

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

Cruse

Bereavement support
Call: 0808 808 1677
www.cruse.org.uk

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

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

Shelter

Housing and homelessness advice
www.shelter.org.uk

Silverline - support for older people

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

StepChange

Free debt advice and solutions.
www.stepchange.org

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 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 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

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.