

For your wellbeing.
For Living



Family Mental HealthLine.

Worried about your child's
emotional wellbeing? Parents
and carers can talk to us on

0345 266 7938*

Talk to us about your child's emotional wellbeing.

If you're a parent or care for a young person, you know them better than anyone else. You know when they aren't their normal self, but you might be unsure if a change in their behaviour is a natural part of growing up or a sign that they might need support.

If in doubt, call our Family Mental HealthLine and a trained adviser will listen to what your family's experiencing, then give you clear advice on what to do next. Even if your child isn't covered under your policy.

Who can call?

Anyone with our cover who is worried about a young person's emotional wellbeing. You might be a parent, carer, guardian or extended family member.

When's it open?

We're here to support you every weekday from 8am to 6pm.

What if my child isn't covered on my healthcare scheme?

We do everything we can to help you. That's why you can talk to us about your child even if they aren't covered.

Who will I talk to?

A team of specially trained advisers and mental health nurses, who will listen, advise you on your next steps and guide you to support.

Call our Family Mental HealthLine

0345 266 7938

*Telephone support between 8am and 6pm Monday to Friday via a dedicated helpline. Calls may be recorded and to maintain the quality of our service we may monitor some calls, always respecting the confidentiality of the call.

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