Mental health & emotional wellbeing training, support & intervention available to the Royal Borough children, young people and schools


This document describes how to access all the services in The Royal Borough of Windsor and Maidenhead that support good mental health and emotional wellbeing in children and young people; how referrals are made; and contact details. This includes access to training, support, information and interventions.

The THRIVE model for the Royal Borough aims to promote joint decision-making with children, young people and their families to ensure that they get the best intervention for their needs. This may be from services in any of four quadrants (fig.1) and replaces the previous CAMHS (Child & Adolescent Mental Health Service) ‘tiered’ model of service provision.

A child or young person may move between quadrants, depending on their needs and wishes, and may also receive help from services in more than one quadrant at the same time.

In this model, clear outcomes and dates are agreed right from the start, and a back-up plan made in case progress is not being made within a reasonable time.

Ref: The THRIVE model (Wolpert et al, 2015) developed by The Anna Freud Centre -Tavistock and Portman NHS. For more information please click here.
Mental health & emotional wellbeing training, support & intervention available to RBWM children, young people & schools

**services:**
- Psychology, Wellbeing & Early Help Advisors
- Youth Service
- Intensive Family Support
- Children’s Centres & Parenting Service
- Drug & Alcohol Action Team (DAAT)

**commissioned services:**
- Family Friends
- Shine (Autism Support service)
- Berkshire Autistic Society
- The DASH Charity
- Young Carers
- Kooth.com

Training offers around Mental Health & Wellbeing include:
- Psychological Perspectives in Education & Primary Care (PPEP Care)
- Mental Health First Aid (MHFA)
- MindEd.org.uk
- Emotional Literacy Support Assistant (ELSA)

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**THRIVE model for The Royal Borough of Windsor and Maidenhead**

**Interventions Include:-**
- Cognitive Behavioural Therapy (CBT)
- Informed Strategies
- Person Centred Counselling
- Multi-family groups
- Parenting Groups
- Family Therapy
- Play Therapy
- Nurture Groups
- Mindfulness

**commissioned services:**
- Counselling Service - Person centred and solution-focused interventions
- Family Friends - PICADA programme

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**Getting help**

**Prevention & Promotion**

- Signposting, Self-management and ongoing support
- Goals focused evidence informed and outcomes focused intervention

**Coping**

**Getting help**

**Risk management and crisis response**

- Getting risk support
- Getting help

**Extensive treatment**

- Getting more help

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**NHS Child & Adolescent Mental Health Service (CAMHS)**
Berkshire Adolescent Unit (BAU)
### Mental health & emotional wellbeing training, support & intervention available to the Royal Borough children, young people and schools

<table>
<thead>
<tr>
<th>Areas of need/Pathways*</th>
<th>Preventative</th>
<th>Early intervention</th>
<th>Targeted support</th>
<th>Specialist support</th>
</tr>
</thead>
</table>
| **Emotional disorders (e.g. phobias, anxiety, depression)** | **Educational Psychology Service**  
- Generic training for schools to raise awareness.  
- Bespoke training for schools for evidence-based programmes to build resilience and reduce anxiety, such as ‘Friends for Life’.  
- Training programme for Early Years Practitioners to work in EY settings as an Early Years Emotional Wellbeing Practitioners.  
- Training & supervision to all Teaching Assistants to work in their school as Emotional Literacy Support Assistants (ELSa). | **Behaviour Support Outreach Team**  
- **Work in schools for 6-10 sessions with individual pupils (extended as required).**  
- **Work with schools to offer transition nurturing groups for vulnerable pupils.**  
- Transition programme offered to all vulnerable pupils in the summer term. | **Counselling Service**  
- Person-centred therapeutic service to anyone over the age of 10/11 years based in Maidenhead and Windsor.  
- Assessment and short solution focused service to all middle and secondary schools (75% of schools currently taking up the offer). | **Child & Adolescent Mental Health Service (CAMHS)**  
if severe and enduring |
| **Psychology & Wellbeing**  
Mental Health First Aid (Young People) Training for staff and professionals. Understanding how to recognise the signs and symptoms of common mental health issues and provides help on a first aid basis and effectively guides those towards the right support services. | **PPEPCare**  
(Psychological Perspectives in Education & Primary Care) Training staff in primary care and education in understanding MH difficulties in young people and how to support them. | **Psychology & Wellbeing**  
- Wellbeing Practitioners will offer assessments, signposting and focused interventions.  
- Multi-family groups for young people and their carers who are struggling to attend school. | |
| **Kooth.com**  
Free on-line Counselling Service for 11-18year olds. | **CAMHS**  
Cognitive Behavioural Therapy (CBT). | |

*Areas of need/Pathways:
- Preventative: Skilling up staff, parents, carers & young people
- Early intervention: Signposting, self-management & ongoing support
- Targeted support: Goals focused evidence informed and outcomes focused intervention
- Specialist support: Extensive treatment Risk management & crisis response

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Document tile: Mental health & emotional wellbeing training, support & intervention available to RBWM children, young people & schools  
(Senior Educational Psychologist, RBWM) Creation date: July 2014

Author: A. Crossick  
Updated February 2016 Review date: July 2016
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| a) Conduct disorders (e.g. severe defiance, and physical and verbal aggression, and persistent vandalism) | • Educational Psychology Service Training offered to school staff to understand the psychology around the different diagnoses.  
• Training & supervision to all Teaching Assistants/Early Years Practitioners to work in their education setting as an ELSA or EY EWP.  
Psychology & Wellbeing ADHD Parent Factor training course offered to parents with children with ADHD.  
Family Support Team Evidenced based parenting programmes (E.g. Triple P, Webster-Stratton Baby Incredible Years). | Behaviour Support & Wellbeing  
• **Work in schools for 6-10 sessions with individual pupils (extended as required).  
• **Peer Mediation programme to schools.  
Youth Service Individual and group work support for 13-19 year olds. | Psychology & Wellbeing  
• Wellbeing Practitioners to offer assessments, signposting and focused interventions.  
• Wellbeing Practitioners to offer Parenting support for ADHD in the family. | CAMHS diagnosis |
| b) Attention deficit hyperactivity disorder | | | | |
| Obsessive compulsive disorder | | CAMHS Evidence based interventions. | CAMHS diagnosis and intervention if severe & enduring |
| Tic disorders and Tourette’s syndrome | Educational Psychology Service Training offered to school staff. | | CAMHS diagnosis and medication |
| Autism spectrum disorders (ASD) | Shine team (Autism Outreach) Training for schools and parents  
Educational Psychology Service Training for schools  
Berkshire Autistic Society (BAS)  
• Support groups for parents/carers  
• Windsor based Youth Group for 8-17 year olds. | Children & Young People Disability Service (CYPDS)  
• Look & Listen pre-school group  
• Autism training for parents, pilot commissioned September ‘15 through BAS.  
Shine team Early Bird Plus training offered to parents for children aged 4-8 years.  
Youth Service  
• Life Skills Project for 16-25 year olds with learning disabilities. | Shine team Support and intervention in schools for children/young people with a diagnosis. | CAMHS diagnosis and medication |
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| **Substance misuse problems** | Young People’s Drug & Alcohol Action (DAAT) Team  
- Training provided to school staff and other professionals.  
- Training for young people to become Peer Educators and run awareness sessions to younger students in their schools.  
Youth Service  
Awareness sessions provided to parents, young people in Years 4 – 8, secondary schools, colleges youth clubs and other venues. | DAAT Team  
Tailored sessions provided for targeted groups in schools & elsewhere.  
Youth Service & DAAT Team  
Youth Group for young people who have a parent/close family member who is an alcohol or drug misuser. | DAAT Team  
Ongoing one to one support provided in schools (or other venues) for young people misusing substances. | Extensive treatment  
Risk management & crisis response |
| **Eating disorders (e.g. pre-school eating problems, anorexia nervosa and bulimia nervosa)** | Psychology & Wellbeing  
- Mental Health First Aid (Young People) Training for staff and professionals. Understanding how to recognise the signs and symptoms of common mental health issues and provides help on a first aid basis and effectively guides those towards the right support services.  
PPEP Care – Psychological (Perspectives in Education & Primary Care) Training staff in primary care and education in understanding MH difficulties in young people and how to support them. | b-eat.co.uk  
- Specialist website offering information, advice and guidance on eating disorders or difficulties with food, weight & shape.  
- Helpline & on-line support.  
Kooth.com  
Free on-line Counselling Service for 11-18 year olds. | Counselling Service  
- Person-centred therapeutic service to anyone over the age of 10/11 years based in Maidenhead and Windsor.  
- Assessment and short solution focused service to all middle and secondary schools.  
Psychology & Wellbeing Practitioners  
Assessments, signposting and focused interventions. | CAMHS diagnosis and intervention if severe & enduring.  
Specialist Service to be implemented 2016/17. |
| **Post-traumatic stress disorder** | Educational Psychology Service  
Training offered to school staff. |  | Counselling Service  
- Person-centred therapeutic service to anyone over the age of 10/11 years based in Maidenhead and Windsor.  
- Assessment and short solution focused service to all middle and secondary schools. | CAMHS diagnosis and intervention |
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<tr>
<td></td>
<td>Skilling up staff, parents, carers &amp; young people</td>
<td>Signposting, self-management &amp; ongoing support</td>
<td>Goals focused evidence informed and outcomes focused intervention</td>
<td>Extensive treatment Risk management &amp; crisis response</td>
</tr>
<tr>
<td><strong>Attachment disorders</strong></td>
<td>Educational Psychology Service Training offered to school staff.</td>
<td>Behaviour Support Nurture groups • Centrally-based nurture groups (half a day per week) across the LA. Rolling programme to cover needs by Behaviour Support Team. • Nurturing groups supported in school.</td>
<td></td>
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</tbody>
</table>
**Psychology & Wellbeing** Pilot project: Early Years Nurture groups in Children’s Centres and maintained nurseries.  
**Family Support Team** Parenting programme for vulnerable young parents (Webster Stratton Baby Incredible Years) |  
**Psychology & Wellbeing Practitioners.** Assessments, signposting and focused interventions.  
**CAMHS** Cognitive Behavioural Therapy (CBT). |
| **Psychological effects of living with a chronic illness** | Educational Psychology Service Training offered to school staff. | Family Action RBWM Young Carers Service • Group work and one to one support tailored to the individual child or young person. • Respite activities also available. • Honey Pot Holidays for young carers |  
**CAMHS** diagnosis and intervention |
| **Somatisation disorders, Psychosis, Emerging borderline personality disorder.** |  |  |  |

*Areas of need taken from *"Guidance for commissioners of child and adolescent mental health services"*
## Mental Health & Emotional Wellbeing training, support & intervention

### Access and referral process for all services supporting children/young people


<table>
<thead>
<tr>
<th>Name of Service</th>
<th>Available to…</th>
<th>How to access service…</th>
<th>Contact details…</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Behaviour Support</strong></td>
<td>- Children/young people in RBWM maintained primary schools.&lt;br&gt;- Children/young people in middle, secondary and academy schools who have purchased the service.&lt;br&gt;- All RBWM children/young people requiring nurture group.</td>
<td>- Early Help Hub</td>
<td>Tel: 01628 796688&lt;br&gt;<a href="mailto:ed.psych@rbwm.gov.uk">ed.psych@rbwm.gov.uk</a></td>
</tr>
<tr>
<td><strong>Child &amp; Adolescent Mental Health Service (NHS)</strong></td>
<td>- Children under 18 years old living in RBWM who are suffering significant difficulties due to mental illness or emotional and behavioural difficulties which have not responded to interventions from prevention and early Intervention services.</td>
<td>- Referral form to the Common Point of Entry&lt;br&gt;- For more information click to their website</td>
<td>Tel: 0300 365 0300&lt;br&gt;<a href="mailto:Bks-tr.referralhub@nhs.net">Bks-tr.referralhub@nhs.net</a></td>
</tr>
<tr>
<td><strong>Children &amp; Young People Disability Service</strong></td>
<td>- The Children and Young People Disability Service (CYPDS) works with families who live in the Royal Borough of Windsor and Maidenhead (RBWM) and have a child or young person aged 0-25 who has a special educational need and/or disability</td>
<td>- Self/family referral.&lt;br&gt;- Early Help Hub</td>
<td>Tel: 01628 685878&lt;br&gt;<a href="mailto:cypds@rbwm.gov.uk">cypds@rbwm.gov.uk</a></td>
</tr>
<tr>
<td><strong>CYP IAPT</strong></td>
<td>- Improving Access to Psychological Therapies for Children &amp; Young People (CYP IAPT) for children/young people in RBWM aged 11 years+ with low mood/anxiety, below the threshold for CAMHS.</td>
<td>- Early Help Hub</td>
<td><a href="mailto:ehhubGCSx@rbwm.gov.uk">ehhubGCSx@rbwm.gov.uk</a></td>
</tr>
<tr>
<td><strong>Counselling Service: 1. Windsor: Youth Talk 2. Maidenhead: No. 22</strong></td>
<td>- Open service for all children/young people (generally over 10/11 years), parents, carers.&lt;br&gt;- All C/YP in RBWM middle/secondary schools who have set up the school service. Schools not currently engaged generally have their own mentors, counsellors etc. already working in their school.&lt;br&gt;- Advocacy Programme to be offered to children and young people in care.</td>
<td>- Self-referral or parent/carer on behalf of children/young people or with support from a professional.&lt;br&gt;- Early Help Hub</td>
<td>Number 22&lt;br&gt;Tel: 01628 636661&lt;br&gt;Youth Talk: Tel: 01753 842444</td>
</tr>
<tr>
<td><strong>The DASH charity – Domestic abuse stops here</strong></td>
<td>- Men, women and children affected by domestic abuse.&lt;br&gt;- Refuge Accommodation offering last resort accommodation and specialist support to female victims and their families fleeing their homes.&lt;br&gt;- Advocacy and Outreach support to victims of domestic abuse living in RBWM focused on risk management and safety planning.&lt;br&gt;- Children and Young People Services offering group and 1:1 support.&lt;br&gt;- Freedom Programme – therapeutic group support helping victims to understand and recover from their experiences.</td>
<td>- Self referrals accepted by phone&lt;br&gt;- Multi Agency Partners to complete an electronic referral form for all services, except refuge provision – due to crisis nature, referrals will be accepted by phone.&lt;br&gt;- Advice and Guidance offered via helpline.&lt;br&gt;- Early Help Hub</td>
<td>Tel: 01753 549865</td>
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<tr>
<td>Name of Service</td>
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<td>How to access service…</td>
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| Educational Psychology Team           | • All children/young people living in RBWM going through statutory assessment of Special Educational Needs.  
• All schools offered a core service for children/young people at risk of school placement breakdown.  
• Majority of RBWM schools who have purchased additional EPS time. | • Request agreed for Education, Health & Care (EHC) Assessment.  
• School purchased EPS package - Consultation with the Special Educational Needs Co-ordinator (SENCo) at the child’s school. | Tel: 01628 796688  
ed.psych@rbwm.gov.uk |
| Intensive Family Support Project      | • Families who meet the criteria, such as antisocial behaviour, offending, parental unemployment. | • Early Help Hub                                                                                                                                                                                                 | Tel: 01628 685605                      |
| Family Action RBWM Young Carers Service | • Young carers (5 – 18 years) who provides care, assistance or physical/emotional support to another family member and assumes a level of responsibility which would usually be associated with an adult. | • Self referral or professional referral.  
• Early Help Hub | Tel: 01628 628991  
sally.grant@family-action.org.uk |
| Family Friends In Windsor & Maidenhead | • Families who live in RBWM and have a child/young person aged 0-13 who are facing difficulties are offered early support for emotional and physical well-being. | • Self-referral, parent/carer or child  
• Professionals can call or email for a referral form  
• Further details refer to the website at www.family-friends.org.uk | Tel: 0300 800 1005  
info@family-friends.org.uk |
| Family Support team (Parenting)       | • Universal and targeted programmes offered by RBWM Parenting service.  
• Evidence based parenting programme. Six week parenting programme for parents 0-11 years and Teen Triple P for 10-16 years. Transitions Triple P Programme for parents who have separated. | • Self-referral or professional referral.  
• Early Help Hub | Tel: 01628 685615  
parenting@rbwm.gov.uk |
| Wellbeing Practitioners & Early Help Advisers (Social Care) | • 3 year programme to be commissioned by RBWM schools to raise awareness around mental health & emotional wellbeing and work with children aged 5-18 years and their families. | • Professionals can call for advice/signposting  
• Early Help Hub | Tel: 01628 796688  
mash@rbwm.gov.uk  
mash@rbwm.gov.uk (password protected) |
| Shine Team (ASD Outreach Service)     | • Support pupils in mainstream education aged 4-18 years with a diagnosis of Autism. | • School contact Shine team directly.  
• Shine Advice Help Desk is available on Tuesdays (term time only) 8.30am-12.00pm. | Tel: 01628 762253/4  
Email: info@theshineteam.com |
| Young People’s Drug & Alcohol Action Team | • All children/young people living in RBWM who are under 18. | • Self-referral, parent/carer on behalf of children/young people, or with support from a professional. | Tel: 01628 796518  
Email: daat@rbwm.gov.uk |
| Youth Offending Service (YOS)         | • A specialist programme is available for RBWM children aged 8-17 years who are at risk of offending or involved in anti-social behaviour. | • Early Help Hub | Tel: 01628 683280 |
| Youth Service                        | • 8-18 years who live or are educated in RBWM. | • Referral from schools for group work.  
• Direct referral from parent/carer/professional to the Esteem Project. | Tel: 01628 683964  
Website: www.wamster.org.uk/.../youth_centres.html |
<table>
<thead>
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<tbody>
<tr>
<td>Positive Parenting Programme</td>
<td>• Evidence based parenting programme. Six week parenting programme for</td>
<td>• Early Help Hub for one-to-one support</td>
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<td>parents up to the age of 16 years. Teen Triple P – Support transitions for</td>
<td>• Self-referral, parent/carer with support from a</td>
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<td></td>
<td>parents who have separated.</td>
<td>professional.</td>
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<td></td>
<td></td>
<td>• Early Help Hub</td>
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<tr>
<td>Berkshire Autistic Society</td>
<td>• An established charity providing comprehensive services for all ages of</td>
<td>• Self-referral, parent/carer on behalf of children/young</td>
<td><a href="mailto:Alison.bradshaw@rbwm.gov.uk">Alison.bradshaw@rbwm.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>people with autism, their families, carers and professionals working in the</td>
<td>people, or with support from a professional.</td>
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<tr>
<td></td>
<td>field.</td>
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<tr>
<td>PPEP</td>
<td>• Psychological Perspectives in Education &amp; Primary Care</td>
<td>• School contact PPEP - Ineke Wolsey direct.</td>
<td>Tel: 07802 352251 Email: <a href="mailto:ineke.wolsey-anxietydepressioniapt@oxfordahsn.org">ineke.wolsey-anxietydepressioniapt@oxfordahsn.org</a></td>
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<tr>
<td></td>
<td>Project aims to help staff in primary care and education to (i) better</td>
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<td></td>
<td>recognise and understand mental health difficulties in children and young</td>
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<td></td>
<td>people and (ii) better support these children, young people, and their</td>
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<td></td>
<td>families by providing psycho-education and drawing on relevant psychological</td>
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<td></td>
<td>techniques (using cognitive behavioural framework).</td>
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<tr>
<td>Kooth.com</td>
<td>• A commissioned service for RBWM children and young people.</td>
<td>• Access the website direct, please note:</td>
<td>Website:</td>
</tr>
<tr>
<td></td>
<td>• BACP registered on-line counselling service for young people aged 11-</td>
<td>• Enter <a href="http://www.kooth.com">www.kooth.com</a> in the URL address bar.</td>
<td><a href="http://www.kooth.com">www.kooth.com</a></td>
</tr>
<tr>
<td></td>
<td>18 years. Providing access to on-line counsellors, live forums, information,</td>
<td>• To register, enter area of RBWM School rather than home</td>
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<td></td>
<td>advice and guidance on a range of mental health issues that are effecting</td>
<td>address.</td>
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<td></td>
<td>young people.</td>
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</tbody>
</table>

= Services with a RBWM commissioned element