

# Mental Health & Wellbeing Support

## Support in a Crisis

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
- 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 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).

## If you need to speak to someone right now:

Whatever you're going through, there are people you can talk to any time. You can:

- call [Samaritans](#) on 116 123 (UK-wide)
- text [SHOUT](#) to 85258 (UK-wide)
- call [C.A.L.L.](#) on 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.

### 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](mailto:studentsupport@collegalpractice.com), 020 3884 4112), or if you feel more comfortable, your Personal Tutor or Programme/ Module Leader. 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
<a href="#">Samaritans</a>	24 hours a day, 365 days a year	You can call <a href="tel:116123">116 123</a> (free from any phone), email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> or <a href="#">visit some branches in person</a> .  You can also call the Samaritans Welsh Language Line on <a href="tel:08081640123">0808 164 0123</a> (7pm–11pm every day).
<a href="#">SANeline</a>	4.30pm–10.30pm every day	By phone on 0300 304 7000
<a href="#">National Suicide Prevention Helpline UK</a>	6pm–3:30am every day	By phone on 0800 689 5652
<a href="#">Campaign Against Living Miserably (CALM)</a>	5pm–Midnight every day	By phone on 0800 58 58 58 or if you would prefer not to talk, through the <a href="#">webchat service</a>
<a href="#">Shout</a>	24/7	Text SHOUT to 85258

<a href="#">Papyrus HOPELINEUK</a>	Weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm-10pm	By phone on 0800 068 4141, by email <a href="mailto:pat@papyrus-uk.org">pat@papyrus-uk.org</a> or text 07786 209 697
<a href="#">Switchboard</a> (if you identify as gay, lesbian, bisexual or transgender)	10am-10pm every day	By phone on 0300 330 0630, by email at <a href="mailto:chris@switchboard.lgbt">chris@switchboard.lgbt</a> or use the webchat service
<a href="#">C.A.L.L.</a> (if you live in Wales)	24/7	By phone on 0800 132 737 or by texting 'help' followed by a question to 81066.