

## National contacts:

Services for people who need help and those who are worried about them. For more mental health helplines visit [www.nhs.uk](http://www.nhs.uk)

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

## National contacts (continued):

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

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

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Ask us if you need this information translated, or in a different format, or visit [www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)

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# Getting help in a mental health crisis - Southwark

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:

.....  
.....

**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 Southwark GP, fill out the form at [www.slam-iapt.nhs.uk/southwark](http://www.slam-iapt.nhs.uk/southwark) or call 020 3228 2194.
- Contact the Samaritans  
Call for free: 116 123 (24 hours a day)  
email: [jo@samaritans.org](mailto:jo@samaritans.org)  
[www.samaritans.org](http://www.samaritans.org)
- Check out the contacts in this leaflet.

## Southwark contacts:

- **Certitude: Solidarity in a Crisis**  
Out-of-hours peer support service  
call: 0300 123 1922  
text: 0788 9756 087 or 0788 9756 083  
outofhours-solidarity@certitude.org.uk Monday to Friday 6pm to 12midnight Saturday and Sunday 12pm to 12 midnight
- **CGLSouthwark**  
Free and confidential drug and alcohol service for over 18s & those close to them. 146 Camberwell Road SE5 0EE call:020 8629 2348  
email: [cgl.southwark@cgl.org.uk](mailto:cgl.southwark@cgl.org.uk)  
[www.changegrowlive.org](http://www.changegrowlive.org)
- **Southwark Carers Centre**  
3rd Floor, Walworth Methodist Church, 54 Camberwell Road SE5 0EN  
email: [info@southwarkcarers.org.uk](mailto:info@southwarkcarers.org.uk)  
call: 020 7708 4497  
[www.southwarkcarers.org.uk](http://www.southwarkcarers.org.uk)
- **Southwark Wellbeing Hub**  
"Taking the stress out of finding support" Thames Reach Employment Academy 29 Peckham Road, London, SE5 8UA  
call: 020 3751 9684  
text: 'HUB1' and your query to 82727  
email: [southwarkhub@together-uk.org](mailto:southwarkhub@together-uk.org)  
[www.together-uk.org/southwark-wellbeing-hub](http://www.together-uk.org/southwark-wellbeing-hub)  
Open: Monday to Friday 9am to 5pm (drop-in 12pm to 4.30pm Mon to Fri)