



Manchester University  
NHS Foundation Trust



# Waiting Well

Children and Young People's Waiting Well Offer from Manchester  
University NHS Foundation Trust CAMHS





## What is a “Waiting Well Offer” and why do we have one?


Our CAMHS teams aim to provide you or the person you care for, with the help and support you need as soon as we can. Unfortunately, due to overwhelming demand, we need to prioritise all of our referrals based on need. In the majority of cases this may mean there will be a wait before we can arrange an appointment for you to be seen by a mental health professional.

We appreciate that this can be a challenging time, so we have developed a ‘Waiting Well Offer’ to help our young people and those who care for them. This offer includes a variety of resources you can access to help while waiting for mental health services.

## How can this help me?

In this pack we have taken into consideration the different types of support that young people and families may want while they wait, so don’t worry if one thing doesn’t work, try something else and keep in touch with your CAMHS team, especially if there are any changes or concerns. You can do this by telephone, email or writing to us.

Alternatively, if we can support you with a paper copy of this pack, please do not hesitate to get in touch with us.





# CAMHS Waiting Well Offer

Below are the four key elements of our Waiting Well Offer - in each element there are hyperlinks that are highlighted and underlined. Hover over and 'Click On' the links to get more information and support!

## Guided Self Help

[What I can do to help myself](#)

## Social Prescribing

[What help can I access from the community](#)

## Use of clinical staff and time

[What can CAMHS can do to help me while I wait?](#)

## Know what to do in an emergency

[What I can do to get help right now when I am really struggling](#)



# Guided Self Help – follow the links below for useful information

Supporting your health and wellbeing whilst you wait for treatment, **Guided Self-Help** aims to equip you with the skills you need to overcome your difficulties and improve your emotional wellbeing, provides you with information, opportunities, and access to local services

## Manchester CAMHS

[Central Manchester CAMHS \(padlet.com\)](#)

Resources and support for children and young people living in Central Manchester who need help with their emotional health and wellbeing.

[South Manchester CAMHS \(padlet.com\)](#)

What you can expect from South Manchester CAMHS and links to local services and self-help sites.

[The Social Communication Pathway - padlet.com](#)

Manchester Social Communication Pathway (SCP) is an autism assessment service



## Trafford CAMHS

Resources and support for children and young people living in Trafford who need help with their emotional health and wellbeing. As we use the Thrive Model to deliver our mental health services you may notice some appear in multiple sections as they deliver services that meet needs at different stages.

[Trafford Thrive - Mental Health and](#)

[Emotional Wellbeing \(padlet.com\)](#)

[Trafford Family Help \(padlet.com\)](#)



## Salford CAMHS

Resources and support for children and young people living in Salford who need help with their emotional and mental health.

[How to get neurodevelopmental help \(Salford City Council\)](#)

[Neurodevelopmental help: Emotional wellbeing and mental health \(Salford City Council\)](#)

**Emerge** (Support for 16-17yrs)  
Provide a wide range of community based mental health service

[Emerge \(16-17's\)](#)



# Guided Self Help – more links to useful information



## Silver Cloud


'Evidence-based, digital mental health and wellbeing courses, that work'. Empowering individuals to manage their mental health and wellbeing through interactive courses.

<https://www.silvercloudhealth.com/> 




## Kooth

Free online wellbeing services offering chat-based counselling, peer support and self-help for ages 11-25.

<https://www.kooth.com/> 





## Listen First

At Listen First you can find a range of [resources for parents and carers](#) some have been translated into languages other than English. 




## Mental Health Foundation

The Mental Health Foundation has developed [The Anxious Child: A booklet for parents and carers wanting to know more about anxiety in children and young people](#) 



## Public Health England: Every Mind Matters


You can find top tips to support children and young people mental health from Public Health England's Every Mind Matters: [Every Mind Matters Top tips](#) 





## I Am Autism


Provides a wide range of support, including social and leisure activities for young people and adults from the age of ten upwards.

[I AM AUSTISM \(i-am-autism.org.uk\)](http://I.AM.AUTISM.org.uk) 




## Additional Resources for Parents and Carers

Anna Freud is a leading mental health charity for children and families and provides [Advice for parents and carers talking mental health with young people at secondary school](#) AND [Advice for parents and carers talking mental health with young-people at primary school](#)   


The Child in Mind podcast series holds 20-minute episodes, that discusses an important issue in child and family mental health with an expert and a young person or parent [Anna Freud parents and carers child in mind series](#) 

## MindEd

For families gives you information if you feel concerned about your child's behaviour or emotional wellbeing [MindEd For Families](#) 

# Social Prescribing — there are lots of sources of support in your community – to find out more follow the links below



## Early Help

Early Help is a service provided by the Local Authority aimed at supporting children, young people, and families with early intervention and prevention.

The goal is to offer assistance and guidance in order to improve outcomes and promote positive development for individuals and communities.

By addressing issues early on, the program aims to improve well-being, promote positive outcomes for individuals, strengthen families, and ultimately create a supportive and thriving community.

To see what is available where you live, click on the icons below.



## Local Offer



Local Offer helps children and young people with SEND up to the age of 25 and their parents/carers in the area understand what services and support they can expect locally. This includes their statutory entitlements which are required by law.

"We're a statutory service. Every local authority has a Local Offer, although they might look different in each area".

"As well as website information, regular [drop ins](#) and a [newsletter](#), we work with families to help improve services and what's on offer. See our range of activity in our leaflet" - ['More than a website'](#). [Watch our short film about what we do](#)

### Manchester Local Offer

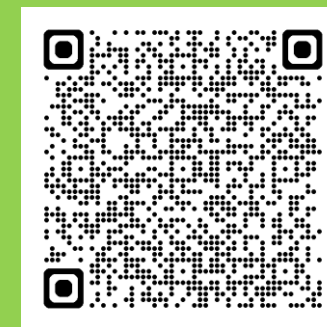
[localoffer@manchester.gov.uk](mailto:localoffer@manchester.gov.uk)  
0161 219 2125.

### Trafford Local Offer

[Trafford directory localoffer@trafford.gov.uk](mailto:Trafford directory localoffer@trafford.gov.uk)

### Salford Local Offer

[Local Offer | mycity Directory \(salford.gov.uk\)](#)



**Social Prescribing** – M-thrive is a service in your community to help you find support while you wait – follow the link below for more information

## Thrive in the Community

### Thrive Navigation Offer

#### Who we are?

MFT Thrive is a single point of entry, front door approach to the emotional wellbeing and mental health offer for young people aged 5-18.

Our service is designed to advise, guide, signpost and get help for young people within Manchester, Salford and Trafford currently facing mental health and emotional wellbeing issues.

You can access their Digital Platform to learn more about the community hubs, resources available and how to get in touch with the team. [M-Thrive](#) 



### Our Vision

Our vision is for Manchester, Salford and Trafford to be a place where young people feel empowered. We want our young people to feel confident in reaching out for support in times where they may be struggling.

### Our Mission

Our mission is to ensure all young people in our localities can get the desired support they require, whether that is through engaging a young person in some activities within the local community, providing 1-1 sessions or linking them with specialised services.

### Our Purpose

Our purpose is for every young person to be able to feel accountable and manage their mental health and wellbeing, and not let it take its toll in difficult situations. Through different strategies we aim to inspire and motivate our young people to be the best version of themselves possible.

**Contact CAMHS while you wait:** Contact the CAMHS Duty and Assessment Teams (Single Point Of Access) to review risk, and/or receive further advice and signposting to helping services

**Manchester North**

0161 203 3250

[mft.northcamhs@nhs.net](mailto:mft.northcamhs@nhs.net)

The Bridge, Central Park Unit C, Madison Place, Manchester M40 5BP

**Manchester Central**

0161 701 6880

[mft.centralmanchestercamhs@nhs.net](mailto:mft.centralmanchestercamhs@nhs.net)

195-197 Hathersage Rd, Manchester M13 0JE

**Manchester South**

0161 529 6062

[mft.southmanchestercamhs@nhs.net](mailto:mft.southmanchestercamhs@nhs.net)

The Carol Kendrick Centre,  
Stratus House,  
Southmoor Road, Wythenshawe,  
M23 9XD

**Trafford**

0161 549 6456

[mft.traffordcamhs@nhs.net](mailto:mft.traffordcamhs@nhs.net)

Waterside House, Sale Waterside, Sale M33 7ZF

**Salford**

0161 518 5400

[cmm-tr.salford-CAMHS@nhs.net](mailto:cmm-tr.salford-CAMHS@nhs.net)

Pendleton Gateway, 1 Broadwalk,  
Salford, M6 5FX

**Emerge**

0161 549 6055

[Cmm-tr.emerge.cmft@nhs.net](mailto:Cmm-tr.emerge.cmft@nhs.net)

Millennium Powerhouse, 140 Raby St, Moss Side, Manchester M14 4SL



# Know what to do in an emergency

If you need to speak to someone right now, please contact one of the following 24 hour services:

24/7 Crisis Line 0800 953 0285

**SAMARITANS:** 116 123 or

[www.samaritans.org](http://www.samaritans.org) 

**CHILDLINE:** 0800 1111


or [www.childline.org.uk](http://www.childline.org.uk) 

If you need help urgently but are not at risk of death or serious illness, use the NHS 111 non-emergency advice online.


[NHS 111 advice online](#) 

I think we need to say here that they can also ring 111 especially as the mental health option 2 is soon to be widely used as in an emergency we wouldn't recommend the form

NHS urgent mental health helplines are for people of all ages


[NHS service search: find an urgent mental health helpline](#) 

**If you require immediate emergency help, call 999 for an ambulance.**

**Shout 24/7** text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. Text GM to 85258. Visit website [crisis text shout](#) 



We want to support you if you are bereaved by suicide or concerned that someone you know may be thinking of suicide. We want to help you find what support is available in the boroughs of Greater Manchester and provide national resources that are available to help.

[Shining a light on suicide](#) 

**MindED** what to do in a crisis  
[MindEd for families - concerned and what to do in a crisis](#) 