



Mental Health Crisis Helpline

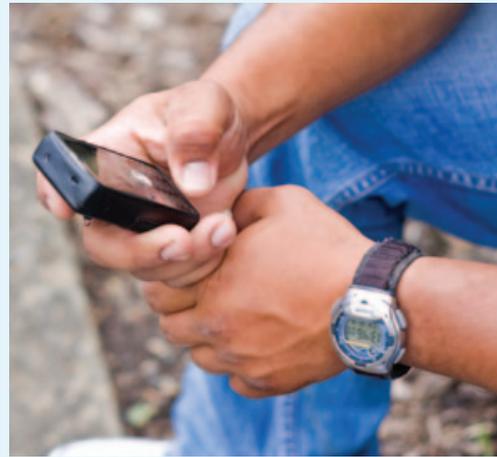
Weekend and evening service for people
in Surrey and North East Hampshire

In times of crisis or distress please

Call: 0300 456 83 42

SMS text: 07717 98 90 24

For a better life



What is the Mental Health Crisis Helpline?

The Crisis Helpline provides out-of-hours and weekend help and support for people with mental health problems in Surrey and North East Hampshire and those who have concerns about them in times of difficulty.

In normal office hours the phone will be answered by a trained member of staff who will direct your call to the appropriate daytime Community Mental Health Team or Service who can provide support and undertake a crisis screening assessment.

What can the Crisis Helpline offer?

Crisis Line offers a trained member of staff who:

- Can listen to you and support you with your difficulties
- Can work with you, using your crisis plan, to find ways for you to move forward
- Can give you information about other services that might be helpful to you.

Who will you speak to?

The Crisis Helpline is staffed by care professionals who are experienced in working with people with mental health problems.

When is the Crisis Helpline available?

- 5pm – 9am, Monday – Friday
- 24 hours on weekends and bank holidays

If the lines are engaged your call will be diverted to an answerphone where you can leave your contact details. Someone will call you back within 30 minutes.

The line is closed outside of these hours.

Who can use the SMS text service?

The SMS service is intended mainly for people who are deaf or hard of hearing but anyone who would prefer to contact the Helpline by SMS can do so.

Send a brief message indicating the nature of your crisis to the SMS number and you will receive an SMS text in response.

People who are deaf or hard of hearing who have a textphone can contact the Helpline through the Text Relay Service by dialling 1800 10300 456 83 42.

Will my call be kept confidential?

Yes, although we may have to pass on details of our assessment or actions to other relevant agencies or professionals to ensure that you will benefit from additional care and support. We will inform you of such actions.

There may be some circumstances where we would break confidentiality without your consent.

Examples of this are:

- ▶ If there is concern that you are putting yourself at risk of serious harm
- ▶ If there is concern that you are putting another person at risk of serious harm
- ▶ If there is concern that you are putting a child at risk of harm
- ▶ If we have been instructed to do so by a court
- ▶ If the information is essential for the investigation of a serious crime.

Additionally, calls may be recorded and monitored for training and quality assurance purposes.

Useful contacts

NHS: 111

Open 24 hours a day, 7 days a week
www.nhs.uk

Samaritans: 08457 90 90 90

Open 24 hours a day, 7 days a week
www.samaritans.org

SANE: 08457 678 000

Open 6pm – 11pm, 7 days a week
www.sane.org.uk

If you would like this information in another format such as large print, Braille, easy read or another language please contact us on:

Tel: 01372 216285 email: communications@sabp.nhs.uk

Surrey and Borders Partnership NHS Foundation Trust
18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222 Textphone: 020 8964 6326

www.sabp.nhs.uk

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