

Crisis Support

MENTAL HEALTH EMERGENCIES

If you find that you are feeling very distressed and this starts to feel overwhelming, you may start to experience a sense that things will not get better. People do sometimes experience thoughts that life is not worth living and can think about – or start to consider – suicide. Here is some more [information](#) about suicidal thoughts.

If you are feeling like this and feel you may not be able to keep yourself safe, then it is time to get immediate help as there will be a way that things can get better.

If you, or a person you are concerned about is in immediate danger, please dial 999 to call emergency services.

If you feel like you might attempt suicide, or may have seriously harmed yourself, you need urgent medical help. Please:

- Call 999 for an ambulance
- Go straight to A&E, if you can – [You can find your nearest hospital here.](#)
- Call your local crisis team – if you don't already have their number, you can find an urgent mental health helpline on the [NHS website](#)

If you can't do this by yourself, ask someone to help you.

IF THE EMERGENCY IS NOT RELATED TO MENTAL HEALTH

All emergency services (police, fire, ambulance) can be contacted by calling 999.

If you are not based in the UK and require urgent support, please use this tool to identify international mental health helplines:

CRISIS SUPPORT OUTSIDE OF THE UK

Support in a Crisis

If you don't want to call 999

If you can keep yourself safe for a short while, but you still need urgent advice:

- Contact [NHS 111](#) if you live in England
- Contact [NHS 111 or NHS Direct \(0845 46 47\)](#) if you live in Wales

- Contact your GP surgery and ask for an [emergency appointment](#).
- Contact a local [urgent mental health helpline](#) (England only).

Mental Health Helplines (if you want to talk)

If you are feeling very low, distressed and/or are experiencing suicidal thoughts and you need to talk to someone out of hours, you can ring any of the following services:

- **Spectrum Life 24/7 Helpline:**
 - o UK: +448081962016
 - o International: 00353 1 518 0277
 - o SMS/ WhatsApp: Text "Hi" to +353 87 369 0010
- **Samaritans** - 24/7 Helpline: Freephone 116 123. For more information, visit: www.samaritans.org/.
- **Papyrus** Helpline: Freephone 0800 068 4141 (9am - midnight). For more information, visit: www.papyrus-uk.org/
- **C.A.L.L.** - 24/7 Helpline: 0800 132 737 (Wales only)

These services are for anyone who's struggling. They won't judge you. They're free, they're anonymous, and they're always open.

Online Mental Health Support

If you need support, but would rather speak to someone virtually, you may wish to use one of the following resources:

- **The Samaritans** (www.samaritans.org) have an informative website including things that might help when times are tough. As well as being contactable by phone, they are also contactable via e-mail jo@samaritans.org. This has a 24 hour response time so is not as fast as telephone contact. At certain times, Samaritans also have an online live chat service, accessible through the website.
- **Students Against Depression** (www.studentsagainstd Depression.org/) This website contains useful resources in helping to understand and cope with a range of mental health difficulties.

If you are concerned about another student, but there isn't an immediate danger:

If you're worried about one of your peers, but you do not feel that this is an emergency, please contact your Student Services Team (studentsupport@collegalpractice.com, 020 3884 4112), or if you feel more comfortable, your Personal Supervisor. We can offer support and guidance to you and anybody you are concerned about.

Please remember that if you are concerned about someone else being in immediate danger, you should always contact emergency services.

It can be challenging to support someone who is experiencing mental health problems and it is important to look after yourself.

There are lots of resources and coping tools available to you, should you require them.

Please see the **Mind website** for advice on:

- [Helping someone else seek help](#)
- [Coping whilst supporting someone else](#)

Mental Health Crisis Helplines

| Who to contact | When | How to contact them |
|--|--|---|
| Samaritans | 24 hours a day, 365 days a year | You can call 116 123 (free from any phone), email jo@samaritans.org or visit some branches in person . You can also call the Samaritans Welsh Language Line on 0808 164 0123 (7pm–11pm every day). |
| SANEline | 4.30pm–10.30pm every day | By phone on 0300 304 7000 |
| National Suicide Prevention Helpline UK | 6pm–3:30am every day | By phone on 0800 689 5652 |
| Campaign Against Living Miserably (CALM) | 5pm–Midnight every day | By phone on 0800 58 58 58 or if you would prefer not to talk, through the webchat service |
| Shout | 24/7 | Text SHOUT to 85258 |
| Papyrus HOPELINEUK | Weekdays 10am–10pm, weekends 2pm–10pm and bank holidays 2pm–10pm | By phone on 0800 068 4141, by email pat@papyrus-uk.org or text 07786 209 697 |
| Switchboard (if you identify as gay, lesbian, bisexual or transgender) | 10am–10pm every day | By phone on 0300 330 0630, by email at chris@switchboard.lgbt or use the webchat service |

[C.A.L.L.](#) (if you live in Wales)

24/7

By phone on 0800 132 737 or by
texting 'help' followed by a
question to 81066.