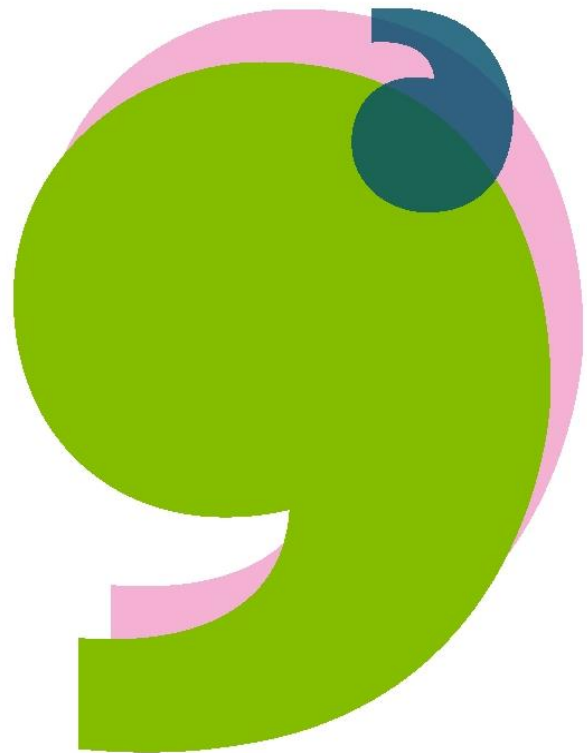


What helped you most what helped you least?

Young people's reflections on Mental Health 2016/17





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1.0 Executive Summary

Issues

39 young people between 11 and 26 that have experienced difficulties affecting their mental health, took part in this project to share what helped most and what helped least.

The project was carried out in partnership with 6 organisations that work with young people:

- Close House
- Talent Match
- Strong Young Minds, The CLD Trust (Counselling Learning and Development)
- Hope Support Services
- SHYPP - Supported Housing for Young People's Project
- Addaction

A wide variety of issues were identified that impact negatively on young people's mental health with the greatest being disability and anxiety.

Over 50% of the young people in this survey had experience of diagnosed mental health conditions.

A few other young people said they had not sought professional help and didn't know how.

Young people experienced mental health difficulties from as young as 6. In this sample the majority experienced difficulties between 11 and 18.

Services

61% of young people had received help and support from Health and social care (e.g. CAMHS, CLD, GP, Social Workers), 83% other Herefordshire organisations that work with young people (e.g. Close House, Talent Match, SYM, College, School) and 79% from friends and family.

Ratings for the different services varied greatly and frustrations were mainly around customer service/attitude of personnel and system failures like time delays or mis-referral. Young people are greatly appreciative of help and support that works.

There were particularly high levels of satisfaction with help gained through young people's organisations and perhaps surprisingly large numbers of young people NOT satisfied with the support and help they are able to gain from family and friends.

Young people felt that schools and families needed more information on mental health and how to deal with it. Young people expressed reluctance to share issues with families - not wishing to worry them or not feeling they could help.

What helps most what helps least?

Young people shared their views of what worked for them and tips for other young people. The ideas are many and varied but common themes included:

- a. To try different approaches to find what suits you.
- b. To talk to somebody you trust.
- c. Not to be afraid to get help soon.
- d. Do healthy activity that makes you feel good e.g. good food, sport, music, meditation.
- e. Find good people to be with avoiding people and activities that make you feel bad e.g. drugs, stressful situations, negative people.
- f. Don't compare yourself to others and be careful using the internet.

What worked least included:

- a. Particular styles of service or therapies that did not work for them.
- b. Not being ready or expectation mismatches.
- c. Unhealthy lifestyle choices e.g. drugs, people that have a negative influence -“feeling trapped”.

What young people thought of NHS “5 Steps to Wellbeing” card.

In general young people approved of the ideas expressed in 2Gether NHS Foundation Trust's “5 steps to wellbeing” card and suggested a few additions.

Young people's self-help guide

65% felt that it was a good idea to produce a self-help guide full of tips to improve mental health and 50% would like to help create it with over 70% wishing to comment on the guide and receive a copy of the finished article.

Young people recommended content ideas and where it would be accessed, its form and when it would be most useful. Promotion by social media and schools and colleges was most popular.

2.0 Recommendations

Health and Social care organisations and Young people support services and practitioners

1. Recognise the effect of multiple issues on young people's mental health.
2. Recognise the potential mental health implications of disability as it impacts on young people's ability to socialize and take part in ordinary activities and relationships. This includes health practitioners as well as school, college and social care personnel.
3. Practitioners in Health and Social care to note young people's ratings of their services and comments, to see ways to improve services especially around time delays and misdirection and to retain services that work well.
4. Young people's organisations to note young people's ratings of their services and comments to see ways to improve services and to retain services that work well. Consider using report to seek recognition of the role played in early signposting and tier 1 help and support.
5. Mental Health organisations to consider providing accessible information to help schools, colleges, young people's organisations and general public to help and support young people earlier with low level mental health difficulties and to refer appropriately to ease stigma of seeking help and to prevent escalation.
6. Continue to promote "5 steps to wellbeing".

Commissioners

1. Consider sponsoring a funded project that supports the young volunteers to create a self-help guide full of their tips to improve mental health. One or more of the young people's organisations could support the young people to produce this useful youth -led accessible resource.
2. Consider areas where improved educational or public health initiatives can help young people to anticipate and address negative effects of the most common issues expressed e.g. bereavement, loneliness.
3. Consider how organisations might help to encourage young people to seek help with mental health issues at an early stage. The study showed that for some young people this can be as young as 6 years old and for most young people, issues recur in later years.
4. Consider encouraging/brokering/funding more opportunities to deliver preventative and tier 1 level interventions through collaboration between mental health organisations and young people's organisations. This would use the expertise and skills of trained youth workers and experienced young people engagement workers in partnership with mental health professionals.

3.0 Acknowledgements and Disclaimers

3.1 Acknowledgements

Healthwatch Herefordshire would like to thank:

- The young people that shared their experience, ideas and wisdom to produce this report.
- Thank You to the organisations that have built trusting relationships with young people enabling them to participate in this piece of work including
 - Close House,
 - Talent Match,
 - CLD (Counselling, Learning and Development Trust) - Strong Young Minds,
 - Hope Support Services,
 - SHYPP (Supported Housing for young People Project),
 - And Addaction,

3.2 Disclaimer

Please note that this report relates to authentic experiences and views of 39 young people that participated in 2016/2017 and is not intended to represent all young people in Herefordshire, only an account of what was observed and contributed at the time.

4.0 Introduction and methodology

4.1 Introduction: What helped you most what helped you least?

This piece of work targeted young Herefordshire people (11-25) that have experienced difficulties affecting their mental health.

It aimed to find out what young people feel helped most and what helped least.

Healthwatch Herefordshire will feed back answers anonymously to services and people that commission services to help them to:

- Understand young people's needs.
- Keep offering services that work well.
- And to improve services where they need to.

If young people agree, their self-help tips will be published to support other young people in the future.

The self-help guide would include their tips about what helped them most and what helped them least.

As well as being useful to young people this would provide a valuable insight for providers of mental health care.

It is likely that what helps one person may not help another but the guide could offer:

- An understanding that other young people have experienced the same issues.
- An understanding that people experiencing issues that affect their mental health often need to try different things to find what works for them.
- Ideas and ways young people can help themselves and take control/feel empowered.
- Services that young people found useful.
- Pitfalls and things to watch out for and avoid.
- A source of supportive information in accessible language.

4.2 Methodology: What helped you most what helped you least?

A survey was conducted in partnership with practitioners that work with young people some of which will have experienced or be experiencing mental health issues (or issues that impact their mental health in a negative way).

Young people and practitioners contributed to the design of the survey and the way it was to be conducted.

The survey/conversations were conducted by the following methods:

- Individually using an online survey.
- 1:1 with practitioner support using an online survey.
- Small group discussion and hard copies of the survey.
- Using conversation cards to establish survey answers and practitioners filling surveys with the answers of small groups of young people in a workshop setting.
- Drop-in session discussion of sections of the survey over a number of sessions using flip charts.

It was recognized that undertaking such explorations of past or present mental health difficulties can raise emotions and memories that are painful and difficult.

This is one of the main reasons why it was important for trained practitioners to carry out information gathering as trusted people who are able to support young people appropriately before, during and after conversations.

The resources were well received and practitioners used them creatively adjusting to the individual needs of young people and the style of service delivery.



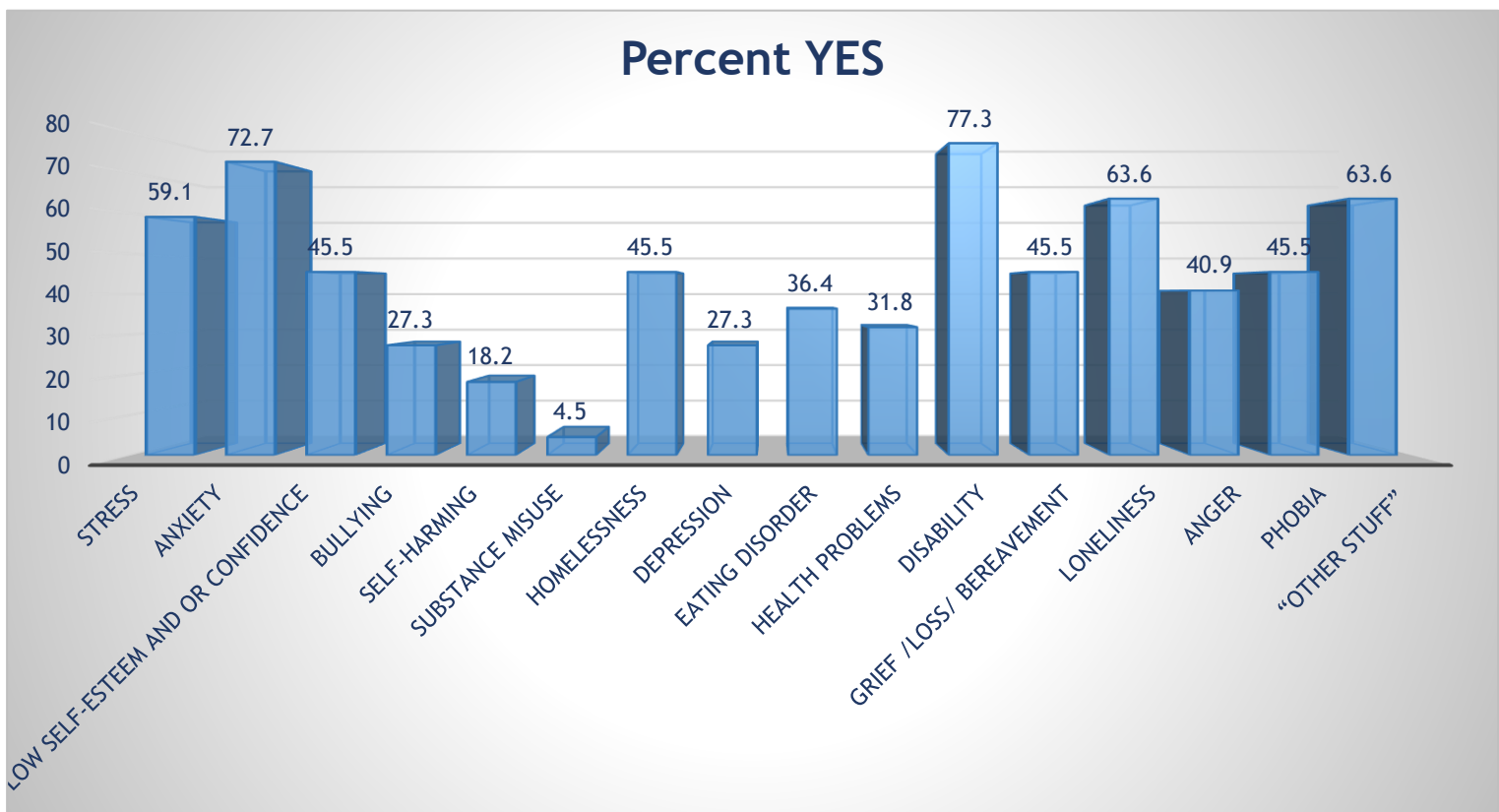
5.0 Results, analysis and conclusions

5.1 Results and analysis.

39 young people completed or partially completed surveys.

Have you personal experience of any of these issues that can negatively affect your mental health?

All young people had experienced three or more of a list of issues that can negatively affect mental health. The most common were anxiety and disability.



Young people's comments included:

"Phobia - Dying on an operating table, getting attacked, dying in general".

"Anger - Family home, lack of friends, feeling like a failure".

"Depression has affected me most".

"Disability - Spina Bifida, Hydrocephalus (water on brain), scoliosis of the spine.

Health problems -As above, prone to swollen feet, water retention (bladder).

"Mostly anxiety and confidence".

"Loneliness - 5 years didn't leave house alone -anxiety, depression, circumstances".

"Most effect Disability -> creates feelings of loneliness/anger/stress -> personal experience. Explaining it to people helped greatly. Grief -> low mood/stress/health problems".

“Grief/Loss - Grandad passed (brain cancer) didn’t see him in final days -Feelings of guilt. Stuff -Linked to above”.

“Mood swings”

“Obsessing”

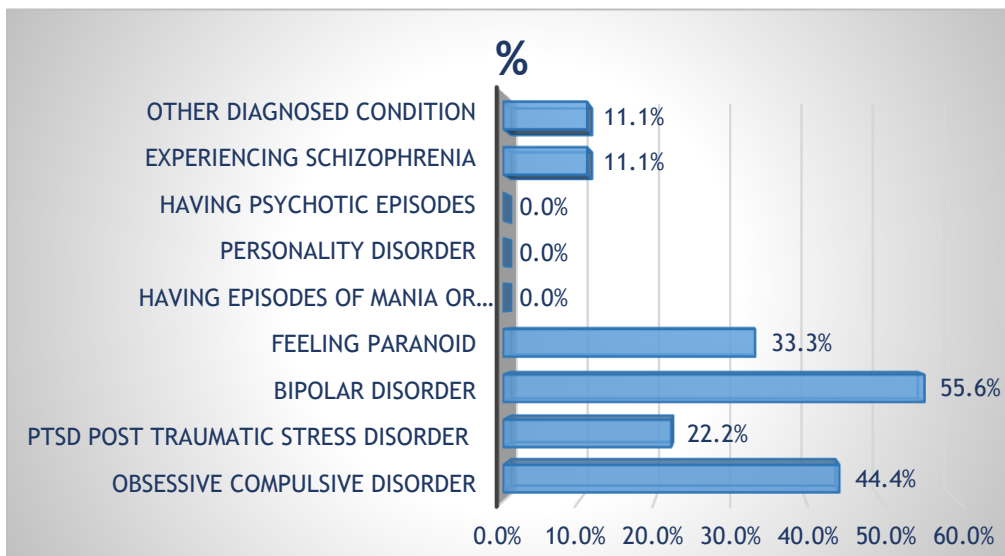
“Bills wind me up. Dad in face too much. Depression -Linked to all above and below”.

“Struggles with family life”

“Bullying - Primary, Secondary -> verbal, Low self-esteem is what it is. Anxiety - social anxiety, going out alone, public transport, making phone calls. Stress -All of the above!”

Have you personal experience of a diagnosed mental health condition such as those below?

Over half of the young people said that they had experience of a diagnosed condition.

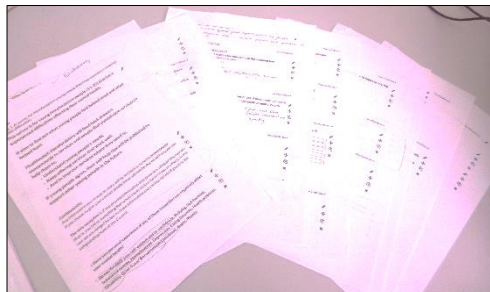


Comments included:

“Feeling paranoid mostly from job situation”.

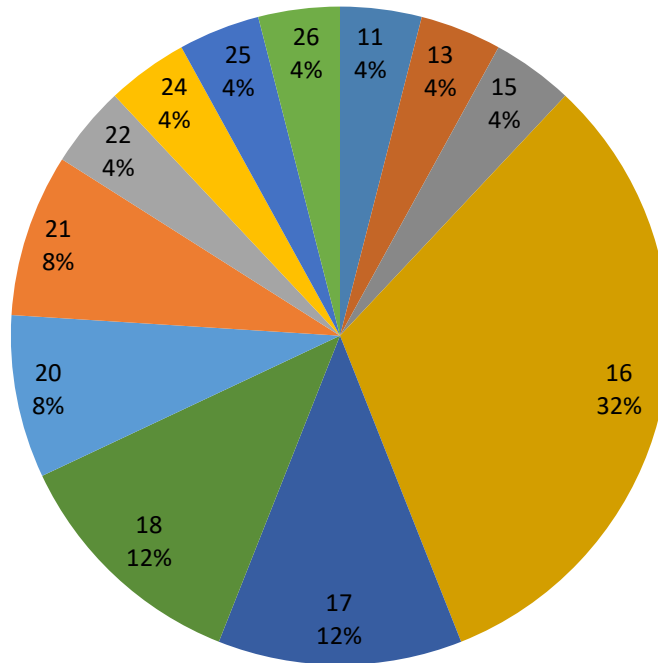
“I’ve never sought help from professionals for any mental health problems”.

“Not diagnosed, have suspected a mental health condition but have not had a big enough effect on life to seek advice at this point in time. Do not know how would get diagnosed”.

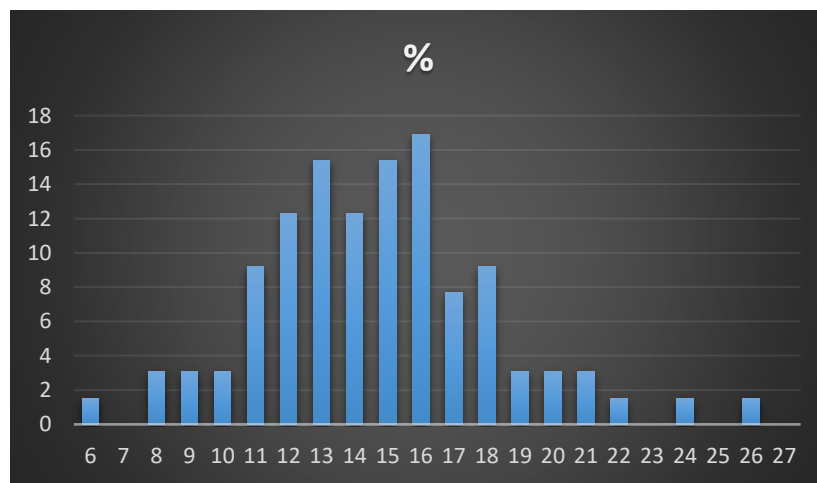


What age or ages did you experience mental health difficulties?

Young people participating were aged between 11 and 26 years old with 64% being 16 to 18.



Young people had experienced mental health difficulties from the age of 6 upwards with the largest percentages between age 11 and 18.



Comments included:

“Age 6 -I wouldn't say they were severe as I was still very young”.

“At 16 hearing loss diagnosed which lead to feelings of stress, isolation etc.”

“From secondary school”.

“Started but continue still”.

“Dad dying”.

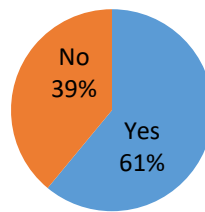
“Stress, teenage Grief / loss: 11 years Mood swings: 11years”.

“Started when I just left school. Became really bad when I was 21/22. Got bit better but has now rocketed again because of new stress factors”.

Did you receive any help or support from Herefordshire Health and Social care services?

61% said YES

39% said NO



Most young people (that specified) had seen a mix of practitioners as follows:

CAMHS, Liaison and diversion support

CLD

CLD

GP

GP Hospital Social Worker.

GP, CAMHS

GP (Doctor), CAMHS, Hospital, 2Gether, CLD, Family Support Team, Social Worker.

GP (Doctor), Hospital, Social Worker

GP, CAMHS, CLD, social worker.

GP, CAMHS, CLD

GP, CAMHS, Hospital, Family Support Team, Liaison and diversion support, Social Worker.

GP, social worker.

Health support for medical issue (hearing loss) but I have no mental health disorders.

NONE.

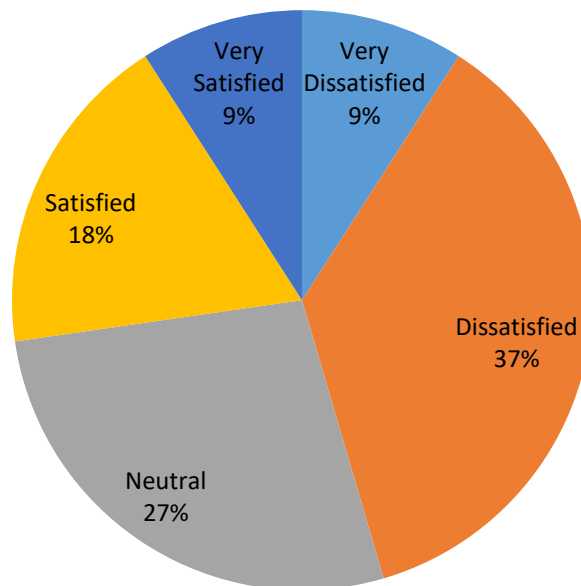
No comments.

CLD family support residential support.

“Let’s talk. Had last session last week. Mentoring at school and in and out of college”.

From your experience, how would you rate these services?

The chart shows 27% relatively satisfied and 46% relatively dissatisfied.



Comments and further scoring included:

“GP 7/10, Hospital 5/10, Social Worker 2/10 GP - Didn’t cover everything I wanted to know. Hospital - Gave advice but it didn’t help me. Social Worker: Awful, felt like I had no support”.

“Let’s talk - much better than counselling as they give you tools to help deal with the anxiety. More practical”.

“CLD 10/10 Worked really well, the therapist I had was approachable and shared the same interests as me”.

“GP - Advice given to me I already knew and so didn’t help. CAMHS - Didn’t work. I was still a very angry teen and talking about it made me angrier”.

“GP, 1/10, CAMHS 7/10, CLD 2/10 GP - It took over a year for the GP to sort out counselling for me and it was down to an admin error that it took that long. CAMHS - Really helped, they suggested medication straight away. CLD - I was wrongly transferred to CLD, quite quickly they passed me on to CAMHS. So although it’s not their fault my experience was bad”.

“GP 9/10, CAMHS 7/10, Hospital 9/10, Family Support Team 8/10, Liaison and diversion support 4/10, Social Worker 2/10. Talking about my brother the services I rated helped him a lot”.

“GP (Doctor) 8/10, hospital 5/10, Social Worker 2/10 Social Worker: I never felt like they cared or were there for me”.

“GP 1/10, CAMHS 5/10, CLD 2/10, Social worker 6/10 GP put me to counselling but I didn't want it. CLD asked how I'd feel if my mum died. I didn't like that”.

“GP 8/10, social worker 7/10 GP gave good information and treated mental health issues with medication. Social worker offered info and advice. Also offered a contact support, where social worker could be contacted by young people”.

“GP (Doctor) 10/10, CAMHS 2/10, hospital 0/10, 2gether 2/10, CLD 2/10, Family Support Team 4/10, Social Worker 0/10. 2gether - Never got back to me. Family Support Team - Not much help with my child. Social Worker -- Rubbish. Saw a different worker every month”.

“CAMHS 8/10, Liaison and diversion support 0/10. CAMHS: Gave me meds for my ADHD and gave me some good advice about how to manage it”.

Rubbish.

Saw a different worker every month.

I never felt like they cared or were there for me.

Let’s talk - much better than counselling as they give you tools to help deal with the anxiety.

More practical.

CAMHS - Really helped, they suggested medication straight away.

Have you received help or support from other Hereford organisations that work with young people?

83% of the young people that answered this section said YES.

Comments given show a variety of organisations accessed:

“Close House, College”.

“Close House, Hereford Boxing Club, School, Colleege”.

“Close House, Hereford Learning Disability team, Rural Media, Colleege”.

“Close House, School, Colleege”.

“Colleege”.

“Hope”.

“Local youth clubs, close house, Hope Y-team, church groups, colleege”.

“No Wrong Door, Talent Match”.

“Noah's Ark, or Phoenix”.

“Not Hereford”.

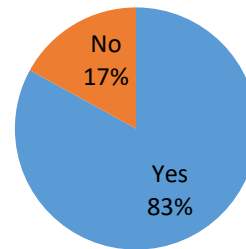
“Phoenix Bereavement Support Services, School - Noah's Ark”.

“Talent Match”.

“Talent Match, Job Centre Plus (JCP), Advanced Personnel Management (APM), School, Colleege”.

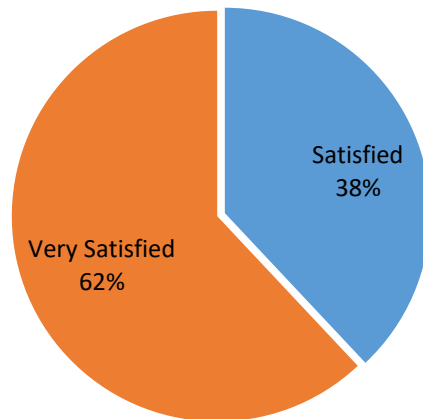
“Hope support services”.

“No wrong door SHYPP, close house”.



How would you rate these services?

There was a high degree of satisfaction.



Comments and further scoring included:

“Close house 10/10, College 7/10, School 1/10”.

“College 8/10 College: Over the past year they’ve helped me”.

“Helpful”.

“Close House: Youth workers listen to your problems and try to help you School: Didn’t listen or help me when I needed help and so nothing was put in place to help with my anger College: Listened to an extent but didn’t do much more than school”.

“I have not accessed these specific ones”.

“Overall happy with services in general but more could be done”.

“Local youth clubs 8/10, close house 10/10, Hope Y team 5/10’ church groups 5/10, college 8/10. Close house - awesome! Helped me through lots. College were there if needed”.

“I would have probably been put in prison if I wasn’t having support from hope 10 out of 10 Listened when no one else would. Got very violent when I wasn’t being listened to. Suzie helped from online team too. Hope allowed me to meet new people, do things and get me out the house”.

“Close House 9/10, Hereford Learning Disability team 8/10, Rural Media 10/10, College 9/10. Close House: Still chance to get more from Close House, Rural media: Had lots of help”.

“Close House 10/10, School 0/10, College 1/10 Close House: Youth workers listen and give advice, they are non-judgmental! School: Didn’t feel like they actually cared about me. I had to see one person and I didn’t like her so I didn’t want to talk to her. College: Okay”.

“Close House 9/10, College 8/10 Close House: They’ve bought out my confidence College: They’ve helped me a few times”.

“SHYPP very happy with the support they are giving me. They listen to me guide me on the right path”.

“Close House 9/10, Hereford Boxing Club 9/10, School 9/10, College 7/10. Close House: I feel like I can talk to the youth workers and they offer advice. I can also ‘do stuff’ if I’m angry or upset to take my mind off. Boxing Club: Really helped vent my anger (punch bag!) School: One teacher helped and I could open up to. College: I haven’t been there long enough to know”.

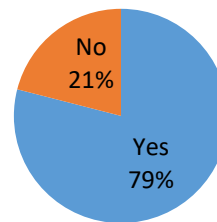
Have you received help or support from friends and family?

79% of young people that answered this question had received help or support from friends and family.

Comments included:

“Family support when anxious, or friends by talking and sharing issues”.

“Yes on and off, don’t like to burden”.



How would you rate this support?

Comments included:

“They tried but had no idea what they were doing”!

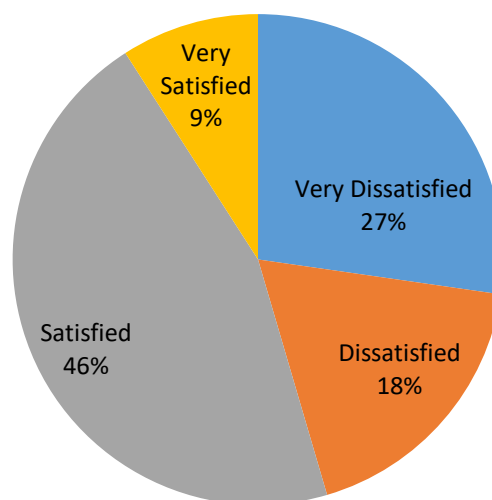
“Parents + sisters offered great support, as did my friends. Friends recognised when I needed support and provided it”.

“4/10”

“Friends and Family 1/10”.

“Harder for people to understand something they are not experiencing”.

“Parents and schools need more information on mental health and how to deal with it”.



Please tell us in a few sentences about your experiences of the support you were able to get in Herefordshire to help you to develop more positive mental health.

Comments included:

“Good”!

“I was still very young and so couldn't really make a full judgement”.

“Talent Match help more by being more approachable and down to earth. JCP have a negative effect”.

“Positive mental health playing in team sports”.

“Support for physical disability was good, but there was not enough link to the emotional implications of having a physical illness. No signposting”.

“Having 1-2-1 session weekly with Let's Talk. Getting out of house, getting used to being around people again by being in the workshops”.

Talent Match help more by being more approachable and down to earth.

Support for physical disability was good, but there was not enough link to the emotional implications of having a physical illness. No signposting.

“Volunteering at Hope support weekly has been the highlight of my week. Volunteering here has been the best voluntary experience since I turned 25. I was a young person here before that”.

What helped you most?

“A personalised down to earth service which helps on all levels”.

“BMXing - focus on something I enjoy and can challenge myself”.

“Counselling”.

“Equal amount of support from both organisations is what helped most”.

“Focusing on what made me happy and putting my energy into that”.

“Going for a walk to clear my head”.

“Listening to music”.

“People giving me my own space when I ask them to”.

“Seeing same person”.

“Surrounding yourself with good people”.

“Talking to people in similar situations -feeling understand”.

“Using social media to remind me of happiness and to search out wellbeing tips”.

“Just keep giving and keep motivated”.

“SHYPP”.

“Talking and meeting let's talk worker in Ross so don't have to get bus / travel far”.

Volunteering at Hope support weekly has been the highlight of my week.

Surrounding yourself with good people.

What helped you least?

“Drugs (Recreational)”.

“I was given a stress ball to control my anger. It made me stress more”.

“People that tried to talk to me when I was not ready”.

“Personal expectations of Let's Talk”.

“Receiving emailed advice - too formal, didn't understand”.

“Some doctors dismissed emotional problems or assured there would not be any”.

“Staying somewhere you feel trapped”.

“Taking myself away from negative people - drop outs, guys with no aspirations”.

People that tried to talk to me when I was not ready.

“CLD”.

“Counselling college and pressure from job centre”.

“Sympathy”.

“JCP is just a tick box exercise and I feel forced to complete tasks which I feel are pointless and do not benefit me. This makes me feel stressed and anxious”.

“Talking to a professional I don't know, nor have a connection with. The Anger control methods did not work”.

Looking back what advice or tips would you give to another young person experiencing the same issues that you have?

“Don't wait 5 years to go to doctors. Get some balls! Sort your life out quicker”!

“Explain your condition to allow people to empathise/ understand”.

“Go get help”.

“Seek help and avoid the people who make your feeling seem invalid”.

“Talk to people about your feelings”.

“There is help out there”.

“Engage in counselling and listen to the support and guidance given”.

“When u start feeling anger/stress/OCD speak out early and get help before it gets too bad”

“Talk to others. - Don't compare yourself to others. - Don't be afraid. - Be careful with using the internet info”!

“Would advise to talk to a professional or go online and talk to a professional online so that it is anonymously”.

There is help out there.

Talk to people about your feelings.

Don't be afraid.

What have you found is the best way to improve your mental health?

“Turning to drinking and drugs”.

“Doing things you enjoy, talking to people/ feeling helped. Focusing on your friend”.

“Focus on my hobbies it keeps my mind off stuff”.

“Going to Talent Match. Spending time with family and b/f. Not bottling it up”.

“Listen to music. Socialise. Eat. Watch films”.

“Talk to others”.

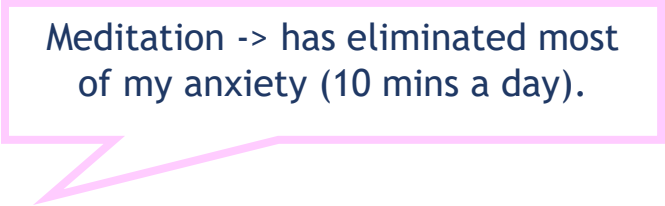
Get to know myself.

“Talking and reliving memories”.

“Walk and getting out of the situation learning practical skills / strategy tools to manage”.

*“Get to know myself so I know what gets me down and what situations I don't like.
E.g. If you realise you're an introvert you could realise you aren't different from your friends in a bad way”.*

“Exercise. - Eating well. - Meditation -> has eliminated most of my anxiety (10 mins a day). - Spirituality (books). - Yoga”.



Meditation -> has eliminated most of my anxiety (10 mins a day).

The NHS advises 5 steps to wellbeing - please tell us what you think about their advice. From your own experience is this good advice?

	This is good advice.	I don't know if this is good advice.	This is not good advice.	Responses
Connect: Talk & listen. Be there. Feel connected.	60.0 % 9	40.0 % 6	0.0 % 0	15
Give: Your time, your words, and your presence.	66.7 % 10	13.3 % 2	20.0 % 3	15
Take Notice: Remember the simple things that give you joy.	70.6 % 12	17.6 % 3	11.8 % 2	17
Keep Learning Embrace new experiences. See opportunities. Surprise yourself.	60.0 % 9	26.7 % 4	13.3 % 2	15
Be active: Do what you can. Enjoy what you do. Move your mood.	92.9 % 13	7.1 % 1	0.0 % 0	14

Comments included:

“Give: Not many people had time for me! Be active: Really good but have my days”.

“Give: confusing. Don't think being active makes everyone's mood positive”.

“I'm not sure about the connect option as not everyone can open up to/find it easy to talk to certain people. Not everyone is able to be active (disabilities)”.

“C not easy of you have social angst. Don't know G sometimes better to be with someone, don't know, T good, K not unsure, B good advice”.

“Be active: Very important. Needs to be drilled into people at a young age, part of the time, and mindfulness”.

Thinking about the NHS advice, would you add or change anything?

Comments were:

"I would add: Forget about your past and follow your dreams".

"This is good advice but before you have had the various conditions that then become unmanageable".

"It's hard but, know you are not alone".

It's hard but,
know you are
not alone.



If young people produced a self-help guide full of tips to improve mental health, what would you want to see in it?

Comments were:

“Available services. Social activities. Disability specific section”.

“Enjoyable activities talking to people/ self-help”.

“Exercise”.

“How to relax your mind or switch off from worries”.

“Inspirational quotes/ stories. Pictures. Easy words to understand. Website/ App”.

“Self help guide would make me feel worse”.

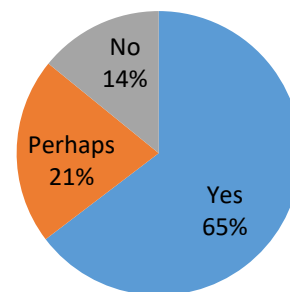
“True stories”.

“Contact numbers of your struggling- leaflet talk to someone would be better”.

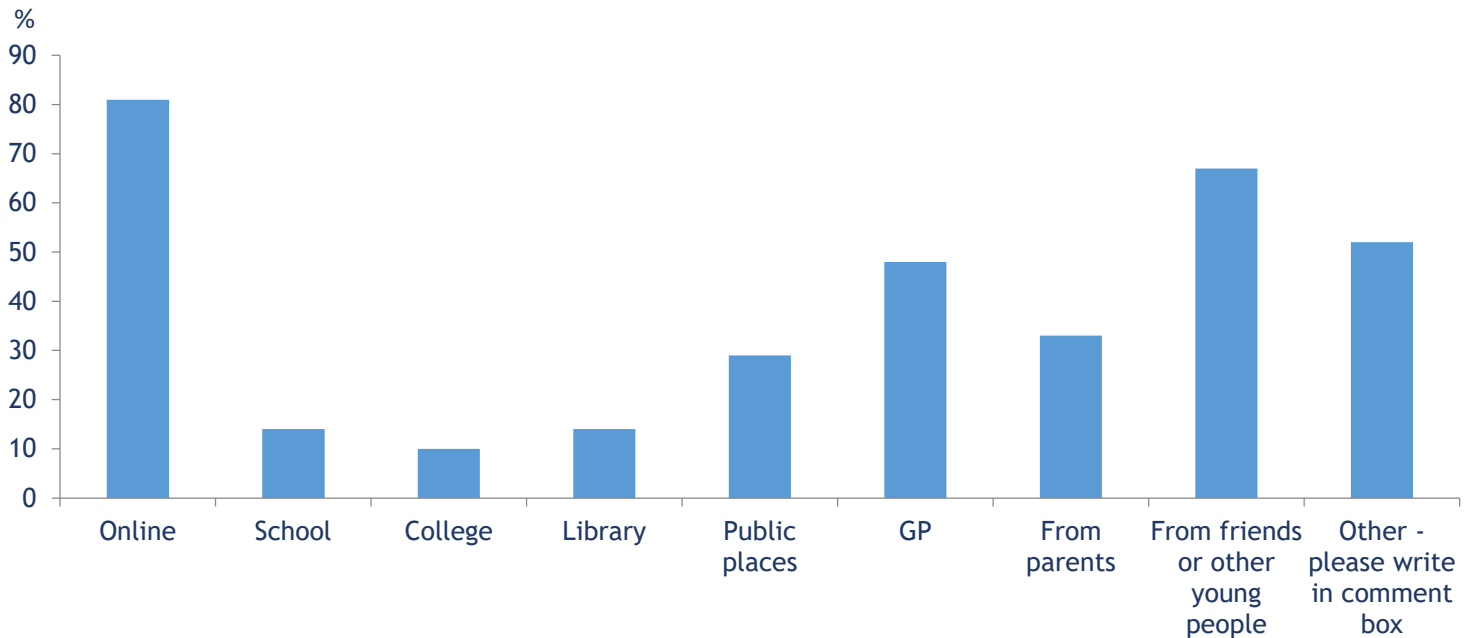
“Don't know”.

“Talk about it! This could be an understanding friend, not necessarily a teacher or parent. - Look for help. Even if you don't know about any services, there are many e.g. CLD. - Don't dismiss how you feel even if people tell you that you shouldn't feel that way. - If you can, try to seek help as you begin to have mental health problems don't suffer in silence because it can feel really isolating”.

Would it be useful to you?



Where would you like to access it?



Comments included:

“Friends and Family”.

“GP, Booklets, Family”.

“Phone calls, Family, Websites”.

“Social media, family”.

“Social media, post, drop-ins, booklets”.

“Social media, texts, Drop-ins, Phone calls, Booklets, Friends and family”.

“Social media, websites, drop-ins, phone calls, booklets”.

“Websites/ Social media, Drop-ins, Booklets, Family”.

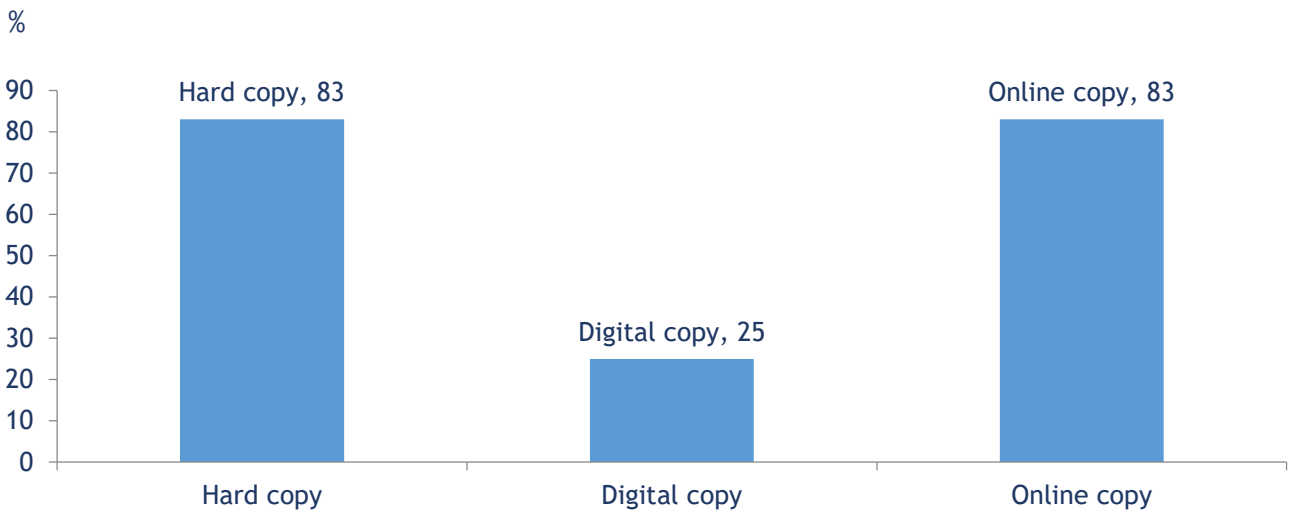
“Leaflets”.

“Social media, Texts, Drop-Ins, Phone calls, GP (Doctor), Friends/Family”.

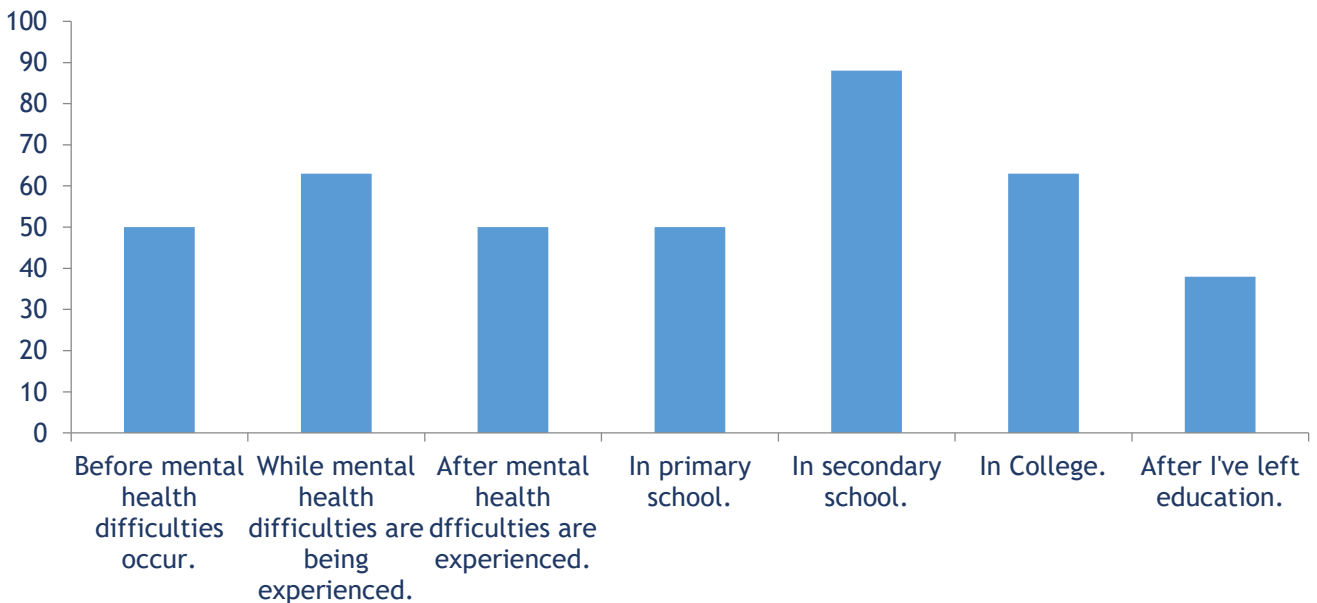
“Internet/Websites, Social Media, Post, Email, Texts, Drop-Ins, Phone calls, GP (Doctor), Friends/Family”.

“Internet/Websites Social Media Post Email Texts Drop-Ins Phone calls GP (Doctor) Booklets Friends/Family”.

What form would be best for you?



If young people produced a self-help guide full of tips to improve mental health, when would it be most useful for young people like you to receive it?



Comments included:

“Access at all times”! “A self-help guide should be accessible all the time, by all ages. This is because people experience mental health problems at different ages”.

“Most issues begin at high school or become apparent at school when comparisons and peer pressure takes place”.

If young people produced a self-help guide full of tips to improve mental health what do you think would be the best way to let young people know about it?

“Library, Community Centre”.

“School and social media”.

“Schools/ Colleges/ Social media”.

“Social Media”.

“Social Media”.

“Word of mouth”.

“Online”.

“Hand it out in schools and colleges. Make sure it is accessible in many places e.g. in GPs and Online”.

If lots of young people feel it is a good idea to produce a self-help guide full of tips to improve mental health would you:

	Yes	No	Responses
Like to help to create it? (*If yes please leave contact details below.)	50.0 % 7	50.0 % 7	14
Be happy for your ideas (in this survey) to be used to help others?	89.5 % 17	10.5 % 2	19
Like to comment on it when complete? (*If yes please leave email address.)	73.3 % 11	26.7 % 4	15
Like a copy when it is complete? (If yes please leave email address.)	76.5 % 13	23.5 % 4	17

Comments included:

“Contact via talent match”.

“Depends on environment. If @ Talent Match YES if with people don't know NO”.

“Not really interested”.

“Most useful to receive it: Before mental health difficulties occur, While mental health difficulties are being experienced, in secondary schools, In college, After I've left education”.

Contact details

7 young people left their contact details and others were happy to be contacted through the organisation that helped them to participate.

4.2 Conclusions

Issues

1. Young people experience and recognise a wide range of issues that have a negative effect on their mental health. Over 70% cited anxiety and disability with loneliness, “other stuff”, stress, low self-esteem and confidence, Grief/Loss/Bereavement, homelessness and phobias experienced by over 40% of young participants.
2. Over half of the young people in this sample had experience of a diagnosed mental health condition including Bi-polar disorder, Obsessive Compulsive Disorder, feeling paranoid and Post Traumatic Stress Disorder.
3. A few young people had not sought help or didn't know how.
4. Young people had experienced mental health difficulties from the age of 6 upwards with the largest percentages between 11 and 18. The survey indicated that for most difficulties resurface at other ages.

Services

5. 61% had received help or support from Health and Social Care services, mostly through CAMHS, CLD, GP and social workers with a relatively low level of satisfaction with examples of good experience and bad.
6. 83% had received help or support from Hereford organisations that work with young people. As young people were targeted through this route it is not a surprise but demonstrates the potential and importance of tier 1 intervention of this sort with high degrees of satisfaction stated by young people.

What helps most what helps least?

7. Young people shared their views of what worked for them and tips for other young people. The ideas are many and varied but common themes included:
 - a. To try different approaches to find what suits you.
 - b. To talk to somebody you trust.
 - c. Not to be afraid to get help soon.
 - d. Do healthy activity that makes you feel good e.g. good food, sport, music, meditation.
 - e. Find good people to be with avoiding people and activities that make you feel bad e.g. drugs, stressful situations, negative people.
 - f. Don't compare yourself to others and be careful using the internet.

What young people thought of “5 Steps to Wellbeing” card.

8. In general, young people approved of the ideas expressed in 2Gether NHS Foundation Trust “5 Steps to Wellbeing” card, although some young people felt that some of the suggested areas were not good advice or would not apply to everyone. The most popular suggestion was “be active” which over 90% felt was good advice.

Young people's self-help guide

9. Young people gave suggestions that a self-help guide should contain and 65% felt it would be useful, accessed through social media, online, from friends, the GP and public places in hard and digital forms and at all times of life publicized by social media, word of mouth, schools and colleges.
10. 50% young people would like to help produce it, were happy for their ideas to be put in it, around 75% of participating young people wanted to comment on it and would like a finished copy.



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