

# Listen & Link

## Phoneline for Mental Wellbeing Support

### What is Listen&Link?

Listen&Link is a West Lothian Council phoneline service for children, young people and families who have concerns for the mental wellbeing of a child or young person in their household. Or, the child or young person may be worried about their own mental wellbeing. The service is operated by family support workers within Children and Families.

The service is *self-referral*. This means a young person or adult can make the call themselves, directly to the service. Or someone they trust can make the call on their behalf, asking Listen&Link to make contact.

For some children and young people support from a person close to them will help them feel better with time while others will need support from someone else. It is worth remembering they are not alone; everyone feels low, angry or anxious at times. But if there is a change in your child and it is lasting for a long time or is really affecting them it might be time to speak to someone.

### What will happen when you call Listen&Link?

When you make a call to Listen&Link it will let us know you would like someone to call you back.

We will aim to respond within 48 hours.

One of our Listen&Link family support staff will respond to your call, then work closely with you to:

- give you the space to talk, helping you to explore your situation and identify a way forward. Listening means that we will let you direct the conversation to wherever you want to go.
- talk through options, and consider child, youth and family services and supports that are available in the community to help your child and family's wellbeing.
- Advise if a referral for more intensive support may be required.

**Please note:** Listen&Link is not a medical or a legal service. Staff will not be able to give medical or legal advice.

### Community engagement

We recognise that children and young people must be given the opportunity to give their views and advice about how a service for them should be designed; and for the participation to be ongoing. We are engaging with groups of young people and children, together with their parents or carers where appropriate and possible, to actively consult with them on the ongoing development of Listen&Link.

### Options for Self-Directed Support (SDS)

Self-Directed Support could be a way for a family to have greater choice and control over how their mental wellbeing needs are met and by whom. A separate leaflet has been prepared, explaining in more detail how Listen&Link can enable Self-Directed Support options to be used towards mental wellbeing supports.

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