

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 - Lewisham

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 Lewisham GP, fill out the form at www.slam-iapt.nhs.uk/lewisham or email Lewisham Talking Therapies for a form: slm-tr.IAPTLewisham@nhs.net
- 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.

Lewisham contacts:

- **Bromley and Lewisham Mind**
Various mental health and dementia services including Community Mental Health Support for adults recovering from mental health problems; peer support; dementia support; mindful mums groups and specialist support for black and minority ethnic (BME) communities. 91 Granville Road, Lewisham, SE13 7DW
call: 020 3228 0760
email: lewishamcss@blmind.org.uk
www.blmind.org.uk/lewisham-services/
- **Family Health Isis**
For people from the African and African Caribbean community who experience mental health challenges
The Lee Centre 1 Aislibie Road Lee, SE12 8QH call: 020 8695 1955
email: centre@familyhealthisis.org.uk
www.familyhealthisis.org
- **New Direction - Lewisham**
Free and confidential drug and alcohol service for adults aged 18+ (including offenders) and those close to them. Run by CGL (Change, Grow, Live). 410 Lewisham High Street Lewisham SE13 6LJ call: 020 8314 5566
email: ND.Referrals@cgl.org.uk
www.changegrowlive.org