

Schools and Families Advice Line (SFAL)

The 'Schools and Families Advice Line' (SFAL) is a new service established to provide emotional wellbeing advice and early help to children and young people, school staff and families during the COVID-19 pandemic. It can be really worrying when you, or someone you know is going through a difficult time. If you feel this service could help, please call our Single Point of Access (SPA) who will take your details before passing them onto our call back service.

Contact Details:

Telephone: 0300 777 0707

Email: hpft.spa@nhs.net

You will get a call back from a mental health practitioner between 8am-5pm, Monday-Friday

How can the service help?

Supporting school staff by:

- Signposting to wellbeing resources which could be used in the classroom.
- Supporting education staff to think about how they might adapt their current wellbeing processes to the COVID-19 situation.
- General discussion and psychoeducation for school staff around wellbeing/coping methods/normalising etc.
- Signposting individual staff to wellbeing resources (e.g. hard copy/virtual and website based/phone apps).
- One-off phone/video consultations to discuss staff wellbeing.

Supporting children, young people and their families by providing early advice around managing:

- Specific anxieties (around COVID-19/self-isolating measures, transition between year groups, developing and maintaining relationships, fear of failure, low self-esteem or aspirations, trust issues, social anxiety, etc.)
- Phobias (animals/insects, specific food stuffs, specific objects, modes of transport etc.)
- Low mood
- Emotional regulation difficulties.
- Mild obsessive compulsive difficulties that are starting to impact day to day activities.