

## 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)

### Cruse

Bereavement support  
Call: 0808 808 1677  
[www.cruse.org.uk](http://www.cruse.org.uk)

### 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)

### 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)

### Shelter

Housing and homelessness advice  
[www.shelter.org.uk](http://www.shelter.org.uk)

### Silverline - support for older people

Call: 0800 4 70 80 90 (24 hours)  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk)

### StepChange

Free debt advice and solutions.  
[www.stepchange.org](http://www.stepchange.org)

### 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 - 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 anyone is at risk of serious harm call 999 and ask for an ambulance, or 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](http://www.slam-iapt.nhs.uk/lewisham) or email Lewisham Talking Therapies for a form: [slm-tr.IAPTLewisham@nhs.net](mailto:slm-tr.IAPTLewisham@nhs.net)
- 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.

## Lewisham contacts:

### BLG Mind

Includes support for Black, Asian, minority ethnic & refugee communities, new mums, and those needing help with benefits.  
91 Granville Road, Lewisham, SE13 7DW  
Call: 020 3228 0760  
[www.blgmind.org.uk/lewisham-mental-health](http://www.blgmind.org.uk/lewisham-mental-health)

**Lewisham Refugee and Migrant Network**  
Free, independent and confidential advice for refugee and migrant communities.  
341 Evelyn Street, London SE8 5QX  
Call: 020 8694 0323  
email: [info@lrmn.org.uk](mailto:info@lrmn.org.uk)  
[www.lrmn.org.uk](http://www.lrmn.org.uk)

### Lewisham Sun Project

Groups to help people cope with distressing thoughts and emotions, and keep themselves safe.  
[LewishamSUNProject@slam.nhs.uk](mailto:LewishamSUNProject@slam.nhs.uk)  
Call: 0203 228 9260

### New Direction - Lewisham

Drug and alcohol service for adults aged 18+ and those close to them.  
410 Lewisham High Street,  
Lewisham SE13 6LJ  
Call: 020 8314 5566  
email: [ND.Referrals@cgl.org.uk](mailto:ND.Referrals@cgl.org.uk)  
[www.changegrowlive.org](http://www.changegrowlive.org)

### Solidarity in a Crisis

Out of hours peer support service for Lambeth, Lewisham and Southwark.  
Call: 0300 123 1922 Monday to Friday  
6pm to 12 midnight. Saturday and Sunday 12 noon to 12 midnight.