

London and national contacts:

Services for people who need help and those who are worried about them.

- **Alcoholics Anonymous**
call: 0800 9177 650 (24 hours)
www.alcoholics-anonymous.org
- **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: 0300 222 11 22 (various times)
www.alzheimers.org.uk
- **Domestic Violence Helpline**
call: 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
- **HOPElineUK.** For those aged up to 35.
call: 0800 068 41 41 text: 07786209697
email: pat@papyrus-uk.org
www.papyrus-uk.org
- **LGBT+ (Lesbian, Gay, Bisexual and Transgender+)**
Switchboard
call: 0300 330 0630 (10am to 10pm)
www.switchboard.lgbt
chris@switchboard.lgbt

London and national contacts (continued):

- **National Association for People Abused in Childhood (NAPAC)**
call: 0808 801 0331 (10am-6pm/9pm)
www.napac.org.uk
- **Rape Crisis**
(Support for women and girls)
call: 0808 802 9999 (various times)
www.rapecrisis.org.uk
- **SANEline**
call: 0300 304 7000 (6pm to 11pm)
- **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
www.victimsupport.org.uk

Call costs: numbers beginning 0800 and 0808 are free to call from landlines and mobiles. 0300 numbers are local rate.

Please ask if you need this information in large print or another format or language

Getting help in a mental health crisis (Southwark)

Information for local adult residents, our patients and those close to them.

www.slam.nhs.uk/crisis



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.

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. Add their numbers to your phone and write them here:

Your care coordinator name and number:

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Your team name and duty number:

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- **Out of hours call 0800 731 2864** to speak to our 24 hour mental health support line

If you need urgent help:

- **Call 0800 731 2864** to speak to the South London and Maudsley 24 hour mental health support line. **Any local resident can call us. You do not have to be a patient. All calls are free.**
- Go to your nearest hospital with an Accident and Emergency (A&E) and ask to speak to the mental health liaison nurse.
King's Emergency Department (A&E)
Denmark Hill
London SE5 9RS

St Thomas' Hospital A&E
Westminster Bridge Road
London SE1 7EH

If you are with someone who has attempted suicide, call 999 and stay with them until the ambulance arrives.

If you need less urgent help:

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

- Contact your GP for an emergency appointment. Out of hours call SELDOC: 020 8693 9066
- Contact the Samaritans
Call for free: 116 123 (24 hours a day)
Text: 07725 90 90 90
email: jo@samaritans.org
- Contact another organisation 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
- **Lifeline Southwark**
Drug and alcohol service
146 Camberwell Road SE5 0EE
call: 020 7358 7266
email: lifeline.southwark@lifeline.org.uk
www.lifelinesouthwark.org
Open: Mon, Tues, Thurs, Fri: 10am to 7pm
Wednesday 12md to 5.30pm
- **Southwark Carers Centre**
3rd Floor, Walworth Methodist Church,
54 Camberwell Road SE5 0EN
email: info@southwarkcarers.org.uk
call: 020 7708 4497
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: 0203 751 9684
text: 'HUB1' and your query to 82727
email: southwarkhub@together-uk.org
www.together-uk.org/southwark-wellbeing-hub
Open: Monday to Friday 9am to 5pm (drop-in service 12md to 5pm)