



# Westlands Primary School

*A member of Swale Academies Trust*



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Dear Parents/Carers,

As you are aware we are a school that is part of Swales Academies Trust. At Swale Academies Trust, we believe in supporting every child to reach their full potential.

That's why we're committed to empowering you, as parents and guardians, too.

We understand the unique challenges you face in today's world, especially in light of the impact of COVID-19 on children's mental health. To help you provide the best possible support for your child, we're expanding our resources.

Introducing our new Parent Helpline via Health Assured - 0800 012 1571

The parent helpline will have counsellors who will listen to the caregiver's concerns and understand what steps have already been taken, before providing tailored support on what action, if any, is needed next. It is a 24 hour helpline that you as a caregiver can access as and when needed.

Health Assured will work closely with the school upon implementation of the Caregiver helpline, to ensure all relevant signposting information is collated in the event this is required when providing support to a caller. If a caregiver discloses concerns around risk or safeguarding matters, advice will be given and Health Assured will document this accordingly.

This may include;

- Advice on seeking GP intervention and support.
- How to source suitable counselling support.
- Signposting within schools.
- How to have difficult conversations with a child or young person.
- How to identify stressors or triggers for the child or young person, and recommend ways to remedy these.

Please read the attached information about this service that we are offering our caregivers. If you have any further questions, please do contact the school.

We hope this will prove an invaluable resource.

Kind Regards,

Mrs Pettett  
Headteacher