

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 Lambeth IAPT for free therapy. Visit www.slam-iapt.nhs.uk/lambeth or call 020 3228 6747
- Contact the Samaritans
Call for free: 116 123 (24 hours a day)
email: jo@samaritans.org
- Contact another organisation in this leaflet

Lambeth contacts:

- **Lambeth Single Point of Access (SPA)**
Helps Lambeth adults aged 18 to 65 get the right mental health support first time.
 - Visit www.lambethtogether.net/SPA and fill out a form to introduce yourself
 - Ask a friend, family member or your GP to contact us on your behalf
 - Call Lambeth SPA on 0800 090 2456 (Monday to Friday 9am to 5pm)
- **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
- **Lambeth Carers Hub**
Includes specialist service for those who support someone with mental health needs
call: 020 7346 6800
email: connect@carershub.org.uk
www.carershub.org.uk
- **Lambeth and Southwark Mind**
4th floor, 336 Brixton Road
London SW9 7AA
call: 020 7501 9203
info@lambethandsouthwarkmind.org.uk
www.lambethandsouthwarkmind.org.uk
- **Mosaic Clubhouse**
For Lambeth residents who suffer from an enduring mental illness and are aged 16-65
call: 020 7924 9657
email: info@mosaic-clubhouse.org
www.mosaic-clubhouse.org