

The NHS logo, consisting of the letters 'NHS' in white on a blue rectangular background.

Knowsley
Clinical Commissioning Group

A woman with curly brown hair, wearing a blue scrub top and a headset, is smiling warmly. She is in a call center or office environment with blurred background elements like computer monitors and other people.

Mental Health Support Services



Knowsley Council

Paediatrics Services

Knowsley Services are adapting as Coronavirus impacts our everyday lives. Our partners are working hard to ensure children, young people and families get the support they need during this time. This document outlines the support available from each partner and how this support can be accessed.

The support outlined will be continually reviewed to manage demand and resources to deliver. Please [click here](#) for regular updates.

This guide includes and is ordered into the following topics:

- Crisis Support
- General CAMHS partner support
- Specific support available for parents and schools

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
Urgent mental health support 01925 275309	Anyone Self-referral or any professional	24/7 by phone	<p>If you need urgent mental health help, please call this dedicated local crisis line and NHS staff will support you to access the help you need:</p> <p>The crisis line are available 24 hours a day, seven days a week and are open to people of all ages – including children and young people;</p> <p>The crisis line are now the first port of call for mental health crisis help – it is operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be redirected to this local service.</p> <p>Please note, A&E and 999 are not the best places to get help for the majority of mental health problems – call our crisis line to be directed to the best local service to support you.</p> <p>You should still call 999 or go to A&E if you have a life-threatening emergency requiring immediate mental or physical health assistance.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
<p>National Support Lines</p> <p>Samaritans Call 116 118 (free number) www.samaritans.org</p>	All ages	Open 24/7	The Samaritans are not currently offering face to face interventions due to the Coronavirus.
General CYP Mental Health Provision & Partner support			
<p>CAMHS</p> <p>0151 290 4999</p>	Anyone up to 18 years old	9am – 5pm Monday to Friday	<p>General CYP Mental Health Provision & Partner support The service continues to accept new patient referrals.</p> <p>The service has reduced most of the face-to-face patient contact clinical appointments, however a reduced telephone service remains for our most vulnerable and at risk patients.</p> <p>If a face-to-face visit is necessary, the team will contact you directly to arrange an appointment and wherever possible utilise technology to support this contact.</p> <p>Patients are asked if they have any urgent concerns and would like to speak with a practitioner, to contact the service directly.</p>
<p>CYP Eating Disorders</p> <p>0151 290 4999</p> <p>Mid-merseyceds@nwbh.nhs.uk</p>		9am – 5pm Monday to Friday	<p>The service continues to accept new patient referrals. The service has reduced most of the face-to-face patient contact clinical appointments, however a reduced telephone service remains for our most vulnerable and at risk patients.</p> <p>If a face-to-face visit is necessary, the team will contact you directly to arrange an appointment and wherever possible utilise technology to support this contact.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
<p>Youth Offending Service</p> <p>0151 443 3079</p>	<p>Up to 18</p>	<p>9am – 5pm Monday to Friday</p>	<p>Patients are asked if they have any urgent concerns and would like to speak with a practitioner, to contact the service directly.</p> <p>The service continues to accept new patient referrals.</p> <p>The service has reduced most of the face-to-face patient contact clinical appointments, however a reduced telephone service remains for our most vulnerable and at risk patients.</p> <p>If a face-to-face visit is necessary, the team will contact you directly to arrange an appointment and wherever possible utilise technology to support this contact.</p> <p>Patients are asked if they have any urgent concerns and would like to speak with a practitioner, to contact the service directly.</p>
<p>Listening Ear “Butterflies”</p> <p>0151 488 6648</p> <p>enquiries@listening-ear.co.uk</p>	<p>Anyone up to 18 years old</p> <p>Self-referral or GP referral</p>	<p>9am – 5pm Monday to Friday</p>	<p>Offers counselling for people affected by bereavement or other forms of bereavement.</p> <p>We offer support to children, adults or families (supporting recovery of children, parent and carers together).</p>
<p>Kooth</p> <p>www.kooth.com</p>	<p>Secondary school aged children and up to 19 years</p>	<p>Online help and chat session from 9am until 10pm (weekdays)</p>	<p>All face to face delivery has ceased and they are in the process of moving this to a secure online channel with each young person who was accessing face-to-face now allocated a named counsellor and an online log in.</p> <p>They are also extending the availability of their text chat sessions to 9am-10pm weekdays to allow for extra volume.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
<p>Neurodevelopment Assessment Service</p> <p>Please note that there is a change in how to contact the service during the Coronavirus period. The current parent helpline will be closed for the foreseeable future and enquiries helpline is now.</p> <p>0151 244 4387</p>	<p>Children upto 16</p>	<p>9am – 5pm Monday to Friday</p>	<p>All referrals are triaged. Calls will be returned as soon as possible but please bear with us during this difficult time; our staff are working really hard under difficult circumstances and it may take longer than usual to respond to parent queries.</p>
<p>ADDvanced Solutions</p> <p>0151 486 1788</p> <p>info@advancedsolutions.co.uk www.advancedsolutions.co.uk - via the contact us page</p>	<p>Referrals are Open Access for Families and professionals</p>		<p>ADDvanced Solutions are still providing support for families through telephone consultations, email consultations and support with resources available on the website. There is an Open Community Network Facebook page and a Closed Facebook group only for parents/carers of CYP living with a neurodevelopmental conditions.</p>
<p>Supportive Interventions for children affected by Domestic Abuse (Diamond Service) from Listening Ear</p> <p>0151 488 6648</p>	<p>All children aged 5 and over. Must be referred with a DARIM.</p>	<p>Weekdays from 9am through to 7pm via telephone and video chat (where possible)</p>	<p>All current clients over 11 have been offered telephone counselling (therapists have also offered counselling to clients under the age of 11, if they feel they have the cognitive skills to engage in this process). For children under the age of 11, support has been offered to parents/carers/ guardians.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
National support lines Young Minds www. youngminds.org.uk Parents Helpline: 0808 802 5544			

Adults Services

Knowsley Services are adapting as Coronavirus impacts our everyday lives. Our partners are working hard to ensure adults and families get the support they need during this time. This document outlines the support available from each partner and how this support can be accessed.

The support outlined will be continually reviewed to manage demand and resources to deliver. Please [click here](#) for regular updates.

This guide includes and is ordered in the following topics:

- Crisis Support
- General Mental Health, Learning Disability and ASC support

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Support			
<p>Urgent mental health support</p> <p>For people with a Kirkby GP (only)</p> <p>0151 330 7332</p>	<p>Anyone 18+</p> <p>Self-referral or any professional</p>	<p>24/7 by phone</p>	<p>24/7 access to mental health support (including people in crisis).</p> <p>24/7 contact line for emergency services that will divert mental health activity away from A&E.</p> <p>24/7 contact line for primary care for urgent/emergency referrals for mental health assessments.</p>
<p>Urgent mental health support</p> <p>For people with a GP outside the Kirkby area (only)</p> <p>01925 275309</p>	<p>Anyone 18+</p> <p>Self-referral or any professional</p>	<p>24/7 by phone</p>	<p>If you need urgent mental health help, please call this dedicated local crisis line and NHS staff will support you to access the help you need:</p> <p>The crisis line are available 24 hours a day, seven days a week and are open to people of all ages – including children and young people.</p> <p>The crisis line are now the first port of call for mental health crisis help – it is operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be redirected to this local service.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			<p>Please note, A&E and 999 are not the best places to get help for the majority of mental health problems – call our crisis line to be directed to the best local service to support you.</p> <ul style="list-style-type: none"> You should still call 999 or go to A&E if you have a life-threatening emergency requiring immediate mental or physical health assistance
Whiston Hospital A&E Liaison Service Aintree Hospital A&E Liaison Service	Anyone 18 +	24/7 by attending the A&E department	24/7 access to mental health support (including people in crisis) in A&E if you have a life-threatening emergency requiring immediate mental or physical health assistance.
General Mental Health support			
Kirkby Adult Mental Health Community Teams For people with a Kirkby GP (only) 0151 443 4465	Anyone 18+ already receiving support from the service (only)		Provides community-based services for adults with mental health problems in Kirkby area of Knowsley.
Knowsley Assessment Team For people with a Knowsley GP outside the Kirkby area (only) 0151 290 4999	Anyone 18+ GP can make a referral If it isn't practical to speak to your GP first, you can the service directly if you need urgent help	24/7	<p>Provides specialist assessment, advice and signposting for adults with moderate to severe symptoms of mental illness such as severe depression and anxiety, as well as conditions like schizophrenia and bipolar disorder.</p> <p>The service is for adults with moderate to severe symptoms of mental illness, whose needs would best be met by secondary mental health services.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
<p>Recovery Team</p> <p>For people with a Knowsley GP outside the Kirkby area (only)</p> <p>0151 290 4999</p>	<p>Anyone 18+ already receiving support from the service (only)</p>		<p>The Recovery Team provides community-based services for adults with mental health problems in Knowsley.</p>
<p>Willis House</p> <p>0151 426 5885</p>	<p>Anyone 18+ already receiving support from the service (only)</p>	<p>8:30am – 5:30 pm Monday to Friday</p>	<p>Ongoing support for people with Learning Disability Community Team & Autistic Spectrum Conditions.</p> <p>The Intensive Support Team is a small team which works as part of the Community Learning Disability Teams in St Helens and Knowsley. The team provides extra assessment and support for adults with learning disabilities, who sometimes also have autism and mental health problems, whose behaviours tell us they are struggling to cope.</p>
<p>Adult Eating Disorders</p> <p>0151 290 4999</p>	<p>18+</p>	<p>9am – 5pm Monday to Friday</p>	<p>The service continues to accept new patient referrals.</p> <p>The service has reduced most of the face-to-face patient contact clinical appointments, however a reduced telephone service remains for our most vulnerable and at risk patients.</p> <p>If a face-to-face visit is necessary, the team will contact you directly to arrange an appointment and wherever possible utilise technology to support this contact.</p> <p>Patients are asked if they have any urgent concerns and would like to speak with a practitioner, to contact the service directly.</p>

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Crisis Provision			
<p>BABS</p> <p>Building Attachment and Bonds Service</p> <p>0151 290 4999</p>	<p>16 +</p>	<p>9am – 5pm Monday to Friday</p>	<p>The service continues to accept new patient referrals.</p> <p>The service has reduced most of the face-to-face patient contact clinical appointments, however a reduced telephone service remains for our most vulnerable and at risk patients.</p> <p>If a face-to-face visit is necessary, the team will contact you directly to arrange an appointment and wherever possible utilise technology to support this contact.</p> <p>Patients are asked if they have any urgent concerns and would like to speak with a practitioner, to contact the service directly.</p>
<p>Think Wellbeing Knowsley Whiston Primary Care Resource Centre</p> <p>0151 290 4999</p> <p>https://www.nwbh.nhs.uk/think-wellbeing-knowsley</p>	<p>Anyone 16+</p> <p>Self-referral or GP referral</p>	<p>8.00am to 8.00pm Monday to Friday by phone</p>	<p>Treatment for people with the following common mental health problems:</p> <p>Depression, generalised anxiety disorder, social anxiety disorder, panic disorder, agoraphobia , obsessive-compulsive disorder (OCD), specific phobias (such as heights or small animals), PTSD, health anxiety (hypochondriasis), body dysmorphic disorder, mixed depression and anxiety.</p>
<p>Listening Ear Bereavement</p> <p>0151 488 6648</p> <p>enquiries@listening-ear.co.uk</p>	<p>Anyone 16+</p> <p>Self-referral or GP referral</p>	<p>9am – 5pm Monday to Friday by phone</p>	<p>Offers counselling for people affected by bereavement.</p>

Service	Who can access?	When and how is it accessed?	What is provided
Crisis Provision			
<p>AMPARO</p> <p>amparo.service@listening-ear.co.uk</p> <p>0330 088 9255</p>			<p>Amparo provides support for anyone affected by suicide. The service is completely confidential and can provide short-term or longer-term support, depending on what you feel it is you need</p>
<p>The Life Rooms</p> <p>0151 478 6556</p> <p>liferooms.org</p>	<p>Anyone 18+</p> <p>Self-referral or GP</p>	<p>9.00am to 5.00pm Monday to Friday by phone or 24/7 online learning/activity resources</p>	<p>Online staying well at home learning courses</p> <p>Pathway advisors who can support and advice with debt management, employment, housing issues, benefits and more</p> <p>Social inclusion advice for isolated community groups</p>