Information NOW
Information for people in Newcastle upon Tyne

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.

NHS 111 can help if you or someone you know is experiencing a mental health crisis. 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.

Call NHS 111 and select option 2 for urgent mental health support. NHS 111 is available 24 hours a day 7 days a week.

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.

Call **999** in an emergency if someone's life is in danger.

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.

Adult Social Care at Newcastle City Council 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

Everyturn run the Newcastle Mental Health Safe Haven service at George Street Social. For adults over the age of 18 who are experiencing a mental health crisis or distress. They will work with you to manage your emotions and find support to tackle practical issues affecting your mental health. It offers free mental health crisis support for adults. Open 7 days a week, 2pm to 10pm every day, including weekends, 365 days a year. Anyone can just drop in. No referral or appointment needed. They can help with emotional, practical and social support.

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

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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

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Self harm

If you are hurting yourself or self harming, help is available. If you're worried about someone who's self harming, you can also get help and support.

Read more on InformationNOW about self harm.

Mental health support

Contact your GP if you need help with your mental wellbeing

Mental health services are available in Newcastle. This includes telephone helplines, counselling services and support groups. Read more on InformationNOW.

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.

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 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.

If you are in an emergency or crisis situation there are **Emergency or crisis support and funds** available to help you 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**

Community recovery and crisis flats

There are **mental health rehabilitation and crisis flats** in Newcastle for adults and young people. There are 12 rehabilitation flats and 4 crisis flats for adults with mental health concerns in Newcastle. There are 5 flats in Newbiggin Hall which provide independent living support for people aged 17 to 28.

To access this service you need a referral from Adult Social CarePoint at Newcastle City Council.

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

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/AdultSocialCare

Telephone: 0191 278 7878

Address: Adult Social CarePoint 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, NE16UF

EveryTurn Mental Health

Email: enquiries@everyturn.org

Website: https://www.everyturn.org/

Telephone: 0191 217 0377

Address: Everyturn Mental Health, NE13 9BA

SANE

Email: support@sane.org.uk

Website: www.sane.org.uk

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

Mental Health Matters

Email: info@mhm.org.uk

Website: www.mhm.org.uk

Telephone: 0191 273 4614

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

NHS 111

Website: www.nhs.uk/111

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://new.newcastle.gov.uk/adult-social-care/adult-care-services-provided-newcastle-city-council/mental-health-support

Telephone: 0191 278 8202

Address: Recovery Support Team, Care Services, NE4 9LU

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: 111

Address: Hartside Management Suite , NE3 3XT

Shout

Email: info@giveusashout.org

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

Telephone: Text 85258

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 UK

Email: info@mind.org.uk

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

Housing Advice Centre – Newcastle City Council

Email: housingadvicecentre@newcastle.gov.uk

Website: https://new.newcastle.gov.uk/housing/homelessness-and-rough-sleeping

Telephone: 0800 1707 008

Mental Health Social Work Team at Newcastle City Council

Website: www.newcastle.gov.uk/social-care-and-health/care-and-support-adults

Telephone: 0191 277 2355

Mental Health Recovery Support Community Outreach

Telephone: 0191 278 8202

Address: Recovery Support Team, Care Services, NE4 9LU

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