

National contacts:

Services for people who need help and those who are worried about them. For more mental health helplines visit www.nhs.uk

- **Alcoholics Anonymous**
call: 0800 9177 650 (24 hours)
www.alcoholics-anonymous.org.uk
- **CALM (Campaign Against Living Miserably)** For men of all ages.
call: 0800 58 58 58 (5pm to midnight)
www.thecalmzone.net
- **Dementia**
Alzheimer's Society
call: 0333 150 3456 (various times)
www.alzheimers.org.uk
- **Domestic Violence Helpline**
freephone: 0808 2000 247 (24 hours a day) email: helpline@refuge.org.uk
www.refuge.org.uk
- **FRANK (Drugs and alcohol advice)**
call: 0300 123 6600 (24 hours a day)
www.talktofrank.com
- **Papyrus UK (Prevention of young suicide)** Hopeline: 0800 068 41 41
email: pat@papyrus-uk.org
www.papyrus-uk.org
- **LGBT+ (Lesbian, gay, bisexual, trans+)**
Switchboard
call: 0300 330 0630 (10am to 10pm)
www.switchboard.lgbt
chris@switchboard.lgbt
- **NAPAC (National Association for People Abused in Childhood)**
call: 0808 801 0331 (various times)
www.napac.org.uk

National contacts (continued):

- **Rape Crisis**
(Support for women and girls)
call: 0808 802 9999 (various times)
www.rapecrisis.org.uk
- **Rethink Mental Illness**
Includes information about local support
www.rethink.org
- **SANE (emotional support for anyone affected by mental illness)**
Call: 07984 967 708 to request a call
www.sane.org.uk
- **Silverline** - support for older people
call: 0800 4 70 80 90 (24 hours)
www.thesilverline.org.uk
- **Victim Support**
call: 08 08 16 89 111 (various times)
www.victimsupport.org.uk

Call costs: 0800 and 0808 numbers are free to call. 0300 numbers are local rate.

Ask us if you need this information translated, or in a different format, or visit www.slam.nhs.uk/crisis

Getting help in a mental health crisis - Croydon

Information for residents, our patients & those close to them



What is a crisis?

Having a mental health crisis means different things to different people.

You might feel so distressed that you want to harm yourself, or someone else.

Or you might hear unpleasant voices, or feel that people are watching you or trying to hurt you.

It could help to tell someone you trust, maybe a family member or a friend. They can be with you and help you decide what to do. They can also contact services on your behalf.

If you are in contact with a mental health service:

Check your care plan, if you have one, and:

During office hours - contact your care coordinator or the duty number for the team that is supporting you.

Your care coordinator name and number:

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Your support team name and duty number:

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Out of hours call 0800 731 2864 (Option 1) to speak to South London and Maudsley NHS 24 hour crisis line.

If you need urgent help:

Call 111 to speak to the national NHS helpline for anyone with an urgent healthcare need that isn't a 999 emergency.

Tell them if you need a translator. They can give you self-care advice and connect you to a nurse, GP or other relevant service.

Call 0800 731 2864 (Option 1) for our local 24 hour mental health crisis line

Please avoid visiting hospital A&E (Accident and Emergency) departments unless you have a physical health emergency. The numbers above can connect you to a crisis service.

If you are with someone who has attempted suicide, call 999 and ask for an ambulance.

If anyone is at risk of serious harm, call 999 and ask for the police.

If you need less urgent help:

Don't suffer in silence. Get help. You could:

- Speak to your GP. They can put you in touch with local services.
- Refer yourself for free NHS therapy. If you are registered with a Croydon GP, fill out the form at www.slam-iapt.nhs.uk/croydon or call 020 3228 4040.
- Contact the Samaritans
Call for free: 116 123 (24 hours a day)
email: jo@samaritans.org
www.samaritans.org
- Check out the contacts in this leaflet.

Croydon contacts:

- **Carers Support Centre**
24 George Street, Croydon CR0 1PB
call: 020 8649 9339
email: info@carersinfo.org.uk
www.carersinfo.org.uk
Monday to Friday: 10am to 4pm
- **Croydon Recovery Network** (Drug and alcohol service)
Lantern Hall, 190 Church Road, Croydon CR0 1SE
call: 0300 123 9288
email: info@turning-point.co.uk
www.turning-point.co.uk/croydon-recovery-network
- **Croydon Social Services**
call: 020 8726 6500
- **Hear Us** (service user group)
Support, information, events and more call: 020 8681 6888 or 07749 156828 email: tim@hear-us.org
www.hear-us.org
- **Mind in Croydon**
infoline: 020 8668 2210
email: admin@mindincroydon.org.uk
www.mindincroydon.org.uk
- **The Sun Project**
Groups to help people cope with distressing thoughts and keep themselves safe. Held in central Croydon. Part of Touchstone.
call: 020 3228 8541