

Emotional wellbeing and mental health support for children, young people and their families

Emotional wellbeing and mental health support for children, young people and their families

At Queen Victoria Hospital, we care about your mental wellbeing as well as your physical health. Coming to hospital can sometimes make you feel worried or sad, and that's okay. We want you to feel safe and listened to. If you have any worries or questions, please talk to a member of staff who will be happy to help you.

Coming to hospital can sometimes make you feel worried or sad, and that's okay. We want you to feel safe and listened to. If you have any worries or questions, please tell a member of staff who will be happy to help you.

This leaflet includes information and signposting to mental health and wellbeing services that you, or someone you know, may find helpful now or in the future.

It is important to note that if you are worried that you or another person are unsafe or at immediate risk of harm, call 999 or urgently attend A&E.

Mental health support is also available via your GP, school team or by calling NHS 111 and selecting the mental health option.

Local support services that could help you:

If you live in Sussex:



Sussex Partnership
NHS Foundation Trust

Sussex Partnership NHS Foundation Trust runs a mental health helpline you can call. It provides urgent help 24 hours a day, 7 days a week.

The telephone number is 0800 030 9500

If you call, you'll speak to a professional in your local NHS mental health service who can discuss your current mental health needs and provide access to further support if needed.



E-wellbeing is a special website to support children and young people like you from across Sussex who need help with their mental health.

Website: www.e-wellbeing.co.uk or by scanning the QR code

Telephone: 111 - choose the mental health option

Text: support service (text the word SUSSEX to 85258) are also available for all ages.

Opening times: 24 hours a day, 7 days a week

West Sussex 



West Sussex Mind can help if you have any problems like anxiety, stress and depression to bi-polar disorder, psychosis, post-traumatic stress disorder (PTSD) and schizophrenia.

Website: www.westsussexmind.org or by scanning the QR code

Telephone: 0300 303 5652

Opening times: Monday to Friday 10am – 4pm

Email: helppoint@westsussexmind.org





Mindworks Surrey is the children and young people's Emotional Wellbeing, Mental Health and Learning Disability services in Surrey and can offer support for:

- feel sad or worried
- Problems with your family, friends or at school
- hurt yourself or want to hurt yourself
- have problems eating or with food
- have trouble sleeping or talking
- hear voices or see things
- feel angry or are struggling to control your behaviour or temper.
- find it hard to concentrate or get on with friends
- have to check or repeat things, or worry about germs
- don't like yourself or have low self-confidence

Website: www.mindworks-surrey.org or by scanning the QR code

Telephone: 0300 222 5755



Surrey and Borders Partnership
NHS Foundation Trust



Surrey CYPs Crisis Line - 0800 915 4644 Opt 1, available 24/7 for children and young people aged 6-18 and their families/carers for support, advice and signposting to a range of community services. No referral is required to access the service.

CYPs Haven – You can contact the CYPs Haven for telephone advice on **01483 519436** – Monday to Friday, 3.30-7.30pm, and Sunday 1-4pm. You can also drop into one of the CYPs Havens from 3.30pm-7.00pm certain days (www.cyphaven.net)



If you live in Kent:



The Kent Therapeutic Alliance and therapeutic support service is an emotional wellbeing support service for children and young people aged 4 – 18 (and up to the age of 25 in some circumstances) with mild to moderate wellbeing needs. Support is offered via their website, and you can get support for:

- mild anxiety or low mood
- anger difficulties
- exam stress
- issues in managing behaviour
- attachment and relationship difficulties with family and peers
- emerging self-harm
- self-esteem, self-confidence, and resilience difficulties
- bullying

Website: www.ktatss.co.uk or by scanning the QR code

National support services:

There are other national charities and websites that can offer support for different mental health concerns including:



Childline offers free, confidential support for anyone under the age of 19 via telephone or chat service via their website.

You can talk to them about:

- family conflict
- exam stress
- mental health concerns
- eating disorders
- challenging friendships
- bullying
- abuse
- racism and discrimination
- gender identity
- bereavement and more

Website: www.childline.org.uk or by scanning the QR code

Telephone: 0800 1111

Opening times: 24 hours a day, 7 days a week.



YoungMinds offer free, confidential mental health support and information for young people
You can talk to them about lots of different things, including:

- Anxiety, depression or any worries
- School stress
- Identity, friendships and relationships
- Eating and body image concerns
- Crisis support
- Helpful tips and advice to look after yourself

If you are seeking help, Young Minds have a free text service available 24/7 across the UK.

You can receive support by texting YM to 85258.

Online chat support, further information and resources are available on their website.

Website: www.youngminds.org.uk or by scanning the QR code.

Telephone: YM to 85258

Opening times: 24 hours a day, 7 days a week.



Offers support to anyone under 25 about anything that's troubling them including:

- Depression
- Anxiety
- eating disorders
- Psychosis
- Suicide and self-harm
- OCD and phobias
- Personality disorders
- Body image and self esteem

The mix offers email support via their online contact form.

Free 1-2-1 web chat service plus short-term counselling service available.

Website: www.themix.org.uk or by scanning the QR code

Telephone: 0808 808 4994

Opening times: 4pm - 11pm, 7 days a week



Samaritans offer free and confidential support to all ages for various concerns including:

- relationship and family problems
- bereavement
- financial worries
- study or work related stress
- loneliness and isolation
- depression and anxiety
- physical illness
- alcohol or drug advice
- thoughts of suicide

Website: www.samaritans.org or by scanning the QR code

Telephone: 116 123

Opening times: 24 hours a day, 7 days a week



Papyrus offers confidential advice and support for people like you who might be struggling with suicidal thoughts or people who are worried about someone else experiencing this.

Its helpline service - HOPELINEUK - is available to anybody under the age of 35 experiencing suicidal thoughts, or anybody concerned that a young person could be thinking of suicide.

Website: www.papyrus-uk.org or by scanning the QR code

Phone: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Opening times: 9am – midnight, 365 days a year



Shout is a free, confidential, 24/7 text messaging service for children, young people and adults who need mental health support.

You can talk to them about:

- family conflict
- exam stress
- mental health concerns
- eating disorders
- impact of cost of living on mental health
- bullying
- autism and mental health
- racism and discrimination
- LGBTQ+
- Online safety and more

Website: www.giveusashout.org or by scanning the QR code

Text: the word 'Shout' to 85258

Opening times: 24 hours a day, 7 days a week.



Offers information and support for anybody affected by eating disorders via telephone, email or online one to one chat service through their website.

Website: www.beateatingdisorders.org.uk or by scanning the QR code

Telephone: 0808 801 0711

Email: fyp@beateatingdisorders.org.uk

Opening times: 365 days a year - weekdays (9am - 8pm); weekends (4pm - 8pm)



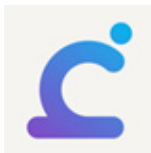
Mermaids are a UK charity to support young people and their families with gender identity via their support line, email and web chat support. Mermaids also offer a network of local support groups, events and resources for young people and their families.

Website: www.mermaidsuk.org.uk or by scanning the QR code

Telephone: 0808 801 0400

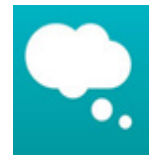
Opening times: Monday – Friday 1pm – 8:30pm

[Free apps for Children and Young People – available on Apple and Android](#)



[Calm Harm](#)

An app designed to help people resist or manage the urge to self-harm. It's private and password protected.



[Catch it](#)

An app to help learn how to manage feelings like anxiety and depression. The app aims to teach you how to look at problems in a different way and improve your mental wellbeing.



[Feeling Good](#)

positive mindset
Relax your body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mindset.



[distrACT](#)

The distrACT app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by doctors and experts in self-harming and suicide prevention.

If you'd like to find out how you can support QVH,
please visit www.supportqvh.org



Please ask if you
would like this leaflet
in larger print or an
alternative format.

Emotional wellbeing and mental health support for children, young people and their families

Issue 1 – Ref 0743

Approved by the Patient Information Review Group

Print August 2026 – Review August 2029

© Copyright QVH NHS Foundation Trust

www.qvh.nhs.uk