



Information for Parents & Carers about

## Shropshire, Telford & Wrekin Beam:

An emotional wellbeing service for Children & Young People under 25 years old who are registered with a GP in Shropshire, Telford & Wrekin.



*This leaflet gives information about Beam in order to help you decide if we are the right service for you. Have a read about what we do and don't do, as well as how to get in touch with us.*



Service run by The Children's Society.

Proud to be part of Bee U.



## WHAT CAN BEAM HELP WITH?

### Anything relating to emotional wellbeing!

But what is emotional wellbeing?! In simple terms, it is **emotional health & happiness**.

When we are emotionally healthy we:

- ✓ **Function in society**, whether that is at school, college, uni or at work, or when we are with friends and family;
- ✓ **Cope with life's challenges** by drawing on our strengths;
- ✓ **Understand and manage our emotions**, expressing them in appropriate ways;
- ✓ **Accept ourselves** and show acceptance of others.

Our team is made up of **experienced wellbeing practitioners & wellbeing volunteers** who will take the time to listen to whatever it is that is troubling young people. We aim to **boost the resilience** of young people by **helping them develop coping skills** for when life presents challenges.



### **Referrals are not needed to access Beam.**

*Young people age 14+* can contact us directly if they want to access support.

*Young people under 14 years old* will need a parent/carer to do this on their behalf.



## WHAT ABOUT PARENT/CARER SUPPORT?

**Beam is a service for and about young people.** We recognise there are instances where it is necessary to support parents and carers. The amount of parent/carer support we can offer is limited however. We may be able to signpost you to other services or useful resources.

## What WILL Beam do?

We can recommend **strategies and techniques** that aim to make life easier – for example, how to manage a panic attack, or how to improve sleep.

We will give **practical suggestions and advice** – this might be suggesting you look at website or that you contact another service.

We can provide **a listening ear** if a young person has something to get off their chest.

### *Typical issues Beam can support with:*

- Anxiety (low-level) & worry;
- Anger;
- Identity;
- Low mood;
- Panic;
- Self-esteem;
- Sexuality;
- Sleep;
- Stress.



## What WON'T Beam do?

We **won't** assess or diagnose any conditions.

We **won't** automatically make referrals into other services.

We **won't** necessarily have to tell anyone that young people have spoken to Beam.

### *Issues outside of Beam's remit include:*

- Crisis Support;
- Toileting;
- Behaviour management;
- Eating disorders
- Where a mental health diagnosis exists.



*Please note this is not an exhaustive list.*

We are currently offering phone support. This is how you can access it:

### STEP 1:

**Send an email to**

You can include **as much or as little information** as possible. It is always helpful if you can say what area you are in.

Please note this is not an emergency response email, and only monitored between 10am-6pm Mon-Fri.

### STEP 2:

**We will reply to you** so keep an eye on your inbox!

- **If you are new to our service** you will be asked to complete two links included in the email: one called 'Information Sharing & Consent' and the other called 'Registration'.
- **If you are already registered** you will be asked to provide some **basic info** so we can trace you on our system.

If you have any issues with completing the links don't worry – email us your contact number and we can go through them with you!

### STEP 3:

**Someone from the team will be in touch** with you to let you know a date & time that we will call you back. We will try and do this by email & text message.

Don't worry if you can't make that time – just let us know ASAP.

### STEP 4:

**Appointment time!** Find somewhere you are comfortable to talk and wait for us to call you. It will be from a withheld number, so make sure your phone is ok to accept this.

### STEP 5:

**Try out the suggestions made.** If you feel like you want some more support, get in touch with us by email again and we can set another appointment up. There is no time limit – **we're here when you need us!**

### PLEASE NOTE:

**If you are 14+,** you can register with us yourself.

**If you are 13 or under** you will need to ask your parent/carer to follow these steps on your behalf.