

# Help in a crisis

## Trust service user

If you are an existing Trust service user there are a number of ways to get immediate support both in and out of office hours if you are experiencing a crisis.

During normal office hours (9am to 5pm) your first point of contact should be your Care Co-ordinator. Their contact details are contained in your Care Plan. Your Care Plan also contains the Crisis Plan you have agreed with your Care Co-ordinator, detailing what to do if you are feeling unwell and how to get the help you need.

If you are experiencing a crisis outside of office hours of the services listed on your Crisis Plan then please contact the Trust's Crisis Line, which can be reached on **0161 922 3801 (this line is in operation from Mon-Thurs 5pm - 9am and from 5pm on a Friday until 9am Monday. The Crisis line is also open on Bank Holidays).**

Our staff will then make an assessment and ensure that you receive the help you need.

- **North team: 0161 720 2045**
- **South team: 0161 277 1223**
- **Central team: 0161 276 5368**

## Non Trust service user

If you are not a Trust service user and you are experiencing a mental health crisis then you can either:

- contact your General Practitioner (GP)
- contact NHS 111 by calling **111** - further information [here](#) (please note this is not an emergency number)
- go to your nearest [NHS Walk-in Centre](#) or Accident and Emergency (A&E) department at your local hospital

## More support

**Samaritans** 08457 909090

Free helpline 116 123, Text/phone - 08457 90 91 92 or Email: [jo@samaritans.org](mailto:jo@samaritans.org), or visit [www.samaritans.org](http://www.samaritans.org)

Provides 24-hour confidential emotional support every day of the year

**Rethink National Advice Service** 020 8974 6814

Deaf people can access this service by dialling 18001 before the telephone number.

Monday, Wednesday, Friday: 10am-3pm;

Tuesday and Thursday: 10am-1pm.

E-mail: [advice@rethinking.org](mailto:advice@rethinking.org)

**SaneLine** 0845 767 8000

Deaf people can access this service by dialling 18001 before the telephone number.

Monday to Friday: 12 noon to 11pm;

Saturday and Sunday: 12 noon to 6pm.

SaneLine is an out-of-hours telephone service offering advice to anyone affected by mental illness including service users, their families and carers as well as health professionals. Saneline's volunteers are able to provide support, practical information, contact details of local services, details of the latest treatments and assistance with current mental health legislation.

**MindInfoLine** 0845 766 0163

Deaf people can access this service by dialling 18001 before the telephone number.

Monday to Friday: 9.15am to 5.15pm.

E-mail [info@mind.org.uk](mailto:info@mind.org.uk)

The MindInfoLine is run by a dedicated team of specialists offering advice on types of mental illness, where to get help and alternative therapies. They also have an extensive library of booklets and factsheets.

**Self Help - The Sanctuary** 0300 003 7029

Self Help has been commissioned to provide a 24 hour mental health crisis support line in Manchester, Salford, Trafford, Tameside and Glossop. If you are struggling to cope, experiencing anxiety, panic attacks, depression or suicidal thoughts or are in a crisis then call 0300 003 7029.

[www.selfhelpservices.org.uk/sanctuary](http://www.selfhelpservices.org.uk/sanctuary)