

If you are looking for urgent or immediate support, please also consider accessing NHS mental health services search online:

How to access mental health services
NHS www.nhs.uk

Further useful advice is available at:
cypsomersethealth.org/parent_and_carer_toolkit



The quickest way to get access to the service is to email:

✉ **EPSHelpline@somerset.gov.uk**

with the following information:

- **Your name**
- **The name of your child's school (or 'EHE' if Electively Home Educated)**
- **Times and dates that you are not available for consultation**

If email is not possible, then phone

☎ **01823 357000**

Our aim is to offer a consultation within five working days of receipt of email.



www.somerset.gov.uk

Educational Psychology Service (EPS)



Support for parents and carers



SOMERSET
County Council

These unprecedented times, for many, bring about new anxieties or worsen existing worries.

Where children and young people are affected, they may react to uncomfortable feelings and thoughts by changing their behaviours.

They could demonstrate behaviours, not seen from them before. In turn, these behaviours can add to an already stressful home situation.

If you are a parent or carer of a child in Somerset seeking support on any concerns, then The Educational Psychology Service is here for you.

To help support parents and carers, the service operates '**Parentline**', a telephone support service.

The service offers an initial thirty -minute telephone consultation (discussion) and a potential follow up call, of another thirty minutes if appropriate.

Parentline is available to support parents and carers to face these challenges.

The line is available Monday to Friday during usual working hours.

Common issues people want to discuss include:

- **Self-harm**
- **Sleep problems**
- **Anxiety**
- **Self-isolation**
- **And other concerns**

The line is staffed by Educational Psychologists who specialise in working with parents and children who are of school age.

Unless the Psychologist feels that you, or someone else is in danger of harm, then full confidentiality will be respected. In order to offer the best possible service, a brief summary of the discussion will be recorded, which may be shared with colleagues from other services.

If you do not wish for a recording to be taken, then please make this clear to the psychologist during your call and they will only record the name of the school.

Further details of our privacy notice can be found at:



[www.supportservicesforeducation.co.uk/
Page/17110](http://www.supportservicesforeducation.co.uk/Page/17110)

