

# Mental Health Support in South Gloucestershire for Children and Young People



**Information for Parents, Carers and Young  
People with Support for People Under 18 Years  
Old.**



**Scan this QR code to view the wellbeing and  
mental health support page on the Sirona  
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## Need Urgent Help Now?

### Child and Adolescent Mental Health Services (CAMHS) Emergency Helpline

Tel. 0800 953 9599 (24/7 Support)

For young people, families, carers, and professionals in Bristol, North Somerset, and South Gloucestershire. Highly trained clinicians offer urgent advice and support for children and young people in crisis, including those who may need to attend hospital.

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## Talk to Your Child First

Before contacting services, consider having a conversation about:

- What difficulties they're facing and how long these have lasted.
- Any risks: self-harm, suicidal thoughts, or safety concerns.
- The impact of these issues on their daily life.
- What support has already been tried (e.g. Off the Record).
- What they hope to gain from a CAMHS referral.

If there is an immediate risk (e.g. suicide, self-harm): Call 999 or go to A&E.

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## Text Support for Teenagers

### SHOUT Crisis Text Line

Text '**SHOUT**' to **85258** to speak with a trained crisis counsellor.

### ChatHealth

A confidential text messaging service run by our School Nursing service. Children and young people aged 11-19 can use the service to get advice from our health professionals.

Tel. 07312 263093

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## Local Support Services

### Off the Record (OTR Bristol)

Informal drop-in mental health hubs for young people.

Opening Hours:

Mon: 4pm – 7pm @ 8-10 West Street, Old Market, BS2 0BH

Wed: 3:30pm – 5:30pm @ Armadillo, Yate, BS37 4FW

Sat: 10am – 1pm @ 8-10 West Street, BS2 0BH

Tel. 0808 808 9120 (Weekdays, 2–5pm)

Email: [hello@otrbristol.org.uk](mailto:hello@otrbristol.org.uk)

Website: [Link to the OTR Webpage](#)

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**Creative Youth Network – The Station**

Support for young people aged 11–25.

Opening Hours: Mon–Fri, 2pm–8pm – Just turn up!

The Station, Silver Street, Bristol, BS1 2AG

[Visit website](#)

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**ARC – Asylum and Refugee Clinic (CAMHS)**

Mental health support for young asylum seekers and refugee children (with or without family) in BNSSG.

Tel. [0300 124 5944](tel:03001245944)

Website: [Asylum Seeker and Refugee Clinic \(ARC\) :: Avon and Wiltshire Mental Health Partnership NHS Trust](#)

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**HOPELINE247 (by PAPYRUS)**

Suicide prevention support for young people.

Tel. 0800 068 4141

Text: 88247

Email. [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Available all day (24 hours), every day.

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## Helpful Websites and Directories

- **Bristol CCG Emotional Health Directory**

[Download PDF Directory](#)



- **Bristol City Council Mental Health Services**

[Mental Health Support](#)



- **Mind (Mental Health Charity)**

Tel. 0117 980 0370

Email: [info@bristolmind.org.uk](mailto:info@bristolmind.org.uk)

Website: [Mind Website](#)



Website: [Bristol Mind](#)



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## Other Support Services

- **Young Bristol** – Youth-driven opportunities & experiences

- **The Prince's Trust** – Support for ages 13–25

Tel 0800 842 842

Visit website [Link to The Kings Trust Webpage](#)

- **1625 Independent People (1625IP)** – Help with housing, education, and more for 16–21 year olds  
Nelson House, Nelson Street, Bristol, BS1 2JT  
Tel. 0117 332 7111  
Email. [Bristolyouthmaps@1625ip.co.uk](mailto:Bristolyouthmaps@1625ip.co.uk)  
Patchway drop-in: Tues & Thurs, 2–4:30pm
- **The Green House** – Support for children affected by sexual abuse (Bristol & surrounding areas)
- **Next Link** – Domestic abuse services for women and children in Bristol
- **Winston's Wish** – Bereavement support for children  
Tel. 08088 020 021 (Mon–Fri, 8am–8pm)  
Website: [Link to the Winston Wish Webpage](#)  
Ages 13–25 Website: [Visit website](#) [TalkGrief.org](http://TalkGrief.org)

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## Online & Helpline Support

- **Kooth** (13+) – Free online counselling: [Link to the Kooth Webpage](#)
- **BEAT** – Support for eating disorders  
Tel. 0808 801 0677 (Mon–Fri, 3pm–8pm)  
Email. [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)
- **Ditch the Label** – Global support for bullying, identity & mental health  
Visit website [Link to Ditch the Label Webpage](#)
- **akt (LGBTQ+ Homelessness Support)**  
Visit website [www.akt.org.uk](http://www.akt.org.uk)
- **Brook** – Confidential sexual health advice  
[Link to the Brook Webpage](#)

- **Bristol Drugs Project (BDP)**

Tel. 0117 987 6000 (Mon–Fri, 9am–5pm)

Website: [Link to the BDP Webpage](#)

- **Barnardo's** – Support for children facing poverty, exploitation, abuse, or disability

Website: [Link to Barnardo's Webpage](#)

## **Our Minor Injury Units (MIU) and Urgent Treatment Centres (UTC)**

Our minor injury and urgent treatment centres support the local community with urgent minor injuries and/or illnesses. They are led by our specialist emergency nurse practitioners, Physiotherapist practitioners and paramedic practitioners.

They are walk-in centres so you don't need an appointment or a referral – you can just arrive at the centre during opening hours. These centres are not appropriate for life-threatening injuries or serious illnesses.

### **North Somerset Minor Injury Unit**

Minor injuries only

Open 8am-8pm, 7 days a week

North Somerset Community Hospital Old Street, Clevedon BS21 6BS

T: 01275 546 852

### **South Bristol Urgent Treatment Centre**

Minor injuries and illnesses

Open 8am-8pm, 7 days a week

South Bristol NHS Community Hospital, Hengrove Promenade, Hengrove, Bristol BS14 0DE

T: 0300 124 6260

### **Yate Minor Injury Unit**

Minor injuries only

Open 8am-8pm, 7 days a week

Yate West Gate Centre 21 West Walk, Yate BS37 4AX

T: 0300 125 6800

## Other formats

We want you and the people who help you to understand what we send. If you need help with this letter or leaflet, please tell us.

We can help with larger print, audio (a message to listen to), Easy read, British Sign Language or this information in another language.



**You can phone us on 0300 124 5300 email us at [sirona.accessiblecomms@nhs.net](mailto:sirona.accessiblecomms@nhs.net)**

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