



Support and Helplines

The Reflexions Service operates from 9am – 5pm Monday to Friday (Excluding Bank Holidays). If you need to speak to someone during our opening times please contact the Reflexions Team via the contact details below:

Telephone: 01902 951 622
Email: bchft.reflexions@nhs.net

If you need emergency support during or outside of our working hours, please follow the advice below:

- Call your out-of-hours GP service.
- Contact **NHS 111** (Option 2) to access local mental health crisis services 24/7.
- Call the Black Country Healthcare main switchboard on **01902 607 000**.
- For urgent medical attention, attend your local emergency department or contact 999.

Other Support & Helplines for Children & Young People



SHOUT provides free, confidential, 24/7 text message support in the UK for anyone who is struggling to cope and anyone in crisis. Text SHOUT to 85258. This service is free on all major mobile networks.



Papyrus provides advice and support for young people who feel like they want to take their own life, and all their advice is confidential. Call their HOPELineUK on: 0800 068 41 41 or text: 07786 209687. (Lines are open everyday from 9am – midnight)



ONLINE, ON THE PHONE, ANYTIME

Childline offers support to young people under 19, and they confidentially call, email, or chat online about any problem, big or small. Their Freephone 24-hour helpline is 0800 1111.



Samaritans are available 24/7 and offer a free anonymous non-judgemental listening service. They can be reached by phone on 116 123 or email at jo@samaritans.org.



The Mix offers a free helpline for young people under 25 between 4pm – 11pm. Call 0808 4994 or you can email or text the Crisis Messenger service 24/7.



Young Minds Crisis Messenger provides free crisis support and links to a range of support options.



All local NHS 24/7 urgent mental health lines can be found on nhs.uk/urgentmentalhealth.



Digital Resources for Children and Young People

Calm zone | Childline

Activities and tools, wellbeing exercises and interactive games for under 19s.



Kooth

Online mental wellbeing community for 10 – 25 year olds.



Mental Health - The Mix

Online articles and discussion forums for 11 – 25 year olds.



Self-care tips videos for young people - Every Mind Matters - NHS (www.nhs.uk)
Online self-care video library.



Other Support and Helplines for Parents and Carers



Local NHS 24/7 urgent mental health lines can be found on [nhs.uk/urgentmentalhealth](https://www.nhs.uk/urgentmentalhealth).

Public Health England's Better Health Every Mind Matters campaign shares helpful tips for young people, parents and carers, including how to spot signs that your child may be struggling.



YoungMinds Parents Helpline is available for parents, guardians and carers. You can call them on 0808 802 5544. 09:30am to 16:00 on weekdays.

YoungMinds Crisis Messenger provides free crisis support and links to range of support options for young people.

Helpful Resources for Parents and Carers

Parents and carers guide

Suicidal Thoughts | Suicidal Ideation Signs and Symptoms | YoungMinds



Tips and Guidance

Supporting your child: Every Mind Matters



NHS App

Digital tools and apps to support your own wellbeing.



Suicide prevention training:
Free online training from Zero Suicide Alliance

