

## London and national contacts:

Services for people who need help and those who are worried about them. .

- **Alcoholics Anonymous**  
call: 0800 9177 650 (24 hours)  
[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)
- **CALM (Campaign Against Living Miserably)** For men of all ages.  
call: 0800 58 58 58 (5pm to midnight)  
[www.thecalmzone.net](http://www.thecalmzone.net)
- **Dementia**  
Alzheimer's Society  
call: 0300 222 11 22 (various times)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Domestic Violence Helpline**  
freephone: 0808 2000 247 (24 hours a day)  
email: [helpline@refuge.org.uk](mailto:helpline@refuge.org.uk)  
[www.refuge.org.uk](http://www.refuge.org.uk)
- **FRANK (Drugs and alcohol advice)**  
call: 0300 123 6600 (24 hours a day)  
[www.talktofrank.com](http://www.talktofrank.com)
- **HOPElineUK.** For those aged up to 35.  
call: 0800 068 41 41 text: 07786209697  
email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)  
[www.papyrus-uk.org](http://www.papyrus-uk.org)
- **LGBT+ (Lesbian, Gay, Bisexual and Transgender+)**  
Switchboard  
call: 0300 330 0630 (10am to 10pm)  
[www.switchboard.lgbt](http://www.switchboard.lgbt)  
[chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

## London and national contacts (continued):

- **National Association for People Abused in Childhood (NAPAC)**  
call: 0808 801 0331 (10am-6pm/9pm)  
[www.napac.org.uk](http://www.napac.org.uk)
- **Rape Crisis**  
(Support for women and girls)  
call: 0808 802 9999 (various times)  
[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)
- **SANeline**  
call: 0300 304 7000 (6pm to 11pm)
- **Silverline** - support for older people  
call: 0800 4 70 80 90 (24 hours)  
[www.thesilverline.org.uk](http://www.thesilverline.org.uk)
- **Victim Support**  
call: 08 08 16 89 111 (various times)  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Call costs:** numbers beginning 0800 and 0808 are free to call from landlines and mobiles. 0300 numbers are local rate.

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Please ask if you need this information in large print or another format or language

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## Getting help in a mental health crisis (Croydon)

Information for local adult residents, our patients and those close to them.

[www.slam.nhs.uk/crisis](http://www.slam.nhs.uk/crisis)



## What is a crisis?

Having a mental health crisis means different things to different people.

You might feel so distressed that you want to harm yourself, or someone else.

You might hear unpleasant voices, or feel that people are watching you or trying to hurt you.

It could help to tell someone you trust, maybe a family member or a friend. They can be with you and help you decide what to do. They can also contact services on your behalf.

## If you are in contact with a mental health service:

Check your care plan, if you have one, and:

- **During office hours** - contact your care coordinator or the duty number for the team that is supporting you. Add their numbers to your phone and write them here:

Your care coordinator name and number:

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.....

Your team name and duty number:

.....  
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- **Out of hours call 0800 731 2864** to speak to our 24 hour mental health support line

## If you need urgent help:

- **Call 0800 731 2864** to speak to the South London and Maudsley 24 hour mental health support line. **Any local resident can call us. You do not have to be a patient. All calls are free.**

- Go to your nearest hospital with an Accident and Emergency (A&E) and ask to speak to the mental health liaison nurse. They can help you 24 hours a day. Croydon A&E:

Accident and Emergency (A&E)  
Croydon University Hospital (was Mayday)  
530 London Road  
Croydon CR7 7YE

If you are with someone who has attempted suicide, call 999 and stay with them until the ambulance arrives.

## If you need less urgent help:

Don't suffer in silence. Get help. You could:

- Contact your GP for an emergency appointment, or call the NHS non-emergency number: 111 (24 hours a day) [www.nhs.uk](http://www.nhs.uk)
- Contact the Samaritans  
Call for free: 116 123 (24 hours a day)  
Text: 07725 90 90 90  
email: [jo@samaritans.org](mailto:jo@samaritans.org)
- Contact another organisation in this leaflet

## Croydon contacts:

- **Carers Support Centre**  
24 George Street, Croydon CR0 1PB  
call: 020 8649 9339  
email: [info@carersinfo.org.uk](mailto:info@carersinfo.org.uk)  
[www.carersinfo.org.uk](http://www.carersinfo.org.uk)  
Monday to Friday: 10am to 4pm
- **Croydon Recovery Network**  
(Drug and alcohol service)  
Lantern Hall, 190 Church Road, CR0 1SE  
call: 0300 123 9288  
email: [info@turning-point.co.uk](mailto:info@turning-point.co.uk)  
[www.turning-point.co.uk/croydon-recovery-network](http://www.turning-point.co.uk/croydon-recovery-network)
- **Croydon Social Services**  
call: 020 8726 6500
- **Hear Us** (service user group)  
Support, information, events and more  
call: 020 8681 6888  
email: [tim@hear-us.org](mailto:tim@hear-us.org)  
[www.hear-us.org](http://www.hear-us.org)
- **Mind in Croydon**  
infoline: 020 8668 2210  
email: [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk)  
[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)
- **The Sun Project**  
Groups to help people cope with distressing thoughts and keep themselves safe. Facilitated by qualified mental health professionals and held in central Croydon.  
call: 020 3228 8541