

# Helplines and crisis contacts

If you need immediate help:

In an emergency:

- Call 999
- Go to your local A&E department

If you're in crisis and need to speak to someone:

- Call NHS 111 (for when you need help but are not in immediate danger)
- Contact your GP and ask for an emergency appointment
- Contact the [Samaritans](#) (details below)
- Use the '[Shout](#)' crisis text line - text SHOUT to 85258

## Samaritans

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

**CALL 116 123** (free to call from within the UK and Ireland), 24 hours a day

Email: [jo@samaritans.org](mailto:jo@samaritans.org) or [www.samaritans.org](http://www.samaritans.org)

## Mind

Mind offers advice, support and information to people experiencing a mental health difficulty and their family and friends.

**CALL 0300 123 3393 or text 86463**

Email: [info@mind.org.uk](mailto:info@mind.org.uk) or [www.mind.org.uk](http://www.mind.org.uk)

## Rethink Mental Illness

Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts

**CALL 0300 5000 927** (Open 10am to 2pm, Monday to Friday)

Email: [advice@rethink.org](mailto:advice@rethink.org) or [www.rethink.org.uk](http://www.rethink.org.uk)

## Papyrus UK

Support young people under 35 who are experiencing thoughts of suicide, as well as people concerned about someone else.

**CALL 0800 068 4141 or text 07786209697** (Open 10am to 10pm, Monday to Friday)

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) or [www.papyrus-uk.org](http://www.papyrus-uk.org)

## YoungMinds

Information on child and adolescent mental health. Services for parents and professionals.

**CALL 0808 802 5544** (Monday to Friday, 9:30am to 4pm)

Website: [www.youngminds.org.uk](http://www.youngminds.org.uk)

## NSPCC

Children's charity dedicated to ending child abuse and child cruelty.

**CALL 0800 1111** for Childline for children (24-hour helpline) or **0808 800 5000** for adults concerned about a child (24-hour helpline)

Website: [www.nspcc.org.uk](http://www.nspcc.org.uk)

## Refuge

Advice on dealing with domestic violence.

**CALL 0808 2000 247** (24-hour helpline)

Website: [www.refuge.org.uk](http://www.refuge.org.uk)

## Support4Spelthorne

Support4Spelthorne is a partnership initiative designed to support those residents who are most vulnerable and isolated during this pandemic - those who do not have a family, friends or a neighbourhood support network round them to assist with essential needs. Our teams will then offer a weekly food parcel delivery service (to include essential food items and household products), the offer of money advice, support in getting your medication and wellbeing calls.

[covid19welfare@spelthorne.gov.uk](mailto:covid19welfare@spelthorne.gov.uk)

## Safeguarding

Surrey Safeguarding Children Partnership & Surrey Safeguarding Adults Board have teamed up to make it easier for residents and practitioners to find the information they need quickly and easily. If you have concerns about a child or adult at risk please contact the Multi-Agency Safeguarding Hub on 0300 470 910 (Out of hours: 01483 517898). If a crime has been committed call Surrey Police on 101 or in an emergency dial 999

<https://www.surreysafeguarding.org.uk/>