

Out of hours support/ urgent support

Release the pressure

Life can get really tough sometimes but talking can help. We have a highly trained and experienced team available 24/7 to provide you with confidential support to get you back on track. So, if you are beginning to feel the pressure, don't suffer in silence. Make the call.

Freephone: 0800 107 0160

Website: (WEB CHAT AVAILABLE) <https://www.kent.gov.uk/social-care-and-health/health/release-the-pressure>

Papyrus (Hopeline UK) (prevention of suicide in under 35s male and female)

HOPELINEUK advisers want to work with you to understand why these thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe. For children and young people under the age of 35 who are experiencing thoughts of suicide For anyone concerned that a young person could be thinking about suicide

Opening hours:

Monday to Friday 10am – 10pm

Weekends and bank holidays 2pm – 10pm

Phone: 0800 068 41 41

Text: 0778 620 9697

Email: pat@papyrus-uk.org

Single Point of Access – Staff to refer SU (urgent not under CMHT)

Single Point of Access is operated between 8am-10pm,

If a service user needs **urgent** mental health referral between the hours of 8am and 10pm, and live in Kent and Medway and are not currently receiving care and treatment from one of our Community Mental Health Teams, please call Single Point of Access on

Phone: 0300 222 0123

Urgent help - out of hours - Already receiving mental health care

If you need urgent support from your local Community Mental Health Team outside of hours, please follow your CRISIS plan or contact your local Crisis team.

- **North Kent Crisis Team:** Canterbury, Herne Bay, Faversham, Thanet and Sandwich; Pager Number 07623 514 686
- **South Kent Crisis Team:** Ashford, Dover, Deal, Folkestone and Shepway; Pager Number 07623 514 687
- **Medway and Swale Crisis team:** [01634 833738](tel:01634833738) or [01634 830000](tel:01634830000)
- **Dartford, Gravesend and Swanley Crisis team:** [01322 622129](tel:01322622129) or [01322 622222](tel:01322622222)
- **Maidstone and SWK Crisis team:** [01622 725000](tel:01622725000) or [01622 725105](tel:01622725105)

Shout

is an affiliate of Crisis Text Line in the UK that provides free, confidential support, 24/7 via text. It's the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. Shout is available in England, Scotland, Wales, and Northern Ireland.

Text SHOUT to 85258 in the UK to text with a trained Crisis Volunteer.

Helplines

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Samaritans

The Samaritans are open 24 hours a day, seven days a week and provide confidential, non-judgemental emotional support.

Phone: 116 123

Email: jo@samaritans.org

NATIONWIDE - 0800 58 58 58

WEBCHAT- Opening hours are 5pm-midnight every day <https://www.thecalmzone.net/>

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SANE

Emotional support, information and guidance for people affected by mental illness, their families and carers.

Phone: 0300 304 7000 (daily, 4.30 to 10.30pm)

Textcare: comfort and care via text message, sent when the person needs it most:

<http://www.sane.org.uk/textcare>

Peer support forum: www.sane.org.uk/supportforum

Website: www.sane.org.uk/support

CALM

Our helpline is for men in the UK who are down or have hit a wall for any reason, who need to talk or find information and support. We're open 5pm-midnight, 365 days a year. Anyone can hit crisis point. We run a free and confidential helpline and webchat – 7 hours a day, 7 days a week for anyone who needs to talk about life's problems. We support those bereaved by suicide, through the Support After Suicide Partnership (SASP).

Phone: 0800 58 58 58

WebChat: <https://www.thecalmzone.net/help/get-help/>

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Combat stress – veterans mental health

We are Combat Stress, the UK's leading charity for veterans' mental health. For a century, we've helped former servicemen and women with mental health problems such as anxiety, depression and post-traumatic stress disorder (PTSD). The work we do is life-changing and often life-saving.

Phone: 0800 138 1619 (24 hours)

Text: 07537 404719

Youth/ parental Services

YoungMinds Crisis Messenger

The YoungMinds crisis messenger service provides free, 24/7 crisis support across the UK. If you are experiencing a mental health crisis and need support, you can **text YM to 85258**.

We aim to connect every texter to a trained volunteer in less than 5 minutes to provide support in a crisis. They will listen to you and help you think through how you're feeling and will aim to help you take the next steps towards feeling better.

Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

The Mix (support for under 25's)

Online guide to life for 16-25-year olds. Straight-talking emotional support is available 24 hours a day. The Mix provides judgement-free information and support to young people aged 13-25 on a range of issues including mental health problems. Young people can access the Mix's support via phone, email, webchat, peer to peer and counselling services

Phone: 0808 808 4994 (Sunday-Friday 2pm–11pm general support)

Website: <https://www.themix.org.uk/>

The Mix - Crisis messenger

Do you need help now? Our crisis messenger text service provides free, 24/7 crisis support across the UK. If you're aged 25 or under and are experiencing any painful emotion or are in crisis, you can **text THEMIX to 85258**. (free with most networks)

We know that finding the right support is important, especially if you need someone to talk to right now. They will listen to you and help you think more clearly, enabling you to know that you can take the next step to feeling better. The trained volunteer will introduce themselves, reflect on what you've said, and invite you to share at your own pace. You'll text back and forth, only sharing what you feel comfortable with. By asking questions, listening to you and responding with support, they will help you sort through your feelings until you both feel you are now in a calm, safe place. You might be provided with some signposting to other services offered by The Mix or partner organisations, so that you can continue to get support.

Our crisis text line could help with urgent issues such as:

Suicidal thoughts, Abuse or assault, Self-harm, Bullying, Relationship breakdown.