

# Getting Help in a Mental Health Crisis - Westminster

## 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](http://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](http://www.thecalmzone.net)
- **Dementia**  
Alzheimer's Society  
call: 0300 222 11 22 (various times)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Domestic Violence Helpline**  
freephone: 0808 2000 247 (24 hours a day)  
email: [helpline@refuge.org.uk](mailto:helpline@refuge.org.uk)  
[www.refuge.org.uk](http://www.refuge.org.uk)
- **FRANK (Drugs and alcohol advice)**  
call: 0300 123 6600 (24 hours a day)  
[www.talktofrank.com](http://www.talktofrank.com)
- **HOPElineUK.** For those aged up to 35.  
call: 0800 068 41 41 text: 07786 209697  
email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
[www.papyrus-uk.org](http://www.papyrus-uk.org)
- **LGBT+ (Lesbian, Gay, Bisexual and Transgender+)**  
Switchboard  
call: 0300 330 0630 (10am to 10pm)  
[www.switchboard.lgbt](http://www.switchboard.lgbt)  
[chris@switchboard.lgbt](mailto: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](http://www.napac.org.uk)
- **Rape Crisis**  
(Support for women and girls)  
call: 0808 802 9999 (various times)  
[www.rapecrisis.org.uk](http://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](http://www.thesilverline.org.uk)
- **Victim Support**  
call: 08 08 16 89 111 (various times)  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

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

## Think of speaking to someone you know

- Ask a friend or family member for help
- Make an appointment with your GP
- Contact your care coordinator, if you have one
- Speak with a support worker or outreach worker that you trust

## What is a mental health 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 support worker, friend or family member. They can be with you and help you decide what to do. They can also contact services on your behalf.

## 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 999 if you feel you are at risk to yourself or others

Contact the **CNWL Crisis Line/Single Point of Access team**, open 24/7

**0800 0234 650**

Or contact the **Samaritans** for free:

**116 123**

[Jo@samaritans.org](mailto:Jo@samaritans.org)

## Westminster Contact details

### CNWL Single Point of Access Team

- Call the number 0800 0234 650
- Visit the website  
<https://www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult/single-point-access>

### Westminster Mind

- Visit the website  
<https://www.bwwmind.org.uk/how-we-can-help/westminster-services/>
- For talking therapies, call 020 7259 8129

### People First

- <https://www.peoplefirstinfo.org.uk>

### Go4Mental Health directory

- <http://www.go4mentalhealth.com>

## NHS Recommended Apps – visit <https://www.nhs.uk/apps-library/>



**Cove**

Being tested in the NHS

Create music to reflect emotions like joy, sadness and anger to help express how you feel

Free



**Chill Panda**

Being tested in the NHS

Use breathing techniques to help you relax more, worry less and feel better

Free



**Calm Harm**

Reduce urges to self-harm and manage emotions in a more positive way

Free



**Catch It**

Learn to manage negative thoughts and look at problems differently

Free



**SilverCloud**

An eight-week course to help you manage stress, anxiety and depression at your own pace

Free



**Sleepio**

An online sleep improvement programme, clinically proven to help you fall asleep faster

Free in some areas



**distrACT**

Quick and discreet access to information and advice about self-harm and suicidal thoughts

Free



**eQuoo: Emotional Fitness Game**

Use adventure games designed by psychologists to help you increase your emotional fitness

Free, with in-app purchases