

Emotional Wellbeing Hub FAQ



My name is Sarah, as the Referral Co-Ordinator for the Emotional Wellbeing Hub I want to help you, the faq's below should help you understand what we do and who we are, but if you still aren't sure please call or email.



What is "The Emotional Wellbeing Hub"?

The Emotional Wellbeing Hub is the result of a partnership forged between Wokingham Borough Council and Berkshire Health Foundation Trust. The Emotional Wellbeing Hub is a new single point of access for children and young people up to the age of 19, and their families living in Wokingham Borough, who are looking for support around emotional health and wellbeing. The aim is to support families and young people to get the right help at the right time.

What happens to my referral?

When your referral is received into the Hub, I will read through to make sure everything is complete, and to understand the best people to signpost the referral. It may be that we need to discuss your referral at our Forum, or that I can call you to recommend (signpost) you to another source that can best meet your needs, or I may pass your referral to PMHT4Y.

Who are the key partners?

We work with various people to ensure the best possible outcome is achieved. They might include the following, however this is not exhaustive and attendees will depend on needs up for discussion : PMHT4Y, Early Help, ARC, Kooth, Children's Centres, Assist, Cranstoun, School Nurses and Elevate. Note, the Hub is a signposting service and is unable to provide clinical advice or direct counselling.

What are mild to moderate needs?

Mild to moderate needs could include: self-esteem/assertiveness; anxiety and depression; attachment and bonding; friendships/relationships; anger management; fears and worries; isolation and loneliness and self-harm. However, there might be other areas of support that you need, it is still worth asking as we should still be able to signpost you.

How to contact the Emotional Wellbeing Hub?

You can call on 0118 974 6000, visit the website www.wokingham.gov.uk/EWH, scan the QR link or email: emotionalwellbeinghub@wokingham.gov.uk Monday to Friday 9am-5pm.

There is a messaging service on the phone, calls will be responded to within 3 working days and emails within 5 working days.

If you are unsure how to manage your concerns please contact the Referral Co-Ordinator to understand the best route to reach the support you need.

What is the Forum?

This is a regular multiagency meeting, where professionals and partners have the opportunity to discuss more complex cases and agree the best support to meet need. If your referral is from yourself or family member I will call you to discuss it in more detail so that I can represent you in the meeting. If a professional makes the referral they will represent you. It is possible that as a result of the meeting you will receive input from more than one partner.

Who are PMHT4Y?

Primary Mental Health Team 4 Youth is a re-designed Emotional Wellbeing Service, which has brought together services previously delivered by primary CAMHS and Schools Link. The service is delivered in partnership with Berkshire Healthcare Foundation Trust to offer emotional wellbeing services in the community.

How do I make a referral?

The form can be located on our website, it is an interactive PDF which you can complete and return via email, or you can call/email to understand whether we can help without the need for the form. The form needs to be completed as fully as possible to avoid delays, if you need help you can call me to guide you through.

What happens after the forum?

Once your referral has been discussed, I will contact you to let you know the outcomes. Sometimes more than one team will provide support, depending on your needs.

Do my parents need to know?

The referral form includes a signature section to give consent to progress. If you are 12 or above you can self refer, but if you are under 16 your parents do need to indicate their consent. If you are 16+, we do not recommend that you keep this from them, however we know that there may be times when not involving your parents might be more beneficial for you.

Emotional Wellbeing Hub is unable to provide urgent or emergency support. If you are concerned that the child or young person is at a high level of risk related to mental health difficulties, please call

CAMHS CPE (for advice) and Rapid Response Team (urgent care)	Open 8am - 8pm Monday to Friday	0300 365 1234
Berkshire mental health crisis team (Freephone)	24 hours	0800 129 9999
NHS DIRECT	24 hours	111
Child Line	24 hours	0800 1111
Samaritans	24 hours	116 123