

Lyra

# Personalised Mental Health Support for Children and Young Person's



Willkommen

Üdvözlet

स्वागत

Welcome

歡迎

Bienvenidos

ようこそ

أهلاً وسهلاً



**Dr Catherine McKinven**

Clinical Lead  
Lyra UK & Ireland



**Karin Scott**

Clinical Case Manager  
Lyra UK & Ireland



**Lewis Mode**

Global Customer Success Manager  
Lyra UK & Ireland

# Lyra | Introduction to Lyra

Lyra Wellbeing is a **confidential** service offered to support the emotional, mental, and behavioural health of **employees and their immediate family**.

Lyra offers personalised, best-in-class clinical support through:

- In the moment counselling
- Structured Counselling
- Structured Coaching
- Children & Young Person Counselling
- Managerial Consultations
- Critical Incident Support
- Learning & Development Workshops and Training



Available  
24/7 365



Worldwide  
Coverage



Supporting  
6.5 million lives



100%  
Confidential



For you and your  
immediate family

Lyra



**What is Children & Young Person Support?**

**Why is there a need for companies to consider this ?**

# Increased demand and needs

2017  
**1 in 9**

children & young people  
in the UK have a probable  
mental health disorder



2023  
**1 in 5**

children & young people  
in the UK have a probable  
mental health disorder

# NHS wait times for CYP

2023/24

78,500

Young people waiting for  
over a year for NHS  
Services



2023/2024

75%

Young people wait so long  
that their condition  
worsens or they get no  
support at all.



## What impact does children and young people's mental health have on workplace productivity and employee retention?

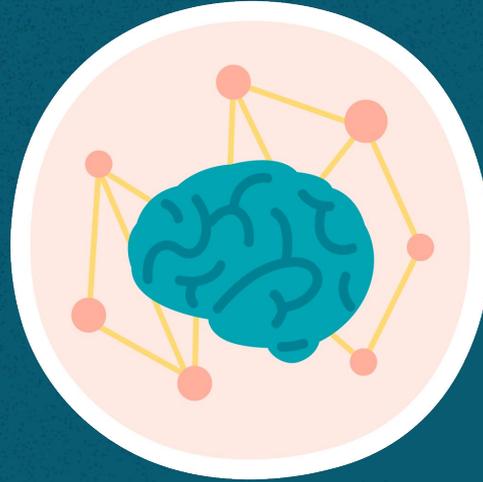
70% of parents needed to take time off due to child's mental health issues

13% percent had to leave their jobs altogether

54% said work capacity had been affected 'a great deal' or 'a lot'

94% of parents dealing with a child's mental health issue reported experiencing 'a great deal' or 'a lot' of stress and anxiety due to caregiving duties

Lyra



**What are the most common mental health themes affecting Children and Young People today?**

# What pathways are available for Parents?

Social Services / Local Authority /  
Other Services (Charities)



GP/CAMHS



Lyra  
Children &  
Young  
Person  
Support

PMI/Private therapy



Schools / Pastoral Services



## What pathways are available through Lyra?





## Case Study 1: CYP with suicidal thoughts



Mum found a suicide note under her daughters bed and phoned Lyra to discuss her concerns.



Mum had a parent assessment with a case manager where they created a safety plan and she shared the current family situation.



Following an assessment with the young person, our CYP lead therapist Andrya considers both perspectives. She recommended 8 sessions of counselling.



The young person formed a strong bond with her Lyra therapist through virtual integrative counselling.



The feedback from the young person was that her anxiety had improved. She has no current suicidal thoughts. Core-10 reduced from 26-4.



## Case Study 2: Family Bereavement



Mum called asking for support for her 13 yr old daughter following her husband's sudden death 2 weeks prior



Parent assessment reviewed and CYP assessment completed. Young person shared that she felt angry because Dad died and left her.



Mum didn't want counselling for herself and so we supported her with check in calls and in the moment support sessions



The young person engaged well with her Lyra therapist through virtual integrative counselling.



The feedback from the young person was her anger reduced and her sleep and appetite improved. Her Core-10 reduced from 13-6. Mum engaged in regular check in support.



## Case Study 3: Supporting a parent to advocate for their child



Dad called extremely worried about his 16 year old daughter with possible emerging eating disorder and didn't know what to do to help her



The case was reviewed with the team leader as it was felt that the young person might need more specialist support from the on set.



In order to provide the right family support we needed to understand more about the young person's mental and physical health.



The case manager drafted a letter and sent it to Dad to give to the GP asking for an urgent appointment for blood tests so a clear picture could be provided.



The feedback from Dad was that he was grateful for the support as he felt he didn't know what to do to help his daughter.



## Top Tips for Parents

### Conversation starters

- Pick a relaxed moment
- Do something together
- Gently check in to move the conversation on

### Exploring and Encouraging

- Encouraging them to say more
- Give them space to open up
- Stay calm and show you're listening

### Responding and reassuring

- Show them you believe what they are saying
- Provide hope
- Thinking together about possible next steps



## Top Tips for HR/Managers

### How to Identify & Approach

- Cultivate a supportive culture
- Quiet safe space to talk
- Be empathic and non judgemental
- Mental Health First Aiders

### Signposting and Supporting

- Encouraging support from EAP
- Private Medical Insurance
- Other Resources or helpline
- Manager Consultation

### Judgement Free & Accommodating

- Offering flexible work options
- Providing access to resources
- Empathic check-ins

Lyra



## Resources Available

### Family Lives

Helpline:  
0808 8002222

Website:  
[familylives.org.uk](http://familylives.org.uk)

### Young Minds

Parents Helpline:  
0808 8025544

Website:  
[YoungMinds.org.uk](http://YoungMinds.org.uk)

### NSPCC

Helpline:  
0808 8005000

Website:  
[NSPCC.org.uk](http://NSPCC.org.uk)

### Check With Your EAP/PMI

Email for consultation

Lyra



**THANK YOU!**

**Q&A Time**

If you would like to schedule a call with  
Lyra, please reach out to  
[Imode@lyrahealth.com](mailto:Imode@lyrahealth.com)