

REIGATE STEPPING STONES

EMERGENCY HELP FOR MENTAL DISTRESS

Emergency help

In times of pressure people respond in different ways - what may be a crisis to one person may not be to another, however talking to someone can provide reassurance and comfort. If you need or want to talk to someone about how you are feeling immediately, then here are a few options.

The Samaritans: Tel: 08457 90 90 90 (24 hours a day)

Email: jo@samaritans.org

Confidential, anonymous support service for anyone in emotional distress, or at risk of suicide. Local branches also offer face to face support on arrangement.

The Samaritans

The Samaritans confidentiality policy means that they will neither confirm nor deny whether someone is in contact with them. They do **not** pass information based on what callers say to any external organizations, unless that person has given their informed consent, (or do not appear to be capable of being able to make a rational decision for themselves).

Saneline: Tel: 0345 678000 (12 noon-2am)

Crisis care, emotional support and practical information for anyone affected by mental health problems.

Saneline – Crisis Line

Offers emotional and crisis support to people suffering from mental illness, their families and friends and information to professionals and organisations in the mental health field.

Sane line also provides accurate and up to date information to give callers options for action and encourage them to benefit from whatever network of care exists in their area.

Lifeline: Tel: 0808 808 2121 (free)

Open 365 days a year 7.00pm-11.00pm, (24-hour answer phone at all other times) Email: lifecraft@connectfree.co.uk

Website: www.lifecraft.connectfree.co.uk

An out of hours mental health help line. Trained volunteers are on line to provide

- Guidance through a crisis
- Someone to talk to
- Emotional support
- Liaison with other agencies
- and information on local and national resources, treatment, patients rights, self-help groups etc.

Someone who cares, someone who listens, someone who won't point a finger. Lifeline recognises the caller's absolute right to a confidential service. "We're here to listen".

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Telephone Crisis Helpline Tel: 0300 456 8342

(24 hours a day)

The Crisis Service

The Crisis Service is run by professionally trained NHS staff and is managed according to the NHS Code of Confidentiality which respects individuals' personal information. However the service has a duty to respond when someone's thoughts, intentions and actions indicate a specific and significant risk of harm to self or others (particularly children). Such cases will be followed up and the relevant service or authorities will be contacted.

Please note that this service replaces East Surrey Mental Health Help line.

The above information has been obtained from the First Steps website which has a lot of information about the following:

- *Information on mental health problems*
- *Relationship problems*
- *Self Help techniques*
- *Employers pages*
- *Employees pages*
- *Success stories*
- *GPs pages*
- *GPs and mental health*
- *Top Tips*
- *About self help*
- *Working life and mental health*

They also run the Emotion Gyms which people can attend.

www.firststeps-surrey.nhs.uk

Email: first.steps@nhs.net

Tel: 0808 801 0325

East Surrey Hospital – A & E Liaison – Valerie Canty

01737 768511 Ext. 6904 (answer phone only for non urgent messages or contact on bleep via 01883 383838)

Assessment of mental health needs provided in an A & E Hospital setting for people presenting with a physical condition and possible self harm. The duty psychiatrist is on duty 24 hours daily – liaison nurse works mainly

- Monday-Wednesday 4.30pm-midnight
- Thursday 7.00am-2.30pm
- Friday 7.00am-2.30pm and midday till 7.30pm alternate weeks (but check with switchboard hours on duty).

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