



# Lord Grey Academy

## Support over Christmas

This time of year can be very difficult for some people. There is so much emphasis on all of the great things about Christmas that it is easy to lose track of when someone's mental health is really starting to suffer. We hope that this guidance will help to raise awareness about what is available over the festive period and year round to support people, should it be needed.

If you or someone you know is feeling lost or alone, please encourage them to speak to a trusted friend or family member. Sharing how you feel can be a big step in the right direction.

If you are a parent or carer and worried about your child or someone you know:

- Encourage the person or your child to ask for support if needed.
- If you are concerned about the emotional and mental health of a child or adult contact a professional; your GP, phone NHS 111 or take them to an A&E department. In an emergency call 999. Also many online or phone resources now provide anonymous counselling and text services for young people to use directly. Please see the sources of support below.
- Empathic listening is key here – ask open and honest questions and show that you're listening by reflecting on what they say and clarifying what they mean. Don't jump in with solutions – allow them to express their problems first.
- Don't minimize their feelings by saying it's 'just a phase', 'you'll grow out of it' or 'why is that even bothering you?' Take time to imagine what it's like for that person. Focus on their feelings and their experiences – not your own.
- Firstly, it is important that you try to stay calm and listen to the young person – hear them out. Avoid judgement, regardless of what's going on.

Sources of support can be found at:

- **Young Minds** [www.youngminds.org.uk](http://www.youngminds.org.uk)  
Free 24/7 mental health crisis support across the UK by text service  
**Text: YM to 85258**  
**Parents helpline: 0808 802 5544** or visit [www.youngminds.org.uk/find-help/for-parents/](http://www.youngminds.org.uk/find-help/for-parents/)
- **MIND:** [www.mind.org.uk](http://www.mind.org.uk) Tel: 0300 123 3393, [info@mind.org.uk](mailto:info@mind.org.uk) **Text: 86463**  
Provides information on a range of mental health problems
- **Samaritans** [www.samaritans.org](http://www.samaritans.org) **Free call Tel: 116 123**  
Helps people of all ages in distress, through telephone or email support:  
Email [jo@samaritans.org](mailto:jo@samaritans.org)
- **Childline** <https://www.childline.org.uk/> **Tel: 08001111**  
Offers online advice through an app or desktop site, with coping strategies, message boards, "ask Sam" feature, 24/7 online 1-2-1 Counsellor and Freephone helpline for young people up to the age of 19.
- **Milton Keynes Child and Adolescent Milton Health Service** **Tel :01908 724 228**  
**Email:** [cnw-tr.mkspcamhsspa@nhs.net](mailto:cnw-tr.mkspcamhsspa@nhs.net). Existing patients should call 01908 724544.
- **Milton Keynes Multi Agency Safeguarding Hub (MASH)** **Tel: 01908 253169/253170 and out of hours 01908 265545.** Use these numbers if you have any **SAFEGUARDING** concerns and need to contact Children's Social Care.

<https://www.milton-keynes.gov.uk/children-young-people-families/milton-keynes-multi-agency-safeguarding-hub-mash>