

Mental health emergency or crisis services

If you need help with a mental health problem or crisis there are services that you can use.

What is a mental health crisis

A mental health crisis is when you feel that you are unable to cope or you're not in control of your situation. This can include feeling:

- great emotional distress or anxiety
- thoughts of self harm or suicide
- hearing voices or hallucinating
- confusion and mental distress

A crisis can be caused by an existing medical condition, an overdose, alcohol or drug use, an infection or dementia.

You may be experiencing a mental health crisis for the first time or you may have a known mental health problem. You'll need support and an assessment from the right professionals to make sure you get the right care and to help stop your condition worsening.

Emergency mental health support

If you have an existing mental health problem you may be under the care of a mental health team and have a:

- crisis line telephone number to call
- specific care plan to follow that says who to contact when you need urgent care

When you need help urgently

If this is the first time you've experienced a mental health crisis or you feel like you're condition is worsening or that you may act upon feelings of self harm or suicidal thoughts. Get help quickly.

Northumbria Police or the **Ambulance Service**: Call **999** if you or someone you care for is in immediate danger, is hurt or their life is at risk.

Visit your nearest Accident and Emergency department (A & E) if you or someone else needs immediate help or you're worried about their safety. This may include feeling close to acting on suicidal thoughts or if you have seriously harmed yourself.

NHS 111 deals with urgent, not life threatening, medical issues. Trained staff ask you a series of questions to understand your problem. They can then arrange for a clinician to call you, or offer support and advice over the phone. They may arrange an appointment for you at an urgent treatment centre or an ambulance if needed. This service is provided by North East Ambulance Service.

Crisis Resolution and Home Treatment Team Newcastle and Gateshead is open 24 hours a day, 7 days a week. This is an alternative to hospital admission for people over 16 experiencing a mental health crisis. The team are experienced mental health professionals including nurses, social workers, psychiatrists and pharmacy staff. They offer mental health assessments and home treatment. The crisis team does not provide an 'emergency' service such as a 999 response.

Community Health and Social Care Direct Emergency Duty Team (EDT) can be contacted outside of office hours for advice and support. They're on call to help with care and support emergencies including:

- safeguarding children and adults
- adult mental health care
- children and families
- emergency Mental Health Act assessments
- making sure that people are safe and cared for until a more thorough assessment of their needs can be carried out the following working day

Telephone helplines

Suicide prevention helplines

If you're struggling with **suicidal thoughts or feelings** or self harm you can talk to:

Samaritans about any feelings of distress and despair including thoughts that could lead to suicide or self harm. They offer confidential listening on their 24 hour telephone helpline or face to face without an appointment. Drop in support is available 9am to 9pm.

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 them weekdays 10am to 10pm. Weekends 2pm to 10pm and bank holidays 2pm to 10pm

Out of hours mental health listening services

Mental health listening services give you the chance to talk through your feelings and experiences. Most helplines are confidential, free to call and available outside of office hours.

Samaritans offer confidential listening either on their 24 hour telephone helpline or face to face without an appointment. Drop in support is available 9am to 9pm.

Tyneside and Northumberland Mind has a telephone support line which offers listening,

practical and emotional support to anyone over 16. It's open 7 days a week 8am to 10pm.

[SANEline](#) is a national confidential out of hours telephone helpline that offers information, crisis care and emotional support to anybody affected by mental health problems. Interpreters are available to translate into over 100 languages.

[Mental Health Matters](#) helpline is a confidential out of hours telephone service. They offer emotional support to anyone, including carers. They signpost to local and national mental health services.

[Shout](#) is a 24 hour, 7 days a week text service. It is free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

[CALM helpline](#) is a free and confidential helpline and web chat service for men who need to talk about their mental health, who are down or have hit a wall for any reason. They also offer information and support. Open 5pm to 12am every day of the year

Self help

- **[Contact your GP](#)** if you need help with your mental wellbeing
- **[Cruse Bereavement Service](#)** can offer help and advice by phone
- **[Mind](#)** have a range of online information and 2 telephone helplines. Info Line for general information and signposting on mental health issues. Legal Line for information and advice on mental health related law
- **[Men's Health Forum](#)** provides health advice to men
- **[NHS](#)** online provides health and medical advice, an online symptom checker and a directory of nearby services.
- **[Patient Information Centre \(PIC\) offers](#)** have free self help leaflets and relaxation techniques. The booklets include questions you can ask yourself or family/friend about how they are feeling.

Read more about **[Mental Health Support in Newcastle](#)** on InformationNOW.

Housing or money problems

Money, debt or housing worries can cause mental health problems. Support is available.

[Housing Advice Centre at Newcastle City Council](#) give free and confidential advice, if you are at risk of homelessness or have nowhere to stay. They aim to help you to stay in your home or finding other accommodation that meets your needs.

They can offer advice by phone Monday to Friday. They have an Emergency out of hours telephone service. If you have nowhere to stay tonight, contact the Housing Advice Centre. If you have nowhere to stay after 5.30pm, at weekends or bank holidays contact the out of hours service for advice.

Emergency funds and support are available in a crisis to help pay for energy bills, household items, furniture, food, travel and other essential items.

Read more on InformationNOW about [managing on a low income](#) or [dealing with debt](#)

Please note – The content on this website is provided for general information only, and should not be treated as a substitute for the medical advice of your own doctor or any other health care professional. If you are feeling unwell, make an appointment to see your GP or contact [NHS 111](#). In an emergency, dial **999**.

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Useful Organisations

Community Health and Social Care Direct at Newcastle City Council

Email: scd@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/health-and-social-care/adult-social-care>

Telephone: 0191 278 8377

Address: CHSCD Newcastle City Council, NE4 9LU

Samaritans

Email: jo@samaritans.org

Website: <http://www.samaritans.org/branches/samaritans-tyneside>

Telephone: 0191 232 7272

Address: Samaritan House, NE2 1QQ

Tyneside and Northumberland Mind

Email: admin@tynesidemind.org.uk

Website: www.tynesidemind.org.uk

Telephone: 0191 477 4545

Address: Tyneside and Northumberland Mind, NE1 8XS

Mental Health Concern (MHC)

Email: admin@mentalhealthconcern.org

Website: www.mentalhealthconcern.org

Telephone: 0191 222 0324

Address: 3rd Floor, New England House, NE1 8JW

SANE

Email: info@sane.org.uk

Website: www.sane.org.uk

Telephone: 0203 805 1790

Address: St. Mark's Studios, N7 8QJ

Mental Health Matters

Email: info@mhmm.org.uk

Website: www.mhmm.org.uk

Telephone: 0191 273 4614

Address: MHM Central Office, Avalon House, SR5 3XJ

NHS 111

Website: www.nhs.uk/111

Telephone: 0191 273 4614

Men's Health Forum

Email: office@menshealthforum.org.uk

Website: <http://www.menshealthforum.org.uk>

Telephone: 0330 097 0654

Address: 49-51 East Road, N1 6AH

Mental health rehabilitation and crisis flats

Website: <https://www.newcastle.gov.uk/social-care-and-health/care-and-support-adults/types-care-services/short-term-rehabilitation-services/recovery-support-team>

Telephone: 0191 278 8202

Address: 49 Scrogg Road, NE6 4EY

Crisis Resolution and Home Treatment Team Newcastle and Gateshead – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust(CNTW)

Website: <https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-service-newcastle-gateshead/>

Telephone: 0191 814 8899

Address: Hartside Management Suite , NE3 3XT

Shout

Email: info@giveusashout.org

Website: <https://www.giveusashout.org/>

Telephone: Text 852 58

Papyrus

Email: pat@papyrus-uk.org

Website: <https://papyrus-uk.org/>

Telephone: 0800 068 4141

Address: Lineva House, WA5 1AD

Campaign Against Living Miserably (CALM)

Email: info@thecalmzone.net

Website: www.thecalmzone.net

Telephone: 0203 697 9331

Address: Po Box 68766, SE1P 4JZ

Mind

Email: info@mind.org.uk

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

Telephone: 0203 697 9331

Housing Advice Centre – Newcastle City Council

Email: housingadvicecentre@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless>

Telephone: 0800 1707 008

Address: City Library,

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