

## **ROTHERHAM MAST**

### **MENTAL HEALTH AND EMOTIONAL WELLBEING TELEPHONE SUPPORT FOR CHILDREN AND YOUNG PEOPLE**

Rotherham MAST will be offering mental health and emotional wellbeing telephone support during the coming weeks while schools are closed to the majority of students. As ethically trained Counsellors, the Rotherham MAST Mental Health Specialists have been mindful of guidelines issued by the British Association for Counselling and Psychotherapy (BACP) in respect of knowledge of psychological and operational processes relevant to telephone interventions. A competency framework has been drawn up as follows:

#### ***COMPETENCY FRAMEWORK***

- The need to establish identity of person requiring an intervention (address, date of birth and code word)
- Clear contracting (see end)
- An ability to assess the suitability of the person requiring a telephone intervention, including psychological suitability
- An ability to communicate effectively by telephone, establish clear boundaries, effect a safe and secure context and address issues relating to confidentiality and safeguarding
- An ability to manage the impact of disinhibition
- An ability to manage attachment and rejection
- An ability to manage risk, including between sessions
- An ability to conclude the counselling
- Ongoing participation in supervision

#### ***OPERATIONAL FRAMEWORK***

Rotherham MAST Mental Health Specialists (Dee Brears and Natalie Braithwaite) have already liaised with MLT Academies to offer telephone support to children who were receiving counselling prior to 23 March 2020. For those on a waiting list or new referrals please see below:

##### Children and young people

For young people in Maltby Academy and Sir Thomas Wharton Academy who were on a waiting list, an appointment will be offered by telephone as soon as there are spaces. These appointments will be brokered through the MLT Strategic Director for Community and Specialist Services (Sara Graham) or, in her absence, one of the Mental Health Specialists who will:

- Contact parent/carer, using telephone number on referral form/SIMS
- Verify that the young person's address matches that held by school
- Verify young person's date of birth
- Provide a code word to verify identity
- Confirm a telephone number to use.

The Schools Mental Health Specialist will then

- Contact the young person
- Verify address and date of birth
- Verify code word
- Agree appointment times.

Rotherham MAST are conscious that staff may be contacted by parents/carers who are anxious about their children. To this end, new referrals will be accepted from Senior Leaders, Safeguarding Personnel and SENDCo's during this period by following the process below:

***\*Secondary age students:***

- Email [sgraham@maltbylearningtrust.com](mailto:sgraham@maltbylearningtrust.com) and cc [mast@maltbyacademy.com](mailto:mast@maltbyacademy.com) Give a brief reason for referral.
- Provide parent/carers name, telephone number held on SIMS and the address held on SIMS
- Provide date of birth of the young person
- The process outlined above will then be applied and referrers informed of start and end dates

***\*Primary age students:***

- For primary age children, parents will be offered a stand-alone advice session.
- Email [sgraham@maltbylearningtrust.com](mailto:sgraham@maltbylearningtrust.com) and cc [mast@maltbyacademy.com](mailto:mast@maltbyacademy.com) Give a brief reason for referral.
- Provide parent/carers name, telephone number held on SIMS and the address held on SIMS
- Provide date of birth of the child
- The verification and contact process outlined above will then be applied and referrers informed when contact has been made.

\*Where referrals have been made to info@(academy) with the subject line MENTAL HEALTH AND EMOTIONAL WELLBEING SUPPORT, these referrals can be forwarded to [sgraham@maltbylearningtrust.com](mailto:sgraham@maltbylearningtrust.com) cc [mast@maltbyacademy.com](mailto:mast@maltbyacademy.com) provided the telephone number and address on SIMS are included

The following contracting processes will be followed in all cases, with the exception of primary age children where a series of sessions will not be offered:

## ***CONTRACTING***

### **Mental Health Specialists will:**

- Acknowledge that mobile phones aren't always secure
- Advise regarding length of phonecalls (30 minutes maximum)
- Advise regarding number of sessions offered (6 sessions maximum for secondary age students and one-off advice session for parents of primary age students)
- Advice about missed appointments (Strategic Director will inform referrer and verify with parent/carer that they still require an intervention. Mental Health Specialist will then contact them to agree another appointment time)
- Advise that 2 consecutive missed appointments without prior notice will result in sessions being cancelled
- Mental Health Specialists will text a reminder either the day prior or the morning of the appointment
- Adhere to confidentiality subject to safeguarding
- Signpost to external support between sessions