats.</li> <li>• Peer-to-peer support.</li> <li>• Live online moderated forums.</li> <li>• A range of self-help materials.</li> <li>• Journals and goal trackers to reflect your thoughts</li> </ul> <p>No waiting lists or thresholds, just register on the Kooth website for immediate support.</p> | <p><a href="#">Digital Mental Health Care - Kooth plc</a></p>   |
| <p>Emotional Wellbeing Hub</p>  | <p>If you or your friends need emotional wellbeing support, 0-25s can get confidential information, advice and support from the Emotional Wellbeing Hub. This service is only available to families in East and West Suffolk.<br/>Call: 0345 600 2090, (Open Monday to Friday, 8am to 7.30pm)<br/>(Please note there is currently a high demand for this service which is affecting referral waiting times)</p>   | <p><a href="http://www.thesource.me.uk/hub">www.thesource.me.uk/hub</a></p>   |

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| Point-1 Service (Ormiston Families)                     | The Point 1 Service: Support for children and young people in Lowestoft and Waveney, who are experiencing mental health and emotional wellbeing problems, and live in Lowestoft and Waveney. Call 0800 977 4077  | <a href="http://www.ormiston.org/what-we-do/mental-health-and-wellbeing/point-1/">www.ormiston.org/what-we-do/mental-health-and-wellbeing/point-1/</a><br>And<br><a href="http://www.justonenorfolk.nhs.uk/mentalhealth">www.justonenorfolk.nhs.uk/mentalhealth</a> |
| The Suffolk Wellbeing Service:                          | A range of support for common emotional wellbeing issues, such as low mood, depression or stress.<br>Call: 0300 123 1503   | <a href="http://www.wellbeingnands.co.uk">www.wellbeingnands.co.uk</a>  |
| ChatHealth  | Your school nursing text service.<br>Text a school nurse for confidential help.<br><b>07507 333356</b><br>Available Mon-Fri, 9am-4.30pm, excluding bank holidays.  | <a href="#">Home Page - ChatHealth</a>  |
| Moodwise  | A website for 16-25 year olds that offers advice on topics such as mental health, relationships etc.   | <a href="#">Moodwise</a>  |
| Teenage Mental Health                                   | Provide advice support to families with a young people who are experiencing difficulties with anxiety, depression, suicidal thoughts, self-harm and other mental health issues. They also run free support groups for under 25s.   | <a href="http://www.teenagementalhealth.co.uk/">www.teenagementalhealth.co.uk/</a>  |
| Self-harm toolkit                                       | Support for those working with school age children and young people under 18 in educational settings. The toolkit aims to increase understanding and awareness of self-harm, providing conversation starters, useful templates, points of support and a clear definition of self-harm. | <a href="#">Self-harm - Healthy Suffolk</a>   |
| How are you feeling? Z-card                             | Support with emotional wellbeing   | <a href="#">2020-08-21-SF3203-Source-Emotional-Wellbeing-Resources-A7-Card-LR.pdf (thesource.me.uk)</a>   |
| Feeling overwhelmed or suicidal                         | Support if you are overwhelmed or suicidal   | <a href="#">2019-07-12SF1543-SourceYoungSuffolkLifeSaverZCardLR.pdf (thesource.me.uk)</a>   |
| Take Five challenge for primary schools                 | A fun challenge to improve wellbeing using the five ways to wellbeing approach   | <a href="#">Wellbeing for Schools   Suffolk Says Thanks</a>   |
| 30-Day What's Up? Challenge for secondary school pupils | A 30-day challenge with activities for supporting wellbeing  | <a href="#">Wellbeing for Schools   Suffolk Says Thanks</a>   |
| Stay Alive app  | Suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis  | <a href="https://www.stayalive.app/">https://www.stayalive.app/</a><br>Search for Stay Alive on Google Play or App Store  |
| The Source website                                      | Sources of support and information for young people in Suffolk, about the issues that are important to them, including emotional wellbeing support.  | <a href="http://www.thesource.me.uk/wellbeing">www.thesource.me.uk/wellbeing</a>  |
| 4YP: Suffolk Young People's Health Project              | A local charity, which provides and coordinates services that improve the social, emotional, and physical health and wellbeing of young people in Suffolk, aged 12-25.   | <a href="http://www.4yp.org.uk">www.4yp.org.uk</a>  |

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| Suffolk Mind | Resources for adults and children to help them stay well. Anyone who needs support can contact their friendly team. Call: 0300 111 6000 (Mon-Fri) | <a href="http://www.suffolkmind.org.uk">www.suffolkmind.org.uk</a> |
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## General Information on other and Suffolk local services

### Covid Hub for a range of wellbeing support and information

Find information about looking after your physical and emotional health at home on the Healthy Suffolk COVID-19 Information Hub.

Visit: [www.healthysuffolk.org.uk/covidhub](http://www.healthysuffolk.org.uk/covidhub)

### Suicide bereavement support

Victim Support – the new suicide bereavement service for all ages in Suffolk and North East Essex (with the exception of the Waveney area). This service is free, providing confidential support for anyone who has been affected by bereavement as a result of suicide.

Email: [BBS.support@victimsupport.org.uk](mailto:BBS.support@victimsupport.org.uk)

Victim Support's national *Supportline* service is available 24/7 on: 08 08 16 89 111

Samaritans' Step-by-Step service supports organisations working with young people so they can respond effectively following a the suspected or attempted suicide of someone within the community, taking practical steps to reduce the risk of further deaths in the area.

Find out more at [Step by Step | Samaritans](#)

### Physical activity and good emotional wellbeing

Movement and mental health resource card: Seven ways to improve your health and wellbeing

<https://www.keepmovingsuffolk.com/wellbeing/movement-and-mental-health/> Hard copies are available by completing the short online form.

Movement and mental health e-learning resource <https://www.keepmovingsuffolk.com/courses/the-benefits-of-exercise-on-mental-health/>. Open to anybody from secondary school age upwards.

### Other useful contacts

Campaign Against Living Miserably (C.A.L.M) - Male suicide prevention charity for men and boys. You can contact their helpline and webchat services which are available from 5pm to midnight every day. Call: 0800 58 58 58 Visit: [www.thecalzone.net](http://www.thecalzone.net)

Hopeline UK (Papyrus) - National charity for young people at risk of suicide or who are worried about a young person. Call: 0800 068 41 41. Visit: [www.papyrus-uk.org](http://www.papyrus-uk.org)

Anna Freud – On My Mind website, has clear, simple self-help advice to support families and children and young people, Visit: [www.annafreud.org/on-my-mind](http://www.annafreud.org/on-my-mind)

Childline - Advice for children on managing feeling and emotions. They have a Calm Zone with activities and videos to help children stay calm. Visit: [www.childline.org.uk](http://www.childline.org.uk)

### Emotional Wellbeing Apps

You can find useful health and wellbeing apps that have been tested and recommended by young people in Suffolk on [The Source – If that app fits' page](#). (Apps can be really helpful and aid recovery, but please remember they are not a substitute for treatment or seeking help.)