

Getting the right help for your needs

Priory understands how important it is to find the right care, and we want to ensure you are connected with the services that are best suited to your situation. Whilst we may not always be able to support your specific needs, it is important to us, you find somewhere that can.

If you feel you're in immediate danger or need urgent support:

- + You can dial 999 in an emergency
- + You can also attend your local A&E department if you feel unable to keep yourself safe
- + Contact your out-of-hours GP service. Google 'out of hours GP in x' (give your location)
- + Inform your GP if you feel that your mental health is deteriorating
- + Contact your local 24-hour NHS Urgent Mental Health Helpline

There are also helplines that you could call, if you feel you need additional support. Some options are provided below:

For adults

- + **Samaritans** – free 116 123 (24-hour) or email jo@samaritans.org or visit some branches in person (72-hour response). Welsh language line on 0808 164 0123 (7pm to 11pm every day)
- + **Saneline** – 0300 304 7000 (4pm to 10pm every day) or sane.org.uk to access their other services
- + **NHS** – 111 provides 24/7 mental health crisis support, select the mental health option and speak to a trained professional. Call 999 for emergencies.
- + **Alcoholics Anonymous** – free 0800 9177 650 or email help@aamail.org
- + **The Silver Line** – a helpline for older people. Free 0800 4 70 80 90 (24-hour) or thesilverline.org.uk
- + **The Mix** – if you are under 25, you can call The Mix on 0808 808 4994 available from 4pm to 11pm. Support by email using this form on The Mix website or use their crisis text messenger service 85258. www.themix.org.uk
- + **Switchboard LGBT+** – supporting LGBT+ people. Free 0800 0119 100, live chat and email (10am to 10pm) hello@switchboard.lgbt and <https://switchboard.lgbt/>
- + **Campaign Against Living Miserably (CALM)** – you can call CALM on 0800 58 58 58 (5pm to 12am every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. thecalmzone.net
- + **BEAT Eating Disorders** – support with eating disorders. Free 0808 801 0677 (1pm to 9pm, Monday to Friday and 5pm to 9pm weekends), via email help@beateatingdisorders.org.uk and webchat beateatingdisorders.org.uk
- + **Help for England** – helpline: 0808 801 0677 – email: help@beateatingdisorders.org.uk
- + **Help for Scotland** – helpline: 0808 801 0432 – email: Scotlandhelp@beateatingdisorders.org.uk
- + **Help for Wales** – helpline: 0808 801 0433 – email: Waleshelp@beateatingdisorders.org.uk
- + **Help for Northern Ireland** – helpline: 0808 801 0434 – email: Nihelp@beateatingdisorders.org.uk
- + **Shout** – text SHOUT to 85258 – offers a confidential 24/7 text service providing support if you are in crisis and need immediate help. giveusashout.org
- + **Papyrus HOPELINEUK** – if you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call Papyrus HOPELINEUK on 0800 068 4141 (24 hours, 7 days a week), email pat@papyrus-uk.org or text 07786 209 697. papyrus-uk.org
- + **Nightline** – if you are a student, you can look on the Nightline website to see if your university or college offers a night time listening service. Nightline phone operators are all students too. nightline.ac.uk
- + **Helplines Partnership** – for more options, visit the Helplines Partnership website for a directory of UK helplines. Mind's Infoline can also help you find services that can support you. If you are outside the UK, the Befrienders Worldwide website has a tool to search by country for emotional support helplines around the world. helplines.org
- + **National Suicide Prevention Helpline UK** – free 0800 689 5652 (6pm to midnight every day).
- + **C.A.L.L.** – if you live in Wales, you can call the Community Advice and Listening Line (C.A.L.L.) on 0800 132 737 (open 24/7) or you can text 'help' followed by a question to 81066. www.callhelpline.org.uk

Dedicated to young people

- + **Childline** – free 0800 1111 (24-hour) and website support service via childline.org.uk
- + **BEAT Eating Disorders Youthline** – free 0808 801 0711 (12pm to 8pm, Monday to Friday and 4pm to 8pm weekends), via email fyp@beateatingdisorders.org.uk
- + **SHOUT** – text 85258 – offers a confidential 24/7 text service providing support if you are in crisis and need immediate help. giveusashout.org
- + **The Mix** – if you are under 25, you can call The Mix on 0808 808 4994 available 4pm to 11pm request. Support by email using this form on The Mix website or use their crisis text messenger service 85258. www.themix.org.uk
- + **Nightline** – if you are a student, you can look on the Nightline website to see if your university or college offers a night time listening service. Nightline phone operators are all students too. nightline.ac.uk

Chasing the Stigma partnership

Priory has teamed up with national mental health charity, Chasing the Stigma, to help people access a range of support via a unique and free online directory called the Hub of Hope. The Hub of Hope connects people of all ages to more than 14,000 services and groups across the UK, directing them to the nearest relevant local support using either their postcode or the location of the web browser or mobile. Visit www.hubofhope.co.uk for more information.

More information

If you would like to discuss any of this further, please contact us.

Call: 0800 840 3219
Visit: www.priorygroup.com/crisis-support

For the most up to date information on our services, please visit our website.