

Online support for children and young people

Kooth provides online support for children and young people in Sefton aged 10-25 years old. The site is staffed by fully trained and qualified counsellors and is available until 10pm each night, 365 days per year. It is free, safe, confidential and provides a non-stigmatising way for young people to receive counselling, advice and support on-line. www.kooth.com

Local Support for children and young people - please note hours or services may vary

Parenting 2000 provides emotional and practical support and guidance for children and young people and families. Activities are delivered across Sefton from Parenting 2000's two centres, from community venues, including a GP's surgery, schools, HM Prisons and remotely via online platforms.

Contact: info@parenting2000.org.uk , telephone: 01704 380047/07464 5444314

Venus - is an organisation for women, families, children and young people and homeless people with multiple and complex needs. We offer support, advice, information and activities. Contact Details: Tel: 0151 474 4744

Advice for Parents/Carers

The Anna Freud Centre recommends:

- **Be there to listen** - Regularly ask how they're doing so they get used to talking about their feelings and know there's always someone to listen if they want it. Find out how to create a space where they will open up. [How to start a conversation with your child](#)
- **Support them through difficulties** - Pay attention to their emotions and behaviour, and try to help them work through difficulties. It's not always easy when faced with challenging behaviour, but try to help them understand what they're feeling and why. [Help with difficult behaviour and emotions](#)
- **Stay involved in their life** - Show interest in their life and the things important to them. It not only helps them value who they are but also makes it easier for you to spot problems and support them.
- **Encourage their interests** - Being active or creative, learning new things and being a part of a team help connect us with others and are important ways we can all help our mental health. Support and encourage them to explore their interests, whatever they are.
- **Take what they say seriously** - Listening to and valuing what they say, without judging their feelings, in turn, makes them feel valued. Consider how to help them process and work through their emotions more constructively. [The Anna Freud Centre support guide](#)

- **Build positive routines** - We know it still may not be easy, but try to reintroduce structure around regular routines, healthy eating and exercise. A good night's sleep is also really important – try to get them back into routines that fit with school or college. [Sleep tips for children](#)

Public Health England (PHE) has released [new guidance](#) for parents and carers on how to support the mental health of children and young people during the coronavirus outbreak. Information includes:

- Helping children [cope with stress](#)
- Supporting children with [additional needs and disabilities](#)
- [Bullying](#).

Support for Parents/Carers

YoungMinds have a Parents Helpline accessible via the phone, email or webchat for free, confidential advice.

- [Parents Helpline](#)
- [Parents Email Service](#)
- [Parents Webchat](#)
- [Parents Helpline service](#)

[Every Mind Matters](#) – NHS Advice about mental health and emotional wellbeing. Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing.

[Living Well Sefton](#) - is a FREE service supporting people with issues that may be affecting their health and wellbeing. Healthy eating, stop smoking, weight management mental health, physical activity, alcohol As part of the service, there are a number of Living Well Mentors to talk to and they work with you on a one-to-one basis to identify health areas to see where small tweaks can be made but may have a big impact on improving your health. Contact - 0300 323 0181 - LWS@seftoncvcs.org.uk

[Reach Mens Centre](#) - Based in South Sefton we provide a range of services aimed at reducing social isolation and improving the mental health of men in the area. We run a drop-in service where men can meet, play pool, dart etc. and gain skills through various courses. They can also get support through our one to one counselling service or support groups.

[Samaritans](#) offer support round the clock, 24 hours a day, 365 days a year. If you need a response immediately, it's best to call on 116 123. This number is FREE to call to receive support.

[Sean's Place](#) is a Mental Health and Wellbeing centre providing free mental health and wellbeing support to men in Sefton/Liverpool.

[Swan Women's Centre](#) - Supporting women to achieve mental well-being and providing services for women who experience anxiety, depression, stress or mental health issues. Phone: 0151 933 3292 Email: ceo@swanwomenscentre.org

Top tips to help families

UNICEF recommends:

- **Talking about COVID-19**
Be willing to talk. They will already have heard something. Silence and secrets do not protect our children. Honesty and openness do. Think about how much they will understand. You know them best. Download [these tips](#) [PDF format].
- **Be open and listen**
Allow your child to talk freely. Ask them open questions and find out how much they already know.
- **Be honest**
Always answer their questions truthfully. Think about how old your child is and how much they can understand.
- **Be supportive**
Your child may be scared or confused. Give them space to share how they are feeling and let them know you are there for them.
- **It is OK not to know the answers**
It is fine to say “We don’t know, but we are working on it; or we don’t know, but we think.” Use this as an opportunity to learn something new with your child!
- **Heroes not bullies**
Explain that COVID-19 has nothing to do with the way someone looks, where they are from, or what language they speak. Tell your child that we can be compassionate to people who are sick and those who are caring for them. Look for stories of people who are working to stop the outbreak and are caring for sick people.
- **There are a lot of stories going around**
Some may not be true. Use trustworthy sites like [UNICEF](#) and the [World Health Organization](#).
- **End on a good note**
Check to see if your child is okay. Remind them that you care and that they can talk to you anytime. Then do something fun together!