

## Need Help?

### What to do in an Emergency

- In the event of an emergency situation or if you or someone else is in immediate risk of serious harm or injury contact the Emergency Services by dialling 999 and stating which service you require.
- Accident & Emergency (A&E) departments - also known as emergency department or casualty - are open 24 hours a day every day of the year. Not all hospitals have an A&E department: you can use the NHS Choices Website to find out to see if there is one near you. If you go to A&E, you'll need to register first. You'll be asked a few questions such as your name and address but also why you are visiting A&E. If you need special assistance then you should let staff know right away: show them your Autism Alert card if you have one. The hospital may be able to call a Learning Disabilities Liaison, a member of their liaison psychiatry team, or provide any other assistance you or your carer may need. Once you've registered, you'll be asked to wait until you are called for your assessment. A&E departments can be busy places at times: they can be noisy, bright, smelly and crowded sometimes. Because you might be waiting for some time, you might want to take something to help you manage any sensory issues and cope with that sort of environment.
- If you are suicidal and want to talk in confidence
  - The Samaritans can be contacted on (0114) 2767277 or 116 123, or you can email [jo@samaritans.org](mailto:jo@samaritans.org).
  - PAPYRUS HOPEline is a charity for the prevention of young suicide. Their helpline telephone number is **0800 068 4141** and is open from 10am to 10pm on weekdays and 2pm to 10pm at weekends
  - The Campaign Against Living Miserably (CALM) is a charity dedicated to preventing male suicide. Online webchat is available via [www.thecalmzone.net](http://www.thecalmzone.net). Their telephone helpline (0800 58 58 58) is open 5pm–midnight, 365 days a year.

- The Hub of Hope (<https://hubofhope.co.uk>) can be downloaded as an app, as well as having a website. It can help you find services that are nearby

## **If you need help and it is not an emergency, within working hours (Monday To Friday, 9am to 5pm)**

Are you currently under the care of a mental health team?

**IF YES** - contact the mental health professional assigned to your care. If they are not available, ask to speak to the duty worker or team. Note: depending upon the service you are receiving, help may be available at other times. If this is the case, the service will provide you with details.

**IF NO** - contact your GP practice. If you do not know the number for your GP practice, you can find this in the telephone directory, or by phoning NHS 111.

## **Outside Working Hours (Evenings and Weekends)**

Support and advice is also available via your GP: you will usually be directed to an out-of-hours service. The out-of-hours period is from 6.30pm to 8am on weekdays and all day at weekends and on bank holidays.

NHS 111 can offer advice and is available 24 hours a day, 365 days a year. You can phone them on 111. NHS 111 will ask for some basic information, including details of any medication you may be taking. If you're calling on behalf of someone else, you'll need to provide this information on their behalf. They will assess the problem and advise on the best course of action which may be to see a health professional, such as your GP. If the problem is very serious, they can help access the ambulance service. Alternatively, you can visit an NHS walk-in centre (WIC). Many centres are open 365 days a year and outside office hours

[www.nhs.uk/livewell/mentalhealth/pages/helplines.aspx](http://www.nhs.uk/livewell/mentalhealth/pages/helplines.aspx) has a directory of mental health helplines