

Lambeth: what to do in a mental health crisis

If you feel unsafe and need immediate help

- Phone 999 and ask for an ambulance
- Go to your local A&E Department, where the psychiatric liaison team can help you (24 hours a day, 365 days of the year):

King's College Hospital Accident and Emergency Department
Denmark Hill
London SE5 9RS
Tel. 020 3299 9000

St Thomas's Hospital Accident and Emergency Department
Westminster Bridge Road
London SE1 7EH
Tel. 020 7188 7188

If you are with a community mental health team (CMHT)

- During the day you can also contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

If you need less urgent help

- During the day contact your GP
- Out of hours contact SELDOC or your Out of Hours GP service
Tel: ...020 8693 9800
- Call the SLaM 24 hour information line
Tel: ...0800 731 2864
- Call NHS 111 – 24 hour confidential helpline giving health advice
Tel: ...111

If you are with a community mental health team (CMHT)

- During the day you can also contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

Name of team:.....

Tel:.....

Name of care coordinator:.....

Crisis: in distress – who to call and where to go

Samaritans

Samaritans have heard many people's stories and you can discuss anything with them in complete confidence. You **don't** have to be suicidal to call for help.
24 hours a day
365 days a year
Tel. 08457 909090

SANEline

Confidential emotional support, practical help and information for people with mental health problems.

Tel. 0845 767 8000

Social Services

Out of hours Social Services

Tel: 020 525 5000 (main switchboard – ask for Duty Social Work Team)

Pharmacies

To find details of local pharmacies visit NHS Choices and search Services Near You.
<http://www.nhs.uk/Pages/HomePage.aspx>

Other helpful organisations

Lambeth and Southwark Mind

4th floor, 336 Brixton Road

London SW9 7AA

Tel. 020 7735 3505

Email:

info@lambethandsouthwarkmind.org.uk

<http://lambethandsouthwarkmind.org.uk/>

Alcoholics Anonymous (AA)

For help for problems with drinking see the website for details of local meetings

National helpline: 0845 769 7555

Email: help@alcoholics-anonymous.org.uk

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Web: www.alcoholics-anonymous.org.uk/?PageID=2

National Drugs Helpline (also known as Talk to Frank)

Tel. 0800 776600 (24 hours a day)

No Panic helpline

Helpline: 0800 138 8889

Web: www.nopanic.org.uk/aboutus.html

Victim Support Southwark & Lambeth

6th floor, Hannibal House

Elephant and Castle Shopping Centre

London SE1 6TE

Tel: 020 7277 1433

Victim Supportline: 0845 3030900

If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.

Contact SLaM

SLaM switchboard: 020 3228 6000

SLaM website: www.slam.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS is here to listen and support you in whatever way they can to ensure your experience at SLaM is a positive one. If you are not happy about something at SLaM then PALS will try to help you. If you decide you want to make a formal complaint PALS can advise you how to do this.

PALS 24hr information line: 0800 731 2864

PALS website: www.slam.nhs.uk/pals

PALS email: pals@slam.nhs.uk

Travel

For the quickest way to plan your journey to a SLaM service try TfL's journey planner.

TfL 24hr travel information: 020 72222 1234

www.tfl.gov.uk/journeyplanner

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