

What to do when in crisis

Guidelines for accessing the right support.

What does being in crisis mean?

When someone is in a mental health crisis, this means the individual needs urgent help as they may be at risk of harming themselves or even taking their own life.

A mental health crisis can be experienced by anyone at any time in their life, but it's important to know what to do when you are in crisis.



Call 999 or go to A&E

If yours or someone else's life is at risk, you must call 999 or go to A&E immediately.



Call 111

If you need urgent help but not in an emergency then call 111 for further mental health support.



Contact helplines

You might not be in an emergency but want to talk to a trained volunteer about what to do next.

Available helplines

The options below are a few helplines where you can confidentially share your thoughts and feelings, no matter what you might be going through.

Samaritans:

Call on 116 123
24 hours a day

Papyrus (under 35s):

Call on 0800 068 4141
9am - Midnight, Every day

Shout (Text service):

Text "SHOUT" to 85258
24 hours a day

SOS (Silence of suicide):

Call on 0300 1020 505
4pm - Midnight, Every day

Mental Health Apps

There are also a number of mental health apps available for download. These can be useful self-help tools to help you progress through your mental health journey.



DistrACT
Information &
Support



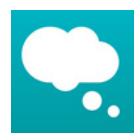
Stay Alive
Information &
Crisis Tools



Calm Harm
Tools to reduce
self harm



Thrive
Wellbeing, Tools
& Support



Catch It
Identify and
manage moods