

# Leeds MindMate<sup>☺</sup> Single Point of Access

0300 555 0324

[www.mindmate.org.uk](http://www.mindmate.org.uk)

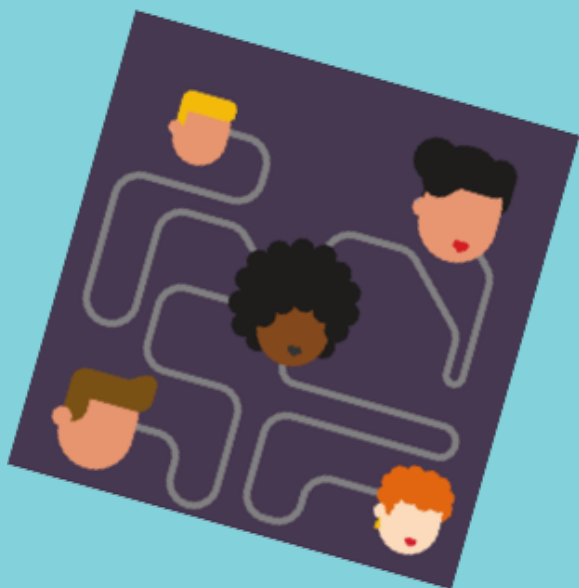


## What is the Leeds MindMate SPA?

It is a service for young people with a Leeds GP to help get access to emotional wellbeing and mental health services. SPA is run by Leeds Community Healthcare NHS Trust.

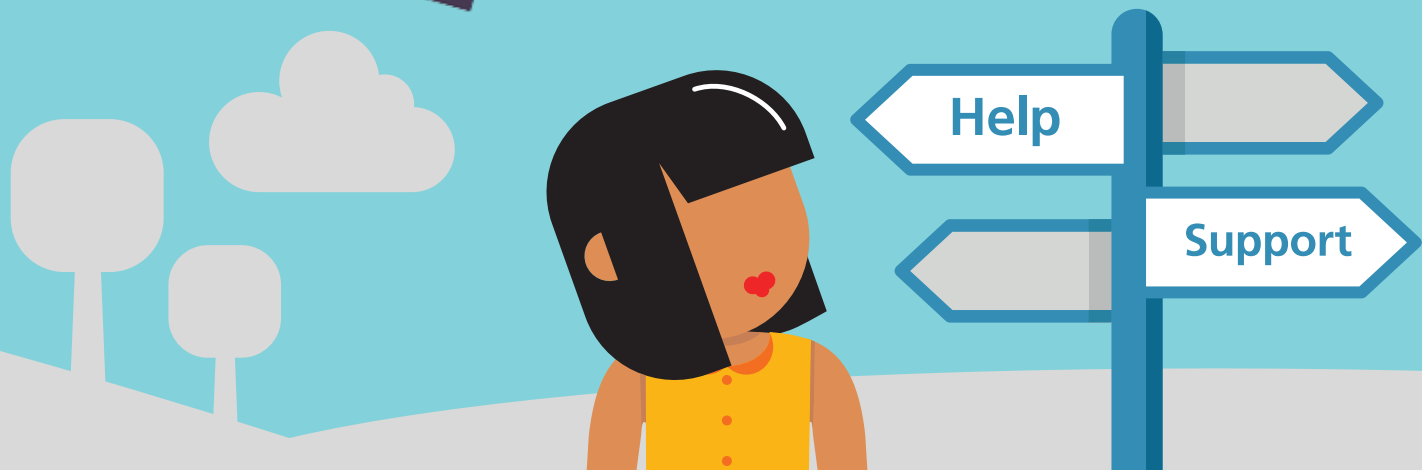
## What is emotional wellbeing or mental health?

We all have mental health all of the time, some days good, some days not so good. Everyone can feel a bit down sometimes, and although most of the time we can get the help we need from friends and family, sometimes we need a bit more support. This is where we can help.



## How will SPA help me/my child?

The SPA will try to help find a service that will be most able to help you / your child. The SPA team will get in touch with you to let you know which service you are being referred to, their contact details and how long you might expect to wait for an appointment.



## Which services can SPA refer me/my child to?

- Early Help intervention within school
- Services available from the Clusters (e.g. family or 1-2-1 work)
- The Market Place – young people's counselling and drop-in service in Leeds City Centre
- ASPIRE – providing early intervention for those aged 14 and above with signs of psychosis
- Forward Leeds Young Person's Drug and Alcohol Service
- Child and Adolescent Mental Health Service (CAMHS)

## How can I/my child access SPA?

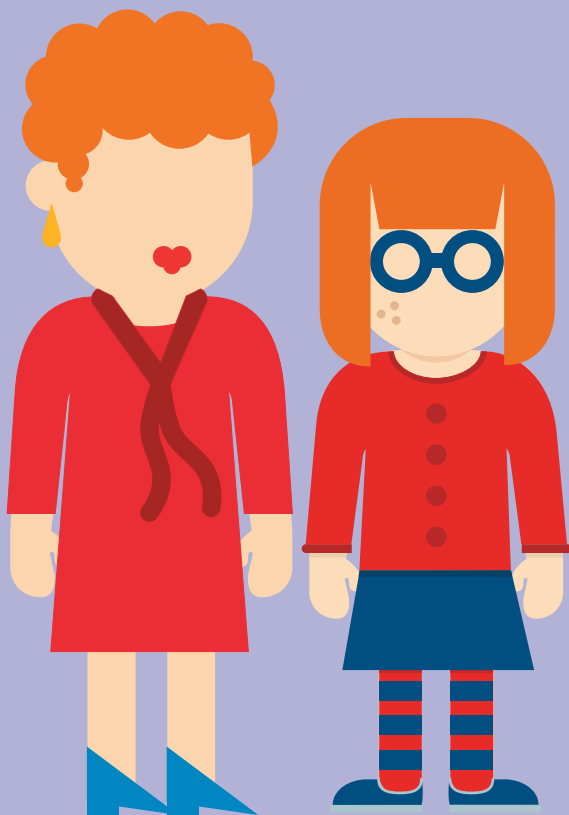
At present, SPA accepts referrals from professionals such as GPs, school nurses and social workers. From October 2018, young people aged 13-17, parents and carers will be able to refer directly by telephone or via our website.



## Will you involve my family?

We will usually talk with both you and your parents or carers. But if you don't want us to we won't tell them. However, if we think you or someone else is in danger then we have a duty to report this. This is to make sure you stay safe and we will always tell you if we need to do this.

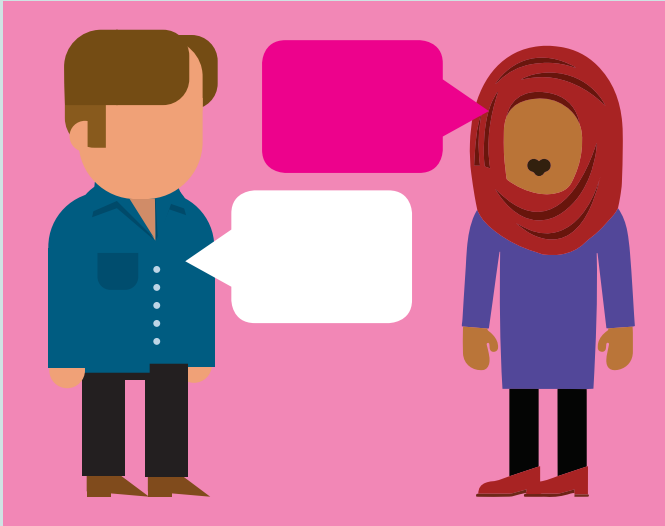
If you are a parent or carer and your child is 13 years or older, according to UK law they can make decisions about how this referral works for them without us discussing it with you, if they are deemed to be mature enough to understand what will happen with this referral. A parent or carer cannot override this consent.



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## What happens to my information?



SPA keeps your information private (confidential). We do share some details in order to:

- make sure we have the right information to understand your needs
- make sure you receive the correct support/service
- to keep you or someone else safe
- to help improve services

If you don't want your information to be shared, please tell the person who gave you this leaflet, or when you contact us to self-refer.

## Why is information shared?

Leeds MindMate SPA will put together the information we collect to help work out which service best meets your needs. This means information may be shared with Leeds City Council and NHS services, as well as schools. We only do this where appropriate or where we are legally need to do so.

Your information may be monitored to ensure you receive the correct support/services. Your information may also be given to government departments for reporting purposes in order to help improve services.

If you want to find out more about how we keep and use your information, then please ask SPA or the worker who referred you in the first instance.

## How does SPA work?

Referral received at SPA

Is there enough information to work out which service is needed?

YES

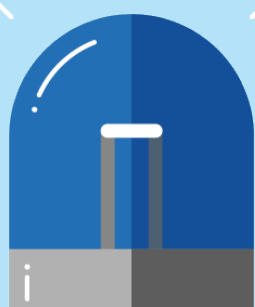
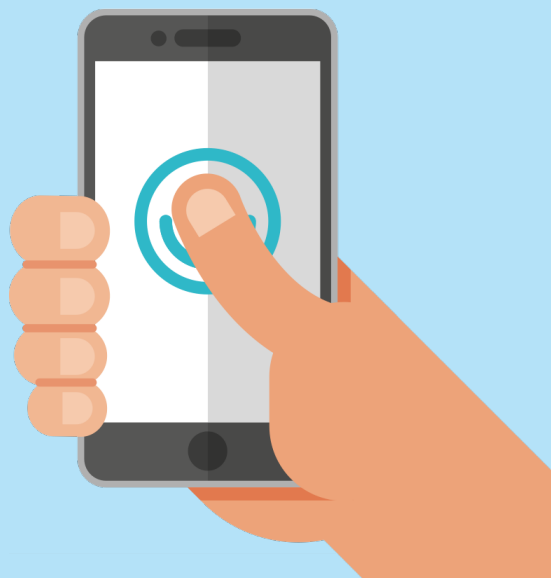
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SPA call the people who can give the information needed, such as: young person, family, school etc

SPA send letter to young person/family and the referral to the appropriate service

## What happens if I/my child need to be seen urgently?

An urgent referral may be when someone is rapidly losing weight or having thoughts to seriously hurt themselves. You can contact your GP for an urgent appointment, who can assess the physical and mental health issues face-to-face and make an urgent referral to SPA if needed. You or your GP can also contact SPA to speak to a clinician to discuss the concerns and support that may be needed.



## What happens if I/my child need to be seen in an emergency?

Please be aware, SPA is not an emergency or crisis service. In an emergency (if the young person has seriously injured themselves or taken an over dose), they will need to go to the Emergency Department at the hospital (please note that for under 16s this is at Leeds General Infirmary only).

### Who can I/my child speak to when upset/in crisis?

#### Childline:

0800 1111 [www.childline.org.uk](http://www.childline.org.uk)

Childline is available 24/7 to help anyone under 19 in the UK with any issue: big or small. Phone/text/online chat.

#### Teen Connect:

0808 800 1212 / 0771 566 1559

[www.lslcs.org.uk/services/connect-helpline/teen-connect/](http://www.lslcs.org.uk/services/connect-helpline/teen-connect/)

Teen Connect is a helpline for 13-18 year olds living in Leeds. Phone/online chat.

#### Leeds Survivor Led Crisis Service (LSLCS):

0113 260 9328 [www.lslcs.org.uk/](http://www.lslcs.org.uk/)

LSLCS provide out-of-hours emotional support to people aged 16+ in emotional crisis. Phone/face-to-face.



**If you need this information in another language or format please contact T: 0113 376 0324 E: leeds.mindmatespa@nhs.net**

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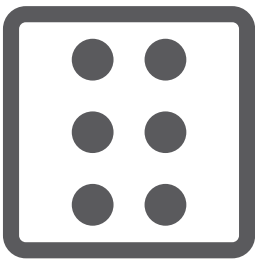
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Jeżeli niniejsze informacje są potrzebne w innym języku lub formacie, proszę o kontakt pod nr tel. 0113 376 0324 lub e-mail leeds.mindmatespa@nhs.net

Pokud potřebujete tyto informace v jiném jazyce nebo formátu, kontaktujte nás prosím na tel.: 0113 376 0324 nebo e-mailem: leeds.mindmatespa@nhs.net

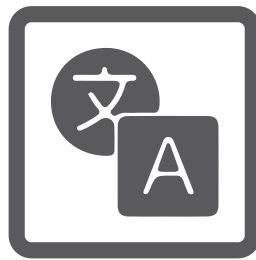
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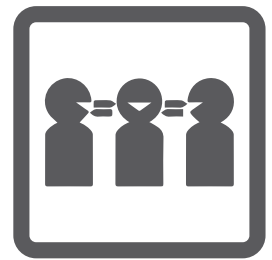
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OTHER LANGUAGES



EASY READ



INTERPRETER

Leeds MindMate SPA is delivered by Leeds Community Healthcare NHS Trust and funded by NHS Leeds South and East Clinical Commissioning Group on behalf of the three CCGs in Leeds.

**MindMate**



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