

# YOUNG SOMERSET



# MINDLINE OPS MANUAL

# CONTENTS

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1. About the 24/7 Somerset Mindline Service	3
2. CYP Referral Pathways for Mindline	4
3. Answering a Mindline Call	6
4. Data Management	7
5. Referral Routes	7
6. Urgent Support – CAMHS Support and Safeguarding	8
7. Supporting Documents	8

## ABOUT THE 24/7 MINDLINE SERVICE

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The Somerset Mental Health Alliance, working in partnership with Somerset NHS Foundation Trust, Somerset NHS CAMHS and Young Somerset, has launched the first 24-hour mental health telephone support line in Somerset to help people who are experiencing mental distress.

Expanding on the existing successful Somerset Mindline service, the round-the-clock helpline will make it quicker and easier for people in Somerset to get the right advice they need for their mental health. Open 24 hours a day, seven-days a week, it is open to people of all ages who need urgent mental health support.

Partner mental health and emotional well-being organisations in the Somerset Mental Health Alliance have also stepped up additional services that Mindline can direct people to, depending on their needs and circumstances. This will help people in the county to access additional support more easily if they are struggling with their mental health.

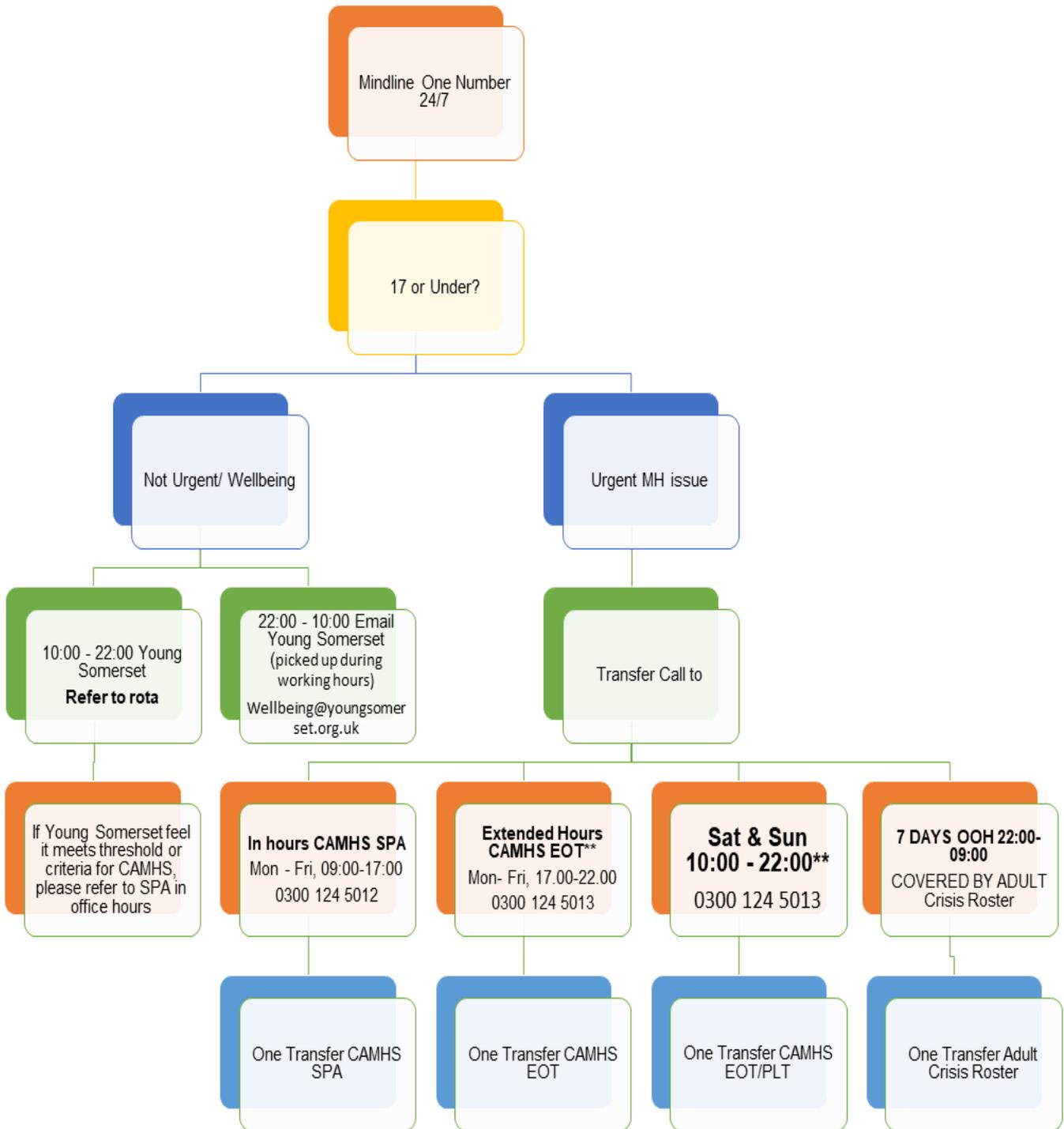
Young Somerset is supporting with non-urgent/ wellbeing referrals for young people from age 5 until age 17 and under.

For reference, advice included in the press release:

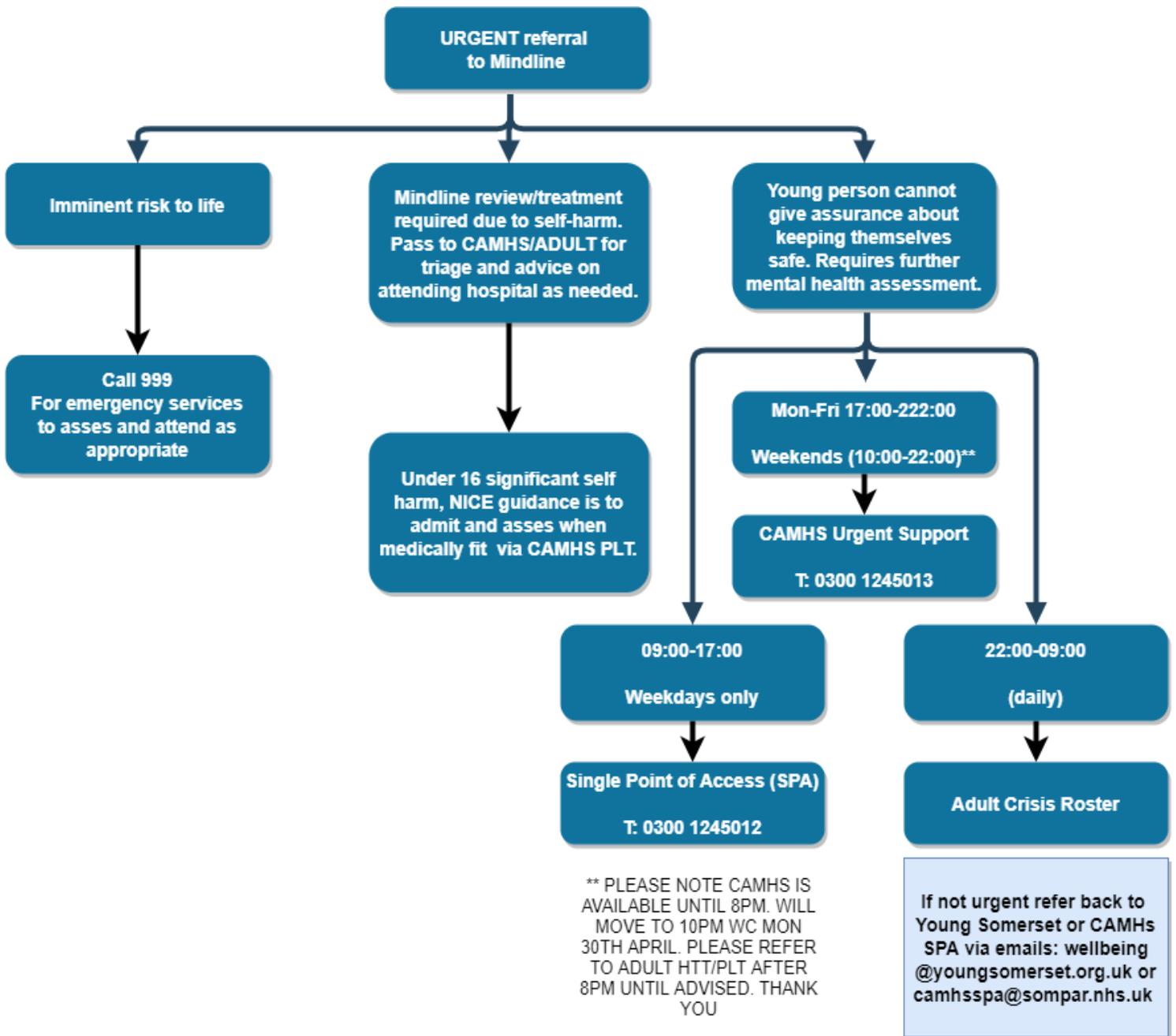
What to do if you need urgent mental health help:

- If you are concerned about how you are feeling, please contact Somerset Mindline – 01823 276 892
- The helpline is open 24 hours a day, seven days a week and is open to people of all ages
- The helpline is the first port of call for mental health help – it is operated by people in your local area who will know how best to support you.
- You should still call 999 or go to A&E if you have an immediate, life-threatening emergency requiring mental or physical health assistance

# CYP REFERRAL PATHWAYS FOR MINDLINE



**CYP URGENT REFERRALS PATHWAY FOR MINDLINE**



## ANSWERING A MINDLINE CALL

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- **How to communicate with the call handler:**

When communicating with call handler they should pass on to you the young person's contact information including their name and telephone number. If they do not pass this on to you, ask them to do so prior to transferring the call. Alternatively, you can also ask the young person.

- **How to communicate with a young person:**

Introduce yourself to the young person, and make some light-hearted conversation, this could include asking them what they have done that day, about the weather or if they've managed to go outside at all today. It is important to listen and reflect here.

Then it is important to ask them what they feel they need support with, or what led them to ring Mindline today and listen to their thoughts. It's key to ask them what they have done to try and address this issue, whilst acknowledging their feelings rather than rushing to try and offer solutions.

Then it is worth clarifying once again what it is that they would like support with, you could try saying 'it sounds like you are looking for a bit of extra support/ advice with...'. Then as long as they're happy with this you can signpost them to a service or if they'd like to look at a service after the phone call you can send them a link to the directory. It's important to note that you can also text or email young people resources with their permission.

You can introduce Young Somerset's service specifically by reminding them that we have a friendly team of wellbeing practitioners who support young people with anxiety, low mood, and panic etc. We can offer up to 8 sessions of Cognitive Behavioural Therapy (not counselling), this is a useful link to describe what Cognitive Behavioural Therapy (CBT) is:

<https://www.youtube.com/watch?v=Sm-dmGBQ1pg>

You can also talk about general good practice in maintaining positive wellbeing; sleep, friends, school, hobbies, and exercise. You can empower the young person by encouraging them to come up with solutions.

## DATA MANAGEMENT

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### What data you need to capture:

1. Number of new people transferred in to your enhanced offer.
2. Source of transfer (eg. Mindline, Sompar, CAB, self-referral etc).
3. Intervention offered.
4. Number of people transferred for whom offer deemed not suitable.
5. Outcome for those people (eg. transferred to alternative alliance partner, referred back to Mindline etc).
6. Total number of clients engaged in offer (new and previously engaged).

Data needs to be recorded on the 'Mindline Data YS' spreadsheet and shared with Charlotte Johnson every Tuesday on a weekly basis, which will then go to Nik Harwood to share with relevant contacts.

It's important that you are adhering to General Data Protection Regulations (GDPR) legislation and guidance at all times when managing and sharing data. More information about this can be found on Young Somerset's intranet under policies.

## REFERRAL ROUTES

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One referral option is Young Somerset's Wellbeing Service. At Young Somerset we support young people aged 5-18 with their mental health. We help with things like low-mood, anxiety, stress, phobias, sleep-problems, OCD and other mental health difficulties. You don't need a diagnosis or even be sure that you have a difficulty to get in touch. We aim to provide early help for milder difficulties and focus on one specific problem in the here and now.

We work with you to find out what is going on for you, what you want support with and how. We are trained in Cognitive Behavioural Therapies (CBT) for a range of mental health difficulties and use these to help you.

Our sessions generally last between 15 minutes to an hour and from 4 to 8 sessions.

Young Somerset's Directory of Services can be found here: [Directory of Services](#)

## URGENT SUPPORT – CAMHS SUPPORT & SAFEGUARDING

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If a young person is in immediate risk of danger or you receive ensure that you pass on their address to Young Somerset's Designated Safeguarding Lead (Zara Scott-Davies) and if appropriate the Police.

If you receive an abusive or sexual phone call tell the caller that you are terminating the call and reporting it. Ensure that you report this to Senior Management Team (SMT).

Only contact CAMHS SPA if you feel that the young person requires special Mental Health CAMHS support. Refer to other CAMHS documents in the support pack for when CAMHS is relevant.

Provide CAMHS SPA with the young person's contact details (including young person's phone number), as well as an outline of the concerns being reported so that CAMHS have an indicator of risk.

CAMHS SPA are contactable via the following numbers:

0300 124 5012- 09:00- 17:00 Monday- Friday

0300 124 5013- 17:00- 22:00 Monday- Friday and 10:00- 22:00- Saturday & Sunday.

CAMHS SPA are also contactable via email [camhsspa@sompar.nhs.uk](mailto:camhsspa@sompar.nhs.uk) and this is constantly checked throughout the day by the CAMHS administrator and Lead Clinician each day. CAMHS state that it would be rare that they would not be able to respond to any requests for contact on the same day that they receive these.

If you make a request to CAMHS SPA you must also let Zara Scott Davies (Designated Safeguarding Lead), Karen Leafe (Head of Wellbeing) and Nik Harwood (Chief Executive Officer) know.

If you need to contact CAMHS SPA via phone (09:00-17:00) it's important that you offer to call back the young person after you spoke to CAMHS for reassurance that you have made contact with them and not keep the young person on hold.

As being on hold can be anxiety provoking for young people, as well as putting the clinician's decision-making process under pressure.

It's also important that in your communication with the young people that you are not inappropriately expectation setting, as it's important note that clinicians have other clinical duties and will need to have some agreed standards for contact times.

## SUPPORTING DOCUMENTS

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Standard Operating Procedure: Somerset Mental Health Alliance Hub

Establishment of 24/7 open access urgent mental health services in all areas