

## 1. Local adult mental health services

- **City and Hackney:** Call Talk Changes on 020 7683 4278 or visit [www.talkchanges.org.uk](http://www.talkchanges.org.uk) If you need urgent help because you are worried that you might harm yourself or someone else, call the 24-hour City & Hackney crisis helpline on 020 8432 8020
- **Newham:** Call Talking Therapies on 020 8475 8080 or visit [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk). Also contact the Newham Mental Health Crisis Line on freephone 0800 073 0066.
- **Tower Hamlets:** Call Talking Therapies on 020 8475 8080 or visit <https://towerhamletstalkingtherapies.nhs.uk/>. You can also call the Tower Hamlets Mental Health Crisis Line on freephone 0800 073 0003.
- **Barking and Dagenham, Havering, Redbridge, Waltham Forest:** Call Talking Therapies on 0300 300 1554 or visit <https://www.talkingtherapies.nelft.nhs.uk/>. You can also contact Mental Health Direct on 0300 555 1000.

You can also access a whole range of online resources from Thrive LND on their [Good Thinking](#) website.

## 2. Local mental health services for children and young people

### Barking and Dagenham, Havering and Redbridge

Visit <https://www.nelft.nhs.uk/camhs/> for details of the CAMHS services available in each local area.

Crisis line: Contact Mental Health Direct on 0300 555 1000

Brookside Adolescent Unit: The Brookside unit is divided into two main services onsite - there are two inpatient services, (The inpatient service and the Young People's Home Treatment Team.)

Brookside Unit  
107a Barley Lane  
Goodmayes  
Essex, IG3 8XQ

Tel: 0300 555 1156  
Fax: 0844 493 0274  
Opening times: 24 hours

Referrals: Please email - [brookside.admin@nelft.nhs.uk](mailto:brookside.admin@nelft.nhs.uk) also use our out of hours email [brookside.teamsharedemail@nelft.nhs.uk](mailto:brookside.teamsharedemail@nelft.nhs.uk)

### **Young People Home Treatment Team (YPHTT)**

The Young Person's Home Treatment Team (YPHTT) works alongside an inpatient service; it aims to increase the service scope to provide best evidence-based practice for young people with acute mental health conditions and their families, in the least restrictive manner, to enhance patient experience. Home treatment, which implies, "hospital in the home" can act as a bridge between inpatient services and community services, to prevent an admission, or facilitate early discharge back to the community

See contact details above for Brookside.

Kooth: Free, safe and anonymous online support for 11-19-year olds:  
<https://www.kooth.com/>

A full directory of children's mental health services can be found [here](#).

### **City and Hackney**

City & Hackney CAMHS: open for professionals' referrals ([referral form](#)), with staff available to offer advice over the phone in each service (First Steps: 0207 014 7135/ Specialist CAMHS: 0203 222 5600 / CAMHS Disability: 0207 014 7071).

City & Hackney CYP crisis: Offer crisis support 24/7, contact 020 8432 8020

City & Hackney Children & Family Clinical Service: open for professional referrals through Children and Family services on 0208 356 5000. You can also contact the team for Emergency out of hours on 0208 356 2710.

Kooth: Free, safe and anonymous online support for 11-19 year olds:  
<https://www.kooth.com/>

### **Newham**

Newham CAMHS: open for self-referrals, with staff available to offer advice over the phone 020 8430 9000

Newham CAMHS: Self booking for groups and workshops, no referral required:

<https://www.eventbrite.co.uk/o/newham-camhs-workshops-23209370238>

<https://www.eventbrite.co.uk/e/online-pop-up-camhs-newham-registration-102088330946>

Newham CYP crisis: Offer crisis support 24/7, contact the Newham Mental Health Crisis Line on freephone 0800 073 0066.

Newham CYP befriending (by referral only, initial contact will be made by the social worker or other professional who is in touch with the young person). For CYP known to services or identifies as Young Carer, Care Leaver of LGBTQI+ [yourtime@newham.gov.uk](mailto:yourtime@newham.gov.uk)

Kooth: Free, safe and anonymous online support for 11-19 year olds: <https://www.kooth.com/>

HeadStart Newham: HeadStart are supporting CYP aged 10-16, parents/carers and schools within Newham. Latest information available <https://www.headstartnewham.co.uk/homepage/covid-19/>

Throughout Covid-19 partners are constantly updating information, resources and service changes on Newham's Local Offer <https://families.newham.gov.uk/kb5/newham/directory/advice.page?localofferchannel=2&id=Rp1I24W8t6k>

### **Tower Hamlets**

Tower Hamlets CAMHS: open for referrals, with staff available to offer interventions, advice and support over the phone or video call. Referrals can be made through GPs or by calling CAMHS on 0207426 2375 Monday to Friday between 9:00 – 17:00

Tower Hamlets CYP Crisis: offer crisis support 24/7 call the Tower Hamlets Mental Health Crisis Line on freephone 0800 073 0003.

Tower Hamlets Community Eating Disorders Service for concerns around eating difficulties and weight loss call 02082155270 from 09:00 – 17:00 daily.

Step Forward: counselling for young people between the age of 11 and 21 (up to 25 with SEND). Open for referrals, call 07961 201 234 or email on [info@step-forward.org](mailto:info@step-forward.org)

Safe East: support for issues relating to poor sexual health, substance misuse and emotional wellbeing for children 10 to 19 year olds (up to 25 with SEND or LAC). Contact the service on 020 3954 0091 or via the ChatHealth text messaging service on 07520 615 593. For urgent support call 07860 438 459. Agencies can send referrals to [compass.towerhamletsyphws@nhs.net](mailto:compass.towerhamletsyphws@nhs.net)

Local Offer: Throughout Covid-19 partners are constantly updating information, resources and service changes on Tower Hamlets' Local Offer <https://www.localoffertowerhamlets.co.uk/>

## Waltham Forest

Waltham Forest CAMHS: open for referrals, with staff available to offer interventions, advice and support over the phone or using digital technologies. Tel: 0300 555 1247  
Email: [walthamforest.camhs@nhs.net](mailto:walthamforest.camhs@nhs.net)

Waltham Forest CYP crisis: Offer crisis support 24/7. Contact Mental Health Direct:  
0300 555 1000

Kooth: Free, safe and anonymous online support for 11-19 year olds:  
<https://www.kooth.com/>

## 3. National Resources

- Advice for [parents, guardians and carers](#) on how to help and support a child or young person with mental ill health, suicidal thoughts or self-harming behaviours.
- A case study on protecting the most [vulnerable mental health patients](#) during a pandemic.
- What to do if you're a [young person](#) and it's all getting too much.
- What to do if you're a [student](#) and it's all getting too much.
- [Mind](#) mental health charity.
- Contact the [Samaritans](#), whatever you're going through. They are available 24 hours a day, 365 days a year.
- See also a full list of [national support services](#).

## 4. Bereavement Services

The government has produced some [support for the bereaved](#) which contains information to help bereaved families, friends or next of kin make important decisions. This has been translated into a number of different languages.

We have also produced a series of guidance packs to support people through the bereavement process, which is made even more challenging during the pandemic.

There are three guides available, as follows:

1. [How to prepare for the death of a friend or relative](#): helps people understand what to expect when someone is near the end of their life, provides tips on practical care and information on where to go for further support.
2. [What to do if a friend or relative dies](#): provides practical advice on areas such as arranging a funeral, looking after an individual's personal affairs and caring for their pets.
3. [Where to go for bereavement support](#): a list of organisations for people to reach out for support at any stage of the grieving process. It includes national, local and specialist organisations, along with contact details.