

## **Daisy Chain Project Teesside - Telephone Support Service**

Covid 19 and lockdown is having a huge impact on mental and physical wellbeing of families, children's and adults with autism. Having been forced to close our face to face services we have maintained our front line of support by launching a vital support line. Callers have access to an experienced Autism trained staff member.

The service is open to young people, adults and families of those affected by neurodevelopmental disorders. Our aim is to provide support and services for those who display traits associated with autism spectrum disorder (ASD), sensory processing differences, and attention deficit hyperactivity disorder (ADHD). The service is for those pre, during and post diagnosis.

The team are supporting families with the following:

- responding to enquiries from parents, young people and adults and undertaking holistic support appointments
- sharing and sending Daisy Chain developed bespoke resource packs and visual aids to support parents and adults with loneliness and isolation
- Arranging for follow up meetings and Zoom group meetings (where deemed beneficial)

**You can access the service in two ways:**

**Freephone Number - 0800 031 5445**

To contact our Autism experts, please call **0800 031 5445** - the team are available at the following times:

Monday - 9am-5pm

Tuesday - 9am-9pm

Wednesday - 8am-7pm

Thursday - 8am-7pm

Friday - 8am-7pm

Alternatively, please click on the link to complete [our enquiry form](#) and a member of the team will be in touch with you. Or visit the website to access the form.

<https://www.daisychainproject.co.uk/forms/telephone-support-service%20>

A video has been produced to explain the service and how you can access the Freephone number.

The video is available on Facebook and Youtube as well as on our website:

<https://www.youtube.com/watch?v=1SPkPCyW4kw>

<https://www.facebook.com/daisychainproject/videos/218021586283100/>

There is also a flyer below, which you can use to send out as well.



# Telephone Support Service

0800 031 5445

Daisy Chain have a specialist autism team on hand to offer personalised support and advice to ensure that young people, families and adults across the Tees Valley affected by ASD, ADHD and sensory differences have access to the support they need during this difficult time.

#### Support available:

- \* Crisis support
- \* Personalised family support
- \* Young person support & wellbeing service
- \* Signposting
- \* Bespoke visual resources

This service is available to anyone pre, during or post diagnosis.

If you or someone you know would benefit from this service, please do not hesitate to contact us.

0800 031 5445  
family.support@daisychainproject.co.uk

