

Mental Health/Crisis Signposting England and Wales

Each firm, university or clinic should also have a list of more local organisations that can help people in crisis, but we have made some suggestions of relevant national charities below.

In an emergency

If you think someone is at immediate risk or in full crisis, don't leave them- find them help. If someone has already harmed themselves, call 999 immediately. You can also call 111 for advice if you're not sure how to proceed.

- *Find a local urgent mental health helpline (England only):*

[Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](http://www.nhs.uk)

- *C.A.L.L Helpline (Wales only):*

[C.A.L.L. Mental Health Helpline - Community Advice and Listening Line \(callhelpline.org.uk\)](http://callhelpline.org.uk)

Call **0800 132 737** 24/7, 365 days a year.

Mental Health support

In the first instance it is always advisable to encourage clients to talk to their GP or other health professional. However, NHS mental health services are incredibly overstretched, so below are some other organisations that may also be able to provide support.

- *NHS England IAPT (Improving Access to Psychological Therapies) (England only):*
<https://www.nhs.uk/service-search/find-a-psychological-therapies-service/>

If you're based in England, you can use the webpage to find and refer yourself to mental health services in your area.

- *Mind and Mind Cymru: [Home - Mind \(England\)](#)/ [Mind Cymru - Mind](#)*

Mind and Mind Cymru can offer a range of services from factsheets to peer support and in-person counselling.

Their Infoline is open 9am-6pm Mondays-Fridays, and is available in England and Wales.

Call **0300 123 3393** or email info@mind.org.uk.

- *Free Psychotherapy Network (various locations in England and Wales): [Find an FPN therapist – the free psychotherapy network](#).*

For access to free or affordable therapy/counselling.

Support around Suicidal Ideation

If someone has already harmed themselves, call 999 immediately.

- *Samaritans (England and Wales)- [Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)*

The non-judgmental 24 hour listening service.

Call 116 123 for support in English- 24/7, 365 days a year.

Call 0808 164 0123 for support in Welsh-7pm - 11pm, 365 days a year.

See other ways to get in touch with Samaritans: [Contact Us | Samaritans](#)

- *Papyrus (England and Wales)- [Papyrus UK Suicide Prevention | Prevention of Young Suicide \(papyrus-uk.org\)](#).*

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

Call their 'Hopeline' on 0800 068 4141- open 9am-12pm, 365 days a year.

Victim Support

- *Victim Support - [Home - Victim Support](#)*

For practical advice and emotional support after a crime has occurred. Phone line and live chat available.

Call- 08 08 16 89 111 24/7, 365 days a year.

Support for drug and alcohol use

- *Frank (England and Wales)-www.talktofrank.com*

Friendly confidential advice about drugs and alcohol. Online information and a 24 hour helpline.

Call- 0300 123 6600 24/7.

Or webchat 2pm-6pm, 7 days a week. [Contact Frank Directly | Confidential Advice | FRANK \(talktofrank.com\)](#)

- *Dan 24/7 (Wales only)- [DAN 247 – Wales Drug and Alcohol Helpline](#)*

The free bilingual helpline for anyone in Wales wanting help or advice around drug and alcohol use.

Call-0808 808 2234 24/7.

Or **Text- 81066**.

