



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.