

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 (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.

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 Southwark IAPT for free therapy. Visit 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
- 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
- **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
www.changegrowlive.org
- **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: 020 3751 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 12pm to 4.30pm Mon to Fri)