

## 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](mailto: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.