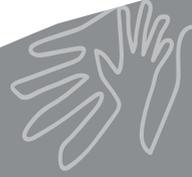


You are not alone! There is plenty of help, advice and support available to support you. On the other side of this leaflet we have listed just a few suggestions of places for you to contact as a starting point.

## What can you do to support a young person?

Being a parent or carer can be really tough at times, particularly when your child is in real emotional distress or when you are anxious about aspects of their behaviour. You may be feeling a whole variety of emotions, you may have tried many different approaches and find it hard to know what to do for the best to support the young person.



**Talking to us can really help**  
Hounslow Youth Counselling Service

T 020 8568 1818 SMS 07784 481308  
E [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk)  
[www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)

78 St John's Road, Isleworth,  
Middlesex TW7 6RU

Registered Charity 1196320 (formerly 296333)

**bacp** | Accredited  
collective mark Service

# Parents and carers

**HYCS**

Pocket guide



**Everyone is different but young people may respond more positively if you aim for the following in your approach:**

**Stay calm** – slow down, take a breath.

**Listen** to the young person.

**Let them know they can come to you** for help. Give them the option to talk to you, if they want to.

**Be caring**, understanding and supportive.

**Involve the young person** in any decision-making - ask them what they think might help them and encourage them to get that support.

**Be patient and also be honest** about how you are feeling, you are human too!

**Help the young person** to develop positive sleep routines and habits, helping to ensure they get enough sleep, and to maintain a healthy balanced diet. This will really help to make a difference.

**Research** the problem or issue, becoming knowledgeable may help you feel calmer.

**Spend time** with them if you can - in family activities or shared interests.

**Ask for help** or advice if you feel problems are too much for you or your family to manage.

**Look after yourself too!** Seek support to discuss your worries and try not to be too hard on yourself.

## Need support for a young person?

- **HYCS 020 8658 1818 or text 07784 481308**  
Ask the young person to call us to self refer for free & confidential, youth counselling support in Hounslow Borough or visit <https://www.hycscounselling.co.uk/self-help-hub/> for more ideas.
- **YOUNG MINDS PARENTS' HELPLINE 0808 802 5544 [parents@youngminds.org.uk](mailto:parents@youngminds.org.uk)**  
Parents Webchat & Email Service available at [www.youngminds.org.uk/parent/parents-helpline-and-webchat/](http://www.youngminds.org.uk/parent/parents-helpline-and-webchat/)
- **FAMILY LIVES HELPLINE 0808 800 2222 [www.familylives.org.uk](http://www.familylives.org.uk)**  
Free, confidential helpline offering information and support on any aspect of parenting and family life.
- **FAMILY INFORMATION SERVICES (FIS) & FAMILY SERVICES DIRECTORY 020 8583 3470 [fsd.hounslow.gov.uk](http://fsd.hounslow.gov.uk)**  
Information service & directory for parents/carers of young people aged 0-19.

- **CAMHS – Hounslow/West London – 020 8483 2050**  
<https://www.westlondon.nhs.uk/our-services/child-and-adolescent/camhs>  
CAMHS (Child Adolescent Mental Health Service)
- **IAPT (Improving Access to Psychological Therapies)**  
*National:* Find an IAPT service in your area – visit [www.nhs.uk/service/service-search/mental-health/find-a-psychological-therapies-service/](http://www.nhs.uk/service/service-search/mental-health/find-a-psychological-therapies-service/)  
*Hounslow:* [www.hounslowiapt.nhs.uk](http://www.hounslowiapt.nhs.uk)
- **HOUNSLOW SINGLE POINT OF ACCESS – 0800 328 4444**  
Mental Health crisis support 24/7 for West London.
- **GINGERBREAD 0808 802 0925**  
Free call, support and expert advice for lone parents.
- **BACP – FIND A THERAPIST [www.bacp.co.uk/about-therapy/how-to-find-a-therapist/](http://www.bacp.co.uk/about-therapy/how-to-find-a-therapist/)**  
Search the BACP Register (British Association of Counselling & Psychotherapy) to find a private counsellor.