

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.uk
- **CALM (Campaign Against Living Miserably)** For men of all ages.
call: 0800 802 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**
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
- **HOPElineUK.** For those aged up to 35.
call: 0800 068 41 41 text: 07786 209697
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 (various times)
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 (various times)
www.victimsupport.org.uk

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

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 to speak to our 24 hour mental health crisis line

If you need urgent help:

- **Call 111** to speak to the free NHS helpline for anyone with an urgent healthcare need. Tell them if you need a translator. They can:
 - give you self-care advice
 - connect you to a nurse or GP
 - book you a face-to-face appointment
 - send an ambulance, if necessary
 - direct you to the local service that can help you best
- **Call 0800 731 2864** to speak to our local NHS crisis line. For more information visit www.slam.nhs.uk/crisis

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:

- Speak to your GP. They can put you in touch with local services.
- Contact Croydon IAPT for free therapy. Visit www.slam-iapt.nhs.uk/croydon call 020 3228 4040 or email CroydonIAPT@slam.nhs.uk
- Contact the Samaritans
Call for free: 116 123 (24 hours a day)
email: jo@samaritans.org
- Contact another organisation 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, 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
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. Facilitated by qualified mental health professionals and held in central Croydon.
call: 020 3228 8541