

Recovery

useful information

When you are recovering from a period of mental ill-health, it can be difficult to get your confidence back, to get back into a routine or to build up your network of friends.

In this booklet you will find information about:

- 'care plans' and the role of a 'care co-ordinator'
- organisations and groups that might help you get back into activities that you did, or to try new things and meet new people.
- organisations that might offer help with specific issues.
- useful phonedlines and websites
- what to do in a crisis

There are also some quotes about recovery from people who have used mental health services.

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About your care

What is a care plan?



A care plan is a written agreement stating what help you can expect in your recovery. It acts as a reminder about what should be happening. It is not 'set in stone' but should change as your situation and needs change

- You should expect to be involved in producing your care plan and it should be jointly agreed and signed by you and your clinician. It should make sense to you, be helpful and take what you think and feel seriously.
- It should cover what services will be offered, who does what and when it will be done. Where necessary, it should cover housing, welfare, education and employment support. It should cover what to do in a crisis. It should note the next meeting date.
- You should have regular meetings to check how your care plan is working and that it is helpful.
- You should be given a copy of your care plan. It is useful to keep it in a safe place and bring it to meetings.

"My community psychiatric nurse told me that I could not just contribute, but that I could write my own care plan"

What is a care co-ordinator?



If you need more than one service you will be allocated a clinician who will be your care co-ordinator. You will see your care co-ordinator regularly to make sure you get the help and support agreed in your care plan.


If you mainly use one service, the clinician you most regularly see or 'lead clinician' will be responsible for producing your care plan with you. Your care co-ordinator or 'lead clinician' should:

- find out what you need including about your physical health
- take responsibility for contact with you and seeing you regularly
- make sure you have a copy of your care plan
- share relevant information with you whenever you need it
- fully involve you in your treatment and care
- make sure you know about the Advance Directive (this sets out in advance how you would like to be treated if you become so unwell that you are unable to make decisions at that time).

About the organisations in this booklet

In Lewisham there are hundreds of organisations that you might be interested in or find useful. In this booklet, we have identified a few that:

- we know have experience of including people who have used or use mental health services
- might be useful to offer support or advice around specific issues

Some of the organisations or groups are run by or in partnership with South London & Maudsley NHS Foundation Trust. When this is the case you will see the logo: . Other organisations and groups are run independently, and in this case we are simply providing the information that we have been given.

It can be difficult getting in touch with an organisation for the first time, particularly if your confidence is low. It might help to talk this through with your care co-ordinator or other mental health professional.

It sometimes takes a while to find a group or activity that is right for you. Each group will have a different feel – don't be put off if the first group you try isn't right for you.

Useful organisations or groups

Someone to accompany you when you go out and about

Time Out

South London and Maudsley 
NHS Foundation Trust



Trained volunteers who themselves have experience of using mental health services can accompany you to one-off or regular appointments or activities in community settings.

Who is the project for? People who use mental health services

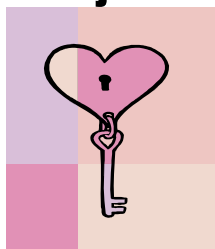
Do I have to be referred? No, you can ring up and refer yourself, or you can ask your mental health professional to refer you.

Who do I contact? Angela Morford
Tel: 0789 1544 095

angela.morford@slam.nhs.uk

"For a great number of people (myself included), the 'simple' act of shopping is something that has to be re-learned after a breakdown"

Malachi Mentoring Project



You can meet a mentor once a week for 25 weeks, either at home or at a venue in the community. Mentors are there to support you gain confidence to get involved in other community activities

Who is the project for? African and African Caribbeans living in Lewisham with mental ill-health 13-18 year old young people, parents

Do I have to be referred ? Referrals should come through social services, but you can find out more by ringing the project.

Who do I contact? Imani Harrison
Tel: 07724 009 091

Meeting other people, giving and receiving support

Community Opportunities Service (COS)

South London and Maudsley 
NHS Foundation Trust

As part of the community mental health service, COS provides support for people to take steps towards their goals as part of their recovery. They run group activities focussing on physical health, wellbeing or creative activities & provide individual support and a vocational specialist service.

Who is the project for? People in contact with Lewisham Mental Health Services

Do I have to be referred ? For most activities – speak to your care co-ordinator. For more information

Who do I contact? www.camhs.demon.co.uk/index.htm

Lewisham Users Forum (LUF)



LUF is a group of people with mental health issues that meets regularly to socialise, support each other and to give feedback about the mental health services. LUF meets monthly on the 3rd Tuesday of every month at 3.00pm for 90 minutes and they also go on outings.

Who is the project for? Anyone who uses or has used mental health services in Lewisham

Do I have to be referred ? No, you can contact Ron to find out how to join the group

Who do I contact? Ron Hosmer luf88@hotmail.co.uk
Tel: 07866 725323.

"I attend groups and socialise and that takes my mind off my problems... "

Useful organisations or groups

Meeting other people, giving & receiving support

Black Users' Forum



South London and Maudsley NHS

You are invited to attend a safe and comfortable space to meet other black service users and discuss issues relating to race, culture, experiences of the mental health system and to organise social events. Meets every 3 weeks and runs as part of the Community Opportunities Service

Who is the project for? African – Caribbean service users living within the borough of Lewisham preferably on CPA (but we are flexible) who are experiencing long term enduring mental health problems. You can contact us directly.

Do I have to be referred? Ask for Carmen or Bernadette
Tel. **0203 2228 9370**

Who do I contact? Email: Bernadette.ofogu@slam.nhs.uk

ACMPH



"Being Alongside"

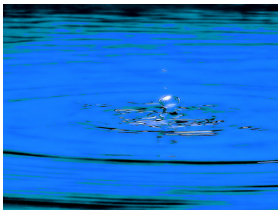
Association for Pastoral Care in Mental Health Runs a weekly drop-in on Wednesdays. 6.30 – 8.30 at St. Saviours Church Hall, Brockley Rise, SE23 1PZ

Who is the project for? All people with mental ill-health

Do I have to be referred? No, you can just turn up on the day. Come round the side to the back door the front door is locked.

Who do I contact? Nick Cotton Tel: **020 8670 5822**

Grove Centre Mental Health Social Club



Supported by Community Opportunities Service South Lewisham. Runs Thursday Evenings from 7 – 9pm At Grove Centre House, Jews Walk, Sydenham, SE26 and is led by volunteers from the Voluntary Care Centre.

Who is the project for? All people with mental ill health

Do I have to be referred? No, but it is best to ring first

Who do I contact? Tel. **0208 7788601**

Family Health Isis



Family Health Isis is a voluntary organisation especially committed to promoting the rights of African/African Caribbean people with mental health challenges aged 18-65 years – individual support, group activities, advocacy, carer & family liaison, advice and information, training and awareness

Who is the project for? Any person of African or African-Caribbean descent who lives or works in the London Borough of Lewisham.

Do I have to be referred? No, you can contact us directly.

Who do I contact? Tel: **020 8695 1955**
www.familyhealthisis.org.uk

Useful organisations or groups

Meeting other people, giving & receiving support

Vietnamese Mental Health Services



Vietnamese Mental Health Services aims to preserve and protect the good mental health of persons from Vietnam and their dependents; and to promote a quality and culturally sensitive mental health services to people from Vietnam in the UK.

Who is the project for?

Our services are open to any person of Vietnamese descent who lives or works in the Borough of Lewisham.

Do I have to be referred?

No, you can ring up and refer yourself, or you can ask your mental health professional to refer you.
Jack Shieh

Who do I contact?

Tel: **020 7234 0601**
info@vmhs.org.uk

Time Banks

TIMEBANKIT.



TIME BANK



Time Banking is founded upon a set of principles, which include: **Everyone is an asset**, and **Reciprocity in helping**. People who join Time Banks offer their skills to help others in exchange for help or support from other members. Some Timebanks are formed around geographical areas and one which is open to everyone.

Who is the project for?

Time Banks are for all members of the community, not just people with mental health problems. You can get in touch directly

Catford residents: Rushey Green Time Bank

Tel: **020 7138 1772**

rusheygreen@gmail.com www.rgtb.org.uk

Who do I contact?

All Lewisham residents: My Time Your Time

Tel: 0208 768 7925 timebank@hexagon.org.uk

Metro Centre mental health drop-in



A Lesbian, Gay and Bisexual
Centre based in Greenwich

www.metrocentreonline.org

The Metro drop-in group offers a space to socialize in a comfortable, non-judgmental relaxed atmosphere, every Thursday between 1pm and 4pm. The drop-in programme is created by the service users and is diverse, ranging from workshops on body image, medications and healthy eating to social based activities such as bowling and museums.

Who is the project for?

Anyone who identifies as Lesbian, Gay, Bisexual, Transgender or for those questioning their sexuality. All Lewisham residents welcome

Do I have to be referred?

No, you can get in touch yourself, or be referred.

Who do I contact?

Taz Edwards-White

Tel: **020 8305 5000**

The Metro centre LTD, Norman House,
110-114 Norman road, Greenwich, London, SE10 9QJ

Useful organisations or groups

Meeting other people, giving & receiving support

Deptford Hearing Voices Group



South London and Maudsley 
NHS Foundation Trust

Part of the Hearing Voices Network, this is a facilitated weekly support group held in Deptford SE8. You can also speak one to one to the project worker.

Who is the project for?

People who experience voices and visions. All Lewisham residents are welcome

Do I have to be referred?

No, you can get in touch yourself, or be referred Before attending ring John Robinson

Who do I contact?

Tel: **020 8692 4211**
07966391211

Fitness, leisure and art

Sydenham Gardens Project



We use part of a nature reserve to create a community garden with gardening and creative working space. Referred clients, known as co-workers, work alongside regular volunteers and trained staff. Training opportunities in horticulture, conservation and arts & crafts.

Who is the project for?

The centre and nature reserve is for the whole community, but will particularly help those coping with ill health in Lewisham or North Bromley

Do I have to be referred?

Yes – talk to your care co-ordinator or key worker (referral form found on website)

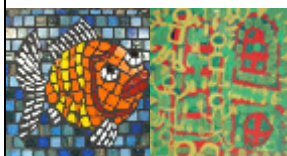
Who do I contact?

Tel: **020 8291 1650**
www.sydenhamgarden.org.uk

'I get plenty of fresh air, natural exercise'

Network Arts

South London and Maudsley 
NHS Foundation Trust



An arts and craft project offering a supportive welcoming space to explore your creativity, learn new art techniques, put structure to your day and maybe make new friends.

Who is the project for?

Lewisham residents with mental health support needs, usually with a care co-ordinator

Do I have to be referred?

Yes, there is a referral form available from the Community Opportunities Service

Who do I contact?

Mo Saunders or Stephen Glynn
Tel: **020 3228 9370**

Oldstead Road Community Garden & Allotment Project

South London and Maudsley 
NHS Foundation Trust



This informal group is part of the Community Opportunities Service and meets every Wednesday at the Oldstead Road Allotment Site.

Who is the project for?

Anyone interested in gardening, growing fruit and vegetables

Do I have to be referred?

Most participants are in touch with mental health services, but all participation is appreciated

Who do I contact?

contact Nigel Caroll
Tel: **020 3228 9370**

Useful organisations or groups

Fitness, leisure and art

Lewisham Healthy Walks



Lewisham

Run by NHS Lewisham, organised walks in local parks (30 mins long). A sociable activity to improve health. The walks are run by trained volunteers.

Who is the project for?

Those who may benefit from mild exercise and/or some company. All abilities welcome.

Do I have to be referred?

No, you can phone for application pack & programme. Complete health questionnaire & take to first walk.


Who do I contact?

Jenny Budd
Tel: 020 3049 3485

jenny.budd@lewishampct.nhs.uk

<http://www.whi.org.uk/walkfinder>

Community Opportunities Service (COS)

Part of the community mental health service, COS offers a number of groups focussing on physical health, wellbeing or creative activities South London and Maudsley 

Who is the project for?

People in touch with Lewisham Mental Health Services

Do I have to be referred ?

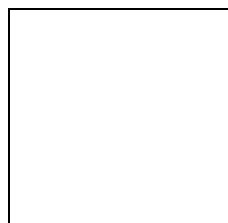
For most activities – speak to your care co-ordinator

Who do I contact?

For more information

www.camhs.demon.co.uk/index.htm

Mindlift Project



Part of Community Education Lewisham, we offer support with choosing the right course, enrolling and where your studies can lead to. Courses include, allotment gardening, music workshop, cookery, computing, confidence building, creative writing, creative crafts, get moving – get fit, managing anxiety

Who is the project for?

For people experiencing mental health difficulties.

Do I have to be referred ?

You can make contact yourself, but you have to make an appointment for a pre-course discussion

Who do I contact?

Tel: 020 8314 3300/ 020 8690 3300

<http://www.cel.lewisham.gov.uk>

'Everything changes once you get into the boat. Some things are more difficult, some much easier. Even your mood changes. Being on the water brings everything from exhilaration to tranquillity.'

Tideway Sailability



A sailing club in south east London that is committed to making sailing more accessible to the people of London no matter what their ability. Many of our members started as non-sailors, many still just enjoy the freedom of the water with our support. Others have started to race and learn the finer points of boat and sail trim.

Who is the project for?

Anyone - targeting people with physical disabilities or mental health problems or learning disabilities. Carers welcome and sail free

Do I have to be referred ?

No you can refer yourself. Telephone for details first.

Who do I contact?

commodore@tidewaysailability.org

Tel: 020 8858 1822

www.tidewaysailability.org

Useful organisations or groups

Fitness, leisure and art

Stop Smoking Services



Lewisham

If you are a smoker who is thinking it's time to stop, we can support your decision with free NHS advice and support including advice on nicotine replacement treatment (NRT). Trained advisors offer one-to-one or group support

Who is the project for? Anyone in Lewisham

Do I have to be referred ? No, you can arrange your own appointment or drop in

Who do I contact? Freephone **0800 0820 388**
stop.smoking@lewishampct.nhs.uk

Helping other people, voluntary work

Small Steps



South London and Maudsley NHS Foundation Trust

Based at Volunteer Centre Lewisham, Small Steps helps people with mental health problems to become volunteers. We also run workshops which will help you to feel more comfortable meeting new people and doing new things.

Who is the project for? People with mental health problems in Lewisham

Do I have to be referred? Yes, ask your key worker or care coordinator to make an appointment with Fay.

Who do I contact? Fay Millen Tel: **020 8613 7113**
fay@volunteercentrelewisham.org.uk

'It has helped my recovery no end - I really enjoy helping others who are now experiencing what I did'

Time Banks



Time Banking is founded upon a set of principles, which include: **Everyone is an asset, Some work is beyond a monetary price** and **Reciprocity in helping**. People who join Time Banks offer their skills to help others in exchange for help or support from other members. There are a number of Time Banks in Lewisham, some of which are formed around geographical areas and one which is open to everyone. Some Time Banks have group activities as well as encouraging individual exchanges.

Who is the project for? Time Banks are for all members of the community, not just people with mental health problems. You can get in touch directly

Who do I contact? **Catford residents: Rushey Green Time Bank**
Tel: **020 7138 1772**
rusheygreen@gmail.com www.rgtb.org.uk

All Lewisham residents: My Time Your Time
Tel: **0208 768 7925**
timebank@hexagon.org.uk

" I thought 'what can I offer? After some thought I realised I was good at computers, I am able bodied and I could offer dog walking as one of my skills"

Useful organisations or groups

Getting back to work, or staying in work

Vocational specialists

South London and Maudsley 
NHS Foundation Trust



Based within the Community Opportunities Service, vocational specialists offer individual advice and guidance on staying in work, finding work, further education, training, volunteering, work opportunities, CV preparation and general advice on benefits.

Who is the project for? People with severe and enduring mental health problems in Lewisham

Do I have to be referred? You need to be on CPA (in regular contact with mental health services), but you can refer yourself. To find out who your local vocational specialist is contact Sharon Killick or ask your care co-ordinator

Who do I contact? Tel: **020 3228 9009** - Sharon Killick

"its like work experience and is unpaid but the reward is priceless. This opportunity has also enabled me to get a reference which is invaluable"

New Horizons



South London and Maudsley 
NHS Foundation Trust

Offers individual support, guidance and signposting to people who want to move on vocationally

Who is the project for? Lewisham residents who are on health related benefits or who are single parents.

Do I have to be referred? No, you can contact New Horizons yourself

Who do I contact? Isobel Mdudu Tel: **020 3228 9063**
www.newhorizons.net.uk

Helping to improve or run mental health services

Service User Involvement

South London and Maudsley 
NHS Foundation Trust

If you have used mental health services you will have developed your own views about them and you will have a real understanding of what it is like to 'go through the system'. Giving your feedback or ideas can help services to develop. There are also opportunities for people with experience of using services to help to run them. Some of these opportunities are paid and others are voluntary. For information about the range of opportunities in Lewisham contact

Who is the project for? People who have used or are using mental health services, their families & carers

Do I have to be referred? No, contact:

Who do I contact? Alice Glover
Tel: **020 3228 9012**
alice.glover@slam.nhs.uk

Useful organisations or groups

Helping to improve or run mental health services

Involvement Register

South London and Maudsley 
NHS Foundation Trust

Aims to ensure that we reward service users for their involvement in a consistent and fair way. Most paid service user opportunities go through this register, but people can also join and get involved in voluntary opportunities

Who can join the register? People who have experience of using SLaM services and have been out of hospital for 6 months.

Do I have to be referred ? No, but you will need a member of SLaM staff to sponsor you and give you a reference

Who do I contact? To find out more contact Sue Folan
Tel: **020 3228 1592**

'You don't need any academic qualifications - bring yourself, just as you are and by making a contribution, you will grow into the role'

Service users involvement in training and education (SUITE)



South London and Maudsley 
NHS Foundation Trust

'we believe that everyone who has used or is using SLaM services has a valuable contribution to make towards the training of mental health staff' You can get involved in the design and delivery of training for staff. Training & support, personal development plans & opportunities to observe, are provided to help you.

Who can get involved? People who have experience of using mental health services and have been out of hospital for 6 months.

Do I have to be referred? No, but to get payment, you will need to be a member of the involvement register.

Who do I contact? To find out more contact
Chelsea St. Pierre Tel: **020 3228 3235**

Giving feedback

Lewisham LINK

You could help make a change and we'd like to hear what improvements you want to see.

Lewisham LINK

Your Local Involvement Network

Independent network about health and social care services:

- Ambulance and Transport
- Community Based Services
- Hospital and Specialist
- Mental Health
- Social Care
- Public Health Information
- Chronic and Continuing Care

Who can get involved? Anyone living or working in Lewisham

No, you can get in touch directly

Do I have to be referred? Tel. **020 8690 3900**

www.lewishamlink.co.uk

Who do I contact?

'I wanted a more proactive role in managing my wellbeing'

Useful organisations or groups

Giving feedback

Lewisham Users Forum (LUF)



LUF is a group of people with mental health issues that meets regularly to socialise, support each other and to give feedback about the mental health services. LUF meets monthly on the 3rd Tuesday of every month at 3.00pm for 90 minutes and they also go on outings

Who is the project for?

Anyone who uses or has used mental health services in Lewisham

Do I have to be referred ?

No, you can contact Ron to find out how to join the group

Who do I contact?

Ron Hosmer Tel: **07866 725323**.
luf88@hotmail.co.uk

The Patient Advice and Liaison Service

PALS
making things clearer

South London and Maudsley 
NHS Foundation Trust

Part of South London and Maudsley NHS Foundation Trust. Aims to help resolve any problems our clients may have with our services, allow good ideas to be spread across the organisation and provide information to people who need it, when they need it.

Tel: **0800 7312864**

pals@slam.nhs.uk www.slam.nhs.uk

Useful organisations or groups

Support for specific issues

One in Four



Run by and for people who have experience of sexual abuse. Offering: advocacy, counselling & telephone help line

Who is the project for? People who have experienced sexual abuse

Do I have to be referred? No, you can make contact yourself

Who do I contact? Tel: **0208 697 2112**
admin@oneinfour.org.uk

Victim Support Lewisham



Emotional and practical support. Domestic violence service. Drop-ins around Lewisham. Children's service. Home Visits

Who is the project for? Victims of crime or their relatives

Do I have to be referred? No, you can make contact yourself or be referred

Who do I contact? Tel: **020 8698 4583** extension 3
theresa.bysouth@vslondon.org
<http://www.victimsupport-lewisham.org.uk>

Carers Lewisham



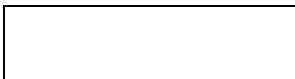
Support, advice and information for people with caring responsibilities. We currently support nearly 5000 carers and provide a wide range services

Who is the project for? Anyone with caring responsibilities in the Borough including young carers (children under 18).

Do I have to be referred? No, you can make contact directly.

Who do I contact? Tel: **020 8699 8686**
info@carerslewisham.org.uk

Lewisham Refugee Network



Lewisham Refugee Network (LRN) provides advice on immigration, health, social welfare and vocational issues, as well as support services such as English Classes. **Monday – Friday, 10am-4pm** All our services are FREE and CONFIDENTIAL.

Who is the project for? Asylum seekers and refugees in Lewisham

Do I have to be referred? No you can make contact directly
 1st Floor, Parker House, 144 Evelyn Street
 Deptford, London SE8 5DD

Who do I contact? Tel: **020 8694 0323**
info@lrn.org.uk www.lrn.org.uk

General information, advice and support



Need some advice or support? Lewisham has a range of local organisations that can help you.

www.lewishampct.nhs.uk/comlinks Whether you're looking for advice, support, companionship *Community Links* will help you find the right agency

www.lewisham.gov.uk/betterprospects has leaflets on a number of common issues, including housing & welfare rights

Lewisham Citizens Advice Bureau **08448269691**
Lewisham Multi Lingual Advice Service **020 8314 5777**
 Advice on Benefits, Housing, Health, Education, Debt

General Housing Advice **020 8314 6000**
 Advice/assistance on range of housing issues (e.g. notice to quit, rent increases, mortgage, debt)



Meridian Money Advice Confidential advice on any debt including **0208 293 3432**
 Council Tax, Rent Arrears, Fuel Debts and Bailiff problems

Lewisham Action on Mediation **020 8690 1133**
 Disputes/communication breakdown eg. neighbours, schools and parents, work and family

Improving Access to Psychological Therapies **020 3049 2555**
 Free, confidential NHS service for people who have symptoms of mild-moderate depression and anxiety (low self esteem, low mood, difficulty sleeping. For adults over 18 who are registered with a Lewisham GP or live in the borough. You can refer yourself or be referred through your GP.

Mental Health Websites

www.mentalhealthcare.org.uk	Site co-developed by the SLaM, the Institute of Psychiatry and Rethink - aiming to provide comprehensive information for those experiencing severe mental illness directly or as a carer.
www.mentalhealth.org.uk	The Mental Health Foundation is a voluntary organisation highly active in the fields of mental health and learning difficulties, with a very comprehensive website.
www.together-uk.org	Together's focus is to support people who have complex and enduring mental health issues, most of whom are referred to our services by other professionals.
www.clearthoughts.info	The Clear Thoughts website covers topics relating to mental health for people who have a learning disability.

Who to contact in a crisis	
<p>If you are in touch with mental health services</p> 	<p>During the day (9am – 5pm from Monday to Friday) your Community Mental Health Team [CMHT] can help. Ask for your care co-ordinator or the person on duty. Lewisham CMHT Numbers are:</p> <p>Speedwell CMHT – (SE4, SE8, SE14) 020 3228 1200 Southbrook Road CMHT – (SE6, SE12, SE13) 020 3228 9200 Northover CMHT- (SE6, SE23, SE23, BR1) 020 3228 0600</p> <p>After 5.00pm (unless you are being cared for by the home treatment team in which case you will have their number), ring Lewisham Hospital on 020 8333 3000 and ask for the Psychiatric Liaison Team or contact the SLaM 24 hr information line on 0800 731 2864 for 24 hour advice on how to access services.</p>
<p>If you are <u>not</u> in touch with mental health services</p> 	<p>Contact the SLaM information line, available 24 hours a day, seven days a week and a member of staff will be able to tell you where and how to get help. The number is: 0800 731 2864</p> <p>Or...</p> <ul style="list-style-type: none"> • Contact your GP • Call NHS Direct on 0845 46 47 for 24 hour health advice and information. Go to your nearest A&E. There are specialist mental health staff on duty 24 hours a day, seven days a week, who will be able to assess you and give you the appropriate help. <p>If you are concerned about an immediate risk of harm – either to yourself or someone else – then phone 999 and ask for the police or ambulance service.</p>
Useful phonelines:	
<p>SLaM Information Line 0800 731 2864 24 hour advice on how to access services</p>	
<p>Samaritans 08457 90 90 90 Samaritans provide confidential non-judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair, including those that could lead to suicide</p>	
<p>SANEline 0845 767 8000 SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems.</p>	