

What to do if you need urgent help

What is a mental health crisis?

A mental health crisis is different for everyone. The causes are different. How people feel is different. How people act is different. If you have a sense of being overwhelmed, being unable to cope and lacking control, then please seek help from someone as soon as you can.

Where to seek help?

Under 18s

For anyone under the age of 18 in crisis, please call 0300 300 1600 or if you need urgent help or out of hours help, call 0300 555 1200.

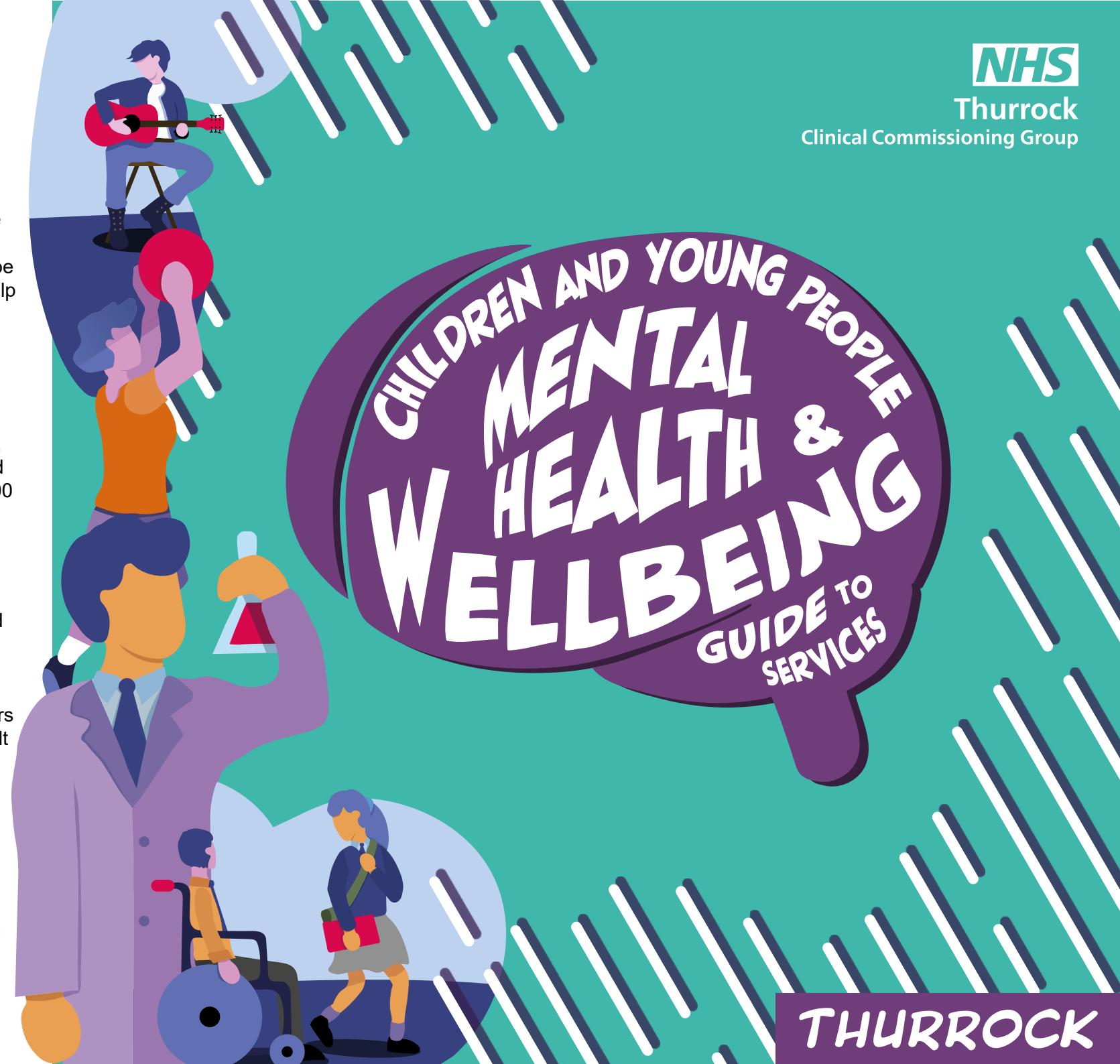
Adults

If you, a family member or friend are in crisis and need help, please dial 111 and select option 2 for mental health crisis. You will be able to talk with a trained call handler who will provide appropriate support and advice. You can call 24 hours a day 365 days a year. For more on adult mental health services, see our adult services guide

bit.ly/thurrock-adult-mental-health-guide

Serious or life-threatening emergencies

If you are worried for your own or somebody else's safety, then please dial 999.



General Wellbeing and mental health

Some example symptoms:

- Feeling lonely and isolated
- Finding yourself worrying about something that you need support with
- Dealing with a loss that you are struggling to come to terms with
- Needing someone to talk to

Thoughts and feelings that are stopping you living your life in the way that you want

Some example symptoms:

- Feeling low and hopeless
- Having regular anxious thoughts in general or around specific situations
- Constantly worrying about your life, work, health or relationships
- Having panic attacks
- Living with fears and phobias
- Regular nightmares and flashbacks

Your life and health are seriously affected by your thoughts, feelings and behaviours

Some example symptoms:

- Experiencing cycles of deep depression and mania
- Seeing things or hearing voices that aren't really there, or have deep beliefs and delusions which are untrue
- Having trouble keeping track of your thoughts
- You or those close to you noticing that you are behaving in unusual and unpredictable ways

You're feeling overwhelmed and unable to cope and need help now

Some example symptoms:

- Experiencing overwhelming anxiety
- Feeling like you are unable to cope
- Experiencing other emotions or thoughts that are overwhelming
- Feeling like you need urgent help

You're at risk of serious physical injury

Call 999 immediately if:

Someone's life is at risk – for example, someone has seriously injured themselves or taken an overdose

You do not feel you can keep yourself or someone else safe

↓ Services that can help you ↓

Emotional Wellbeing and Mental Health Services (EWMHS)

The EWMHS provides advice and support to children, young people and families who need support with their emotional wellbeing or mental health difficulties. You can help with:

- Low mood, anxiety, obsessional thoughts
- Sleep problems
- Body image and eating difficulties
- Behavioural and emotional difficulties
- Trauma and loss

Services include:
CBT, DBT, Lower level talking therapies, trauma focused therapies, play based therapies, art and creative therapies, family therapy, group therapy.

T: 0300 300 1600
E: nelft-ewmhs.referrals@nhs.net
Out-of-hours: 0300 555 1200

Speak to your GP

For more severe mental health needs, you should speak to your GP first of all. They may then refer you to a specialist mental health team.

A specialist mental health team can support you with your mental health. The team is made up of mental health professionals such as psychologists, psychiatrists and mental health nurses.

EWMHS

Anyone under the age of 18 or family members of anyone under the age of 18 in crisis, should call NELFT's EWMHS on 0300 555 1200. The line is open 24 hours a day so please get in touch if you need to.

Samaritans

Whatever you're going through, you can talk to someone at Samaritans 24/7 and for free.

T: 116 123

A&E Departments

The three A&E departments in mid and south Essex are:

Basildon A&E

Basildon University Hospital,
Nethermayne, Basildon, Essex,
SS16 5NL

Mid Essex A&E

Broomfield Hospital, Court Road
Broomfield, Chelmsford, Essex,
CM1 7ET

Southend A&E

Southend Hospital, Prittlewell Chase
Westcliff on Sea, Essex, SS0 0RY

SPECIALIST SERVICES

Drug and alcohol addiction

Addiction can have serious and long-lasting consequences for your mental and emotional wellbeing. It's not easy to admit you have an addiction and it is even more difficult to do something about it. Wize-Up wants to help young people in Thurrock make positive changes and choices. Get in touch:

T: 01375 376 111 E: thurrock.wize-up@cgl.org.uk
W: www.changegrowlive.org/wize-up-thurrock

Problems with food and eating

If you're worried about your weight and eating habits, or someone else has told you they are concerned about you, there are services to help. The Emotional Wellbeing and Mental Health Service has a number of treatments that can help you improve your relationship with food. You can see your GP on how to access the service or you can find more information here: www.nelft.nhs.uk/services-ewmhs

Beat also has several helplines for adults and young people where you can get support and information about eating disorders. Please see this link for the numbers:

www.beateatingdisorders.org.uk/support-services/helplines

Employment support

Thurrock Careers offers careers information, advice and guidance to every Thurrock resident aged 13 to 19 or anyone with special educational needs up to the age of 25. They provide personalised support to all young people – whether you're still at school or looking for employment and training. Find out more here:

www.thurrock.gov.uk/career-support-for-young-people/thurrock-careers

Wellbeing Plan

Click here to download a plan to help you manage your own mental health and wellbeing

Support for pregnant women and new mothers

Being a parent is one of the hardest things we do in our lives, and sometimes we need a little bit of extra help. There are several services in Thurrock that can support you with your mental health and your relationship with your baby. To access these services speak to your GP, midwife or contact the Emotional Wellbeing and Mental Health Service:

T: 0300 300 1600 Out-of-hours: 0300 555 1200
E: nelft-ewmhs.referrals@nhs.net

Health Visiting Service

The Health Visiting Service in Thurrock can provide advice and support for parents from pre-birth to when your child reaches the age of five. There are many ways for you to contact the service for those extra bits of advice. Simply click the link below for more:
W: www.nelft.nhs.uk/services-thurrock-health-visiting

Support with bereavement and life limiting illnesses

Lukes' provides support to children and young people up to 19 years who have a life limiting illness or a family member/friend with a life limiting illness. Lukes' also provides support to children and young people who are experiencing a bereavement.

T: 01375 648175
W: stlukeshospice.com/lukes-counselling-service-for-children-young-people

Coaching, mentoring and training support

Open Door has a number of ways it can help young people that may be struggling. From coaching, mentoring and counselling to its training and educational opportunities available through its Futureversity programme. Contact Open Door for more information on how they can help you.

T: 01375 390040 W: www.opendoorsservices.org

Online support

Kooth

Kooth is a safe, confidential and anonymous website where children and young people can seek support for their mental health and emotional wellbeing. Visit the Kooth website to find out a little more about how it can help you: www.kooth.com

Togetherall

Together all is a safe space where children and young people can talk and support each other. The site can be accessed 24/7, 365 days a year and trained professionals are on hand 24 hours a day. For more, visit: togetherall.com/en-gb

