



**The Manor**  
Preparatory School

## **To All Parents**

Friday 22 May 2020

Dear Parents

### **New 24/7 Mental Health Helpline for Children, Parents and Professionals**

I am writing to let you know that Oxfordshire County Council have launched the 'Oxfordshire Mental Health Helpline' to provide people with mental health advice during the coronavirus pandemic.

The round-the-clock helpline will make it quicker and easier for people in Oxfordshire to get the right advice they need for their mental health and emotional wellbeing. It operates 24 hours a day, seven days a week for people who need mental health care when their situation is not life threatening. It will support people of all ages including children and older adults.

People can call 'Oxfordshire Mental Health Helpline' when they need to find out when and where to get help and access support from mental health professionals for a range of conditions and symptoms including anxiety, low mood, stress, worry, difficulty with relationships, crying often, feeling helpless, confusion, hallucinations or hearing voices.

**Phone number for support for adults: 01865 904997**

**Phone number for support for children: 01865 904998**

People can also call the Oxfordshire Mental Health Helpline when they would usually ring 111, speak to their GP, council or police for non-emergency mental health advice.

The helpline adds to the range of ways people can get support locally, including Safe Havens which continue to offer an alternative to A&E for mental health care in the evenings and at weekends during the outbreak.

During office hours, people who already use mental health services should contact services directly using the numbers in their care plan.

The 'Oxfordshire Mental Health Helpline' is being launched by Oxford Health NHS Foundation Trust, which runs local mental health services. The trust is part of Oxfordshire Mental Health Partnership (OMHP), which is also behind the helpline.

If you ever have any concerns around your child's mental health and wellbeing, please do not hesitate to contact me on [vfootring@manorprep.org](mailto:vfootring@manorprep.org) or 01235 858480 (Deputy Head Office) / 07983 400129 (school mobile).

Best wishes

Varun Footring  
Deputy Head Pastoral