

# Croydon: what to do in a mental health crisis

## If you feel unsafe and need immediate help

- Go to your local A&E Department, where the psychiatric liaison team can help you (24 hours a day, 365 days of the year):

Croydon University Hospital (formerly  
Mayday),  
530 London Road, Croydon  
CR78 7YE  
**Tel. 020 8401 3000**

## If you're with a community mental health team (CMHT)

- During the day **first of all** contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

.....  
.....

## If you need less urgent help

- During the day contact your GP

Name of GP:.....

Tel:.....

- Out of hours contact your Out of Hours GP service (Virgin Care)

Tel: 111/020 8401 3637

- Call the SLaM 24 hour information line

Tel: 0800 731 2864

- Call NHS 111 – 24 hour confidential helpline giving health advice

Tel: 111

## If you're with a community mental health team (CMHT)

- During the day please contact your community mental health team (CMHT) and ask for your care coordinator or duty worker:

Name of team:.....

Tel:.....

Name of care coordinator:

.....

# **Crisis: in distress – who to call and where to go**

## **Samaritans**

Samaritans have heard many people's stories and you can discuss anything with them in complete confidence. You don't have to be suicidal to call for help.

**24 hours a day, 365 days a year.**

**Tel: 08457 909090**

## **Mind information line**

**Tel: 0300 123 3393**

## **SANEline**

Confidential emotional support, practical help and information for people with mental health problems.

**Tel: 0845 767 8000**

## **Edridge Road Community Health Centre - Central** (previously the Walk-in Centre)

You don't have to be registered at the Centre to see a doctor.

**Tel. 020 3040 0800**

Impact House, 2 Edridge Road, Croydon CR9 1PJ  
8am - 8pm, 7 days a week, 365 days a year

## **Social Services**

Out of hours Social Services

**Tel: 020 8726 6000**

## **Croydon Pharmacy**

(Long opening hours)

**Tel: 020 8668 5544**

Mon-Sat: 7 am- 10 pm

Sun: 9 am – 8 pm

To find other local pharmacies visit NHS Choices and search Services Near You.

**<http://www.nhs.uk/Pages/HomePage.aspx>**

# Other helpful organisations

## **Mind in Croydon**

26 Pampisford Road, Purley, Surrey, CR8 2NE

**Infoline 020 8668 2210**

**Email: [admin@mindincroydon.org.uk](mailto:admin@mindincroydon.org.uk)**

**Web: [www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)**

## **Hear Us** (local service user group)

Offers support, events, newsletter and opportunities for involvement.

**Tel: 020 8681 6888**

**Web: [www.hear-us.org](http://www.hear-us.org)**

## **Bethlem Chaplaincy**

This multi-faith Spiritual and Pastoral Care service (SPC) aims to promote and safeguard the religious and spiritual lives of service users, carers and staff.

**Tel: 020 3228 4361**

**Administrator: 020 3228 1680**

**<http://www.slam.nhs.uk/our-services/hospital-care/chaplaincy>**

## **Off the Record**

Support for children and young people

72 Queens Road, Croydon

Surrey, CR0 2PR

**Tel: 020 8251 0251**

**Email: [info@offtherecordcroydon.org](mailto:info@offtherecordcroydon.org)**

## **Alcoholics Anonymous (AA)**

For help for problems with drinking see the website for details of local meetings

**National helpline: 0845 769 7555**

**Email: [help@alcoholics-anonymous.org.uk](mailto:help@alcoholics-anonymous.org.uk)**

**Web: [www.alcoholics-anonymous.org.uk/?PageID=2](http://www.alcoholics-anonymous.org.uk/?PageID=2)**

## **Lantern Hall**

(Croydon Integrated Drug and Alcohol Service)  
190 Church Road  
CR0 1SE

**Tel: 020 8604 7104**

## **National Drugs Helpline**

(also known as Talk to Frank)

**Tel. 0800 776600** (24 hours a day)

## **Croydon Carers Centre**

Offers advice, information and counselling to carers, including benefits and the welfare system.

12 Katharine St, Croydon CR0 1NX

**Tel. 020 8680 8253**

**Email: enquiries@croydoncarers.org.uk**

## **No Panic helpline**

**Helpline: 0800 138 8889**

**Web: [www.nopanic.org.uk/aboutus.html](http://www.nopanic.org.uk/aboutus.html)**

## **Victim Support**

250 Brighton Road, South, Croydon, CR2 6AH

**Tel: 020 8681 7711**

**Email: [vscroydon@vslondon.org](mailto:vscroydon@vslondon.org)**

**Web: [www.victimsupportcroydon.org.uk](http://www.victimsupportcroydon.org.uk)**

Mon-Fri 9 am- 5 pm

**Four in Ten** ( SLaM's lesbian, gay, bisexual and trans (LGBT) Peer Support Group

**Tel: 07711 376 258**

**Email: [peterv@metrocentreonline.org](mailto:peterv@metrocentreonline.org)**

**If you'd like a large print, audio, Braille or a translated version of this leaflet then please ask us.**

## Contact SLaM

SLaM switchboard: 020 3228 6000

SLaM website: [www.slam.nhs.uk](http://www.slam.nhs.uk)

## Patient Advice and Liaison Service (PALS)

PALS is here to listen and support you in whatever way they can to ensure your experience at SLaM is a positive one. If you are not happy about something at SLaM then PALS will try to help you. If you decide you want to make a formal complaint PALS can advise you how to do this.

PALS 24hr information line: **0800 731 2864**

PALS website: [www.slam.nhs.uk/pals](http://www.slam.nhs.uk/pals)

PALS email: [pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)

## Travel

For the quickest way to plan your journey to a SLaM service try TfL's journey planner.

TfL 24hr travel information: **0343 222 1234**

[www.tfl.gov.uk/journeyplanner](http://www.tfl.gov.uk/journeyplanner)