

YOUNG MINDS

The voice for young people's **mental health and wellbeing**

YoungMinds Parents Helpline

We offer free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

The YoungMinds Parents Helpline is open from 9.30 to 4.00pm, Mon- Fri.

- Call us on **0808 802 5544** (free for mobiles and landlines).
- You can also visit [Worried about your child?](#)
- We support callers from all parts of the UK – England, Scotland Wales and Northern Ireland.

"It was really bad, it was terrible, it was a really dark time. We felt absolutely alone; that's why your organisation was such a godsend."

Who contacts the Parents Helpline?

You aren't alone: over 10,000 people contacted us by telephone and email in 2013. These included parents, carers, and grandparents as well as professionals such as teachers, school nurses and social workers. The only thing to remember is that the child or young person should be under the age of 25.

Some people who contact us are speaking about their concerns for the first time. Our advisors understand how hard this first step can be. Many parents feel guilty – they feel that their child's problems are all their fault. Our advisors are skilled in listening and do not judge.

Some people wonder if their worries are justified, or if their child's behaviour is really of concern and that's why they ring us.

Others may need help in working out what they want to say to their GP or school, have children struggling to get the help that they need, or need coping strategies to manage their child's behaviour while waiting to get professional help.

"I needed help with how I should cope with the situation, and how I should deal with things to stop it escalating more."