

# Croydon: information for people who self-harm

## **If you've harmed yourself and you need IMMEDIATE and URGENT help:**

- Phone 999 and ask for an ambulance
- Go to your local A&E Department, where the Mental Health Liaison Service 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 are with a community mental health team (CMHT)**

- During the day you can also 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
- Out of hours call 111 or call your GP's number and listen to the instructions
- Call the SLaM 24 hour information line.  
Tel: 0800 731 2864

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- During the day you can also contact your community mental health team (CMHT) and ask for your care coordinator or duty worker.

## **Other helpful organisations**

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

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

Impact House, 2 Edridge Road, Croydon CR9 1PJ  
8 am-8 pm, 7 days a week, 365 days a year.  
Tel. 020 3040 0800

### **SANEline**

Confidential emotional support, practical help and information for people with mental health problems.  
Tel. 0845 767 8000

### **Mind in Croydon**

Besides the regular services see the website for three new ones: Carers' Counselling Service; Mental Health Carers Support Service; Family Navigator Service.

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)

## **Croydon Carers Information Service**

A drop-in information and advice service for carers, Monday to Friday, 10am - 4pm. Carers are welcome to call into the Centre during these times to pick up some information or speak to our Advice Worker about any aspect of their caring role.

Additionally carers can contact the Carers Information Service by phone or email.

24 George Street, Croydon CR0 1PB

Phone: 020 8649 9339

Email: [info@carersinfo.org.uk](mailto:info@carersinfo.org.uk)

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

## **Victim Support**

250 Brighton Road, South Croydon, CR2 6AH

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

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

Mon-Fri 9 am- 5 pm

Tel: 020 7801 1777

## **Support organisations for people who are distressed, are experiencing suicidal thoughts or who self-harm and their families**

These are completely confidential and the volunteers won't judge you.

## **Samaritans**

A 24/7 helpline service which gives you a safe space where you can talk about what is happening, how you are feeling, and how to find your own way forward. Samaritans volunteers are ordinary people from all walks of life who understand that there are sometimes things that you just cannot talk about to the people around you. They know that very often, with some time and space, people are able to find their own solution within themselves.

Tel: 08457 90 90 90 (24/7)

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

## **PAPYRUSHOPELineUK**

PAPYRUS aims to prevent young people taking their own lives. A professionally staffed helpline provides support, practical advice, and information, both to young people worried about themselves and to anyone concerned that a young person may harm themselves.

Tel: 0800 068 41 41 (Mon to Fri 10am - 5pm and 7pm - 10pm and weekends 2pm - 5pm).

## **Specialist help for people who self-harm**

### **The National Self-Harm Network**

A forum and resources for those who self-harm and their families, and for professionals who support them. Tips on what to do or say and what not to do or say if you are supporting someone who self-harms. Advice on the use of distractions if someone is trying not to self-harm.

Web: [www.nshn.co.uk](http://www.nshn.co.uk)

### **Get Connected**

Tel: 080 8808 4994 (1pm to 11pm). Offers help by telephone and email for young people (under 25) who self-harm.

### **Selfharm.co.uk**

A project dedicated to supporting young people who are affected by self-harm.

Web: [www.self-harm.co.uk](http://www.self-harm.co.uk)

### **THESITE.ORG**

TheSite.org offers information and support to all the UK's 16-25 year-olds. It includes specific support and advice about self-harm.

Web: [www.thesite.org](http://www.thesite.org)

### **RecoverYourLIFE**

Internet Self-Harm Support Community. It also provides support for any emotional problems.

Web: [www.recoveryourlife.com](http://www.recoveryourlife.com)

## **Big White Wall**

A safe, online, anonymous service for people over the age of 16. Get the support of others who feel like you, 24/7, and learn ways to feel better and how to get on top of your own troubles.

Web: [www.bigwhitewall.com](http://www.bigwhitewall.com)

## **CALM** Campaign Against Living Miserably

Tel: 0800 585858. Offers help via the website and a helpline for men aged 15-35 who are feeling depressed or down. Callers are offered support and information. Calls are free, confidential and anonymous. The helpline is open from 5pm - midnight, Sat, Sun, Mon and Tues, every week of the year. London callers may also call 0800 585858 or text 07537 404717, begin the first text CALM1. Web: [www.thecalmzone.net](http://www.thecalmzone.net)

## **Childline**

If you are worried about anything, it could be something big or something small, don't bottle it up. It can really help if you talk to someone. If there is something on your mind, ChildLine is here for you.

Tel: 08000 111

## **Mind Infoline**

Provides information in a range of topics including types of mental distress, where to get help and advocacy. They are able to provide details of help and support for people in their own area.

Tel: 0300 123 3393

Email: [info@mind.org.uk](mailto:info@mind.org.uk) (M-F 9am - 6pm)

## **Stonewall (LGBT)**

Tower Building, York Road London SE1 7NX

InfoLine: 0800 050 20 20 (M-F 9.30am to 5.30pm)

Email: [info@stonewall.org.uk](mailto:info@stonewall.org.uk)

W: [www.stonewall.org.uk](http://www.stonewall.org.uk)

## **Four in Ten**

Lesbian, gay, bisexual and trans (LGBT) peer support group meets weekly in Southwark and is open to all LGBT people who experience mental health problems. To find out more contact Four in Ten on 07711 376 258 or 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)