

# 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?

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

**The Dementia Intensive Support Service** provides mental and physical care for people with dementia and memory loss. Call: 01245 515313

**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. You can find our children and young people guide with information on services for under 18s here:

[middlessexccg.nhs.uk/livewell/mentalhealth](https://middlessexccg.nhs.uk/livewell/mentalhealth)

## Serious or life-threatening emergencies

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

Turnover for more →

**NHS**

Mid Essex  
Clinical Commissioning Group



ADULT  
MENTAL  
HEALTH &  
WELLBEING  
GUIDE TO  
SERVICES

**MID ESSEX**

**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**

**SilverCloud: online mental health**

A secure online self-help programme for help with anxiety, stress and depression.

The online app is free for Mid Essex patients and doesn't require a GP referral.

W: [midessex.silvercloudhealth.com/signup](https://www.midessex.silvercloudhealth.com/signup)

**Farleigh Hospice Bereavement Support**

- Provides support to people who are experiencing a bereavement, including 1-to-1 support, counselling and support groups.

W: [www.farleighhospice.org/advice-support/support-for-families-and-carers/bereavement](https://www.farleighhospice.org/advice-support/support-for-families-and-carers/bereavement)

**Health in MIND**

For people with mild to moderate or common mental health needs such as anxiety or depression. This includes treatment of trauma and post-traumatic stress disorder to a certain level of complexity.

You can contact the service and self-refer through:

T: 01376 308704

W: [www.northessexiapt.nhs.uk/mid-essex](https://www.northessexiapt.nhs.uk/mid-essex)

**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.

**24/7 NHS 111 Option 2**

If you or someone you know is in crisis, please dial 111 and select option 2 for mental health crisis. You will speak with a trained member of staff who can advise you.

**Samaritans**

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

T: 116 123

**Alzheimer's Society**

Provides support for people with Alzheimer's.  
T: 01245 260911

**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, long-lasting consequences for your mental and emotional wellbeing. It's not easy to admit to an addiction and even more difficult to do something about it. There are services that can help those with alcohol and drug addiction to overcome it. Get in touch today.

**Open Road** - T: 0844 499 1323

## Problems with food and eating

If you're worried about your weight or eating habits or someone has told you they're concerned about you, there are services that can help. Contact your GP to see how to access these services.

Beat also has several helplines for adults and young people for extra support and information about eating disorders:  
[www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

## Employment support

Getting back to work after a long period of unemployment can be daunting. Support services provide advice to people with common mental health problems to help them get back into the workplace after a period of unemployment.

### HeadsUp

T: 01206 489913

W: [enableeast.org.uk/headsup](http://enableeast.org.uk/headsup)

## Support for pregnant women and new mothers

### Together with Baby

Being a parent is not easy, and sometimes we need a little bit of extra help. The Together with Baby service is here to help you better understand your baby's different ways of communicating so you can support their needs while strengthening your relationship with your baby.

T: 01621 866900

E: [epunft.pimhs.eput@nhs.net](mailto:epunft.pimhs.eput@nhs.net)



### Perinatal Mental Health Service

Pregnant women and new mothers who have experienced or are experiencing mental health difficulties can get extra support and advice. The Perinatal Mental Health Service provides support throughout your pregnancy and the first year of your baby's life. You can be referred to the service by a health professional like a GP or midwife. Speak to a health professional if you think you need extra support.

### Health Visiting Service

The Health Visiting Service can provide advice and support for parents from pre-birth to when your child reaches the age of five. For more information on the service, visit the website:

W: [essexfamilywellbeing.co.uk/article/health-visiting](http://essexfamilywellbeing.co.uk/article/health-visiting) T: 0300 247 0014

## Wellbeing support

### Mid and North Essex Mind

A local organisation that offers counselling and other forms of support for young people. T: 01206 764600 W: [mnessexmind.org](http://mnessexmind.org)

## Midlands and East Veterans Transition, Liaison and Intervention Service (TILS)

Veterans can access a specialist service for those that have served in the military. The service provides a range of treatment and support regardless of when you left the armed forces. They can help with complex problems and psychological trauma as well as more common needs such as alcoholism, anxiety and depression.

You can refer yourself to the service or request a referral from a GP or another healthcare professional, Royal British Legion, Combat Stress, Help for Heroes or SAAFA.

T: 0300 323 0137

E: [mevs.mhm@nhs.net](mailto:mevs.mhm@nhs.net)

## Memory loss and Dementia

**Dementia Intensive Support Service** - A one-stop service providing mental and physical care for people with dementia and memory loss. T: 01245 515313

**Alzheimer's Society** - The charity provides support for people with Alzheimer's.

T: 01245 260911

Dementia Connect (a support group) T: 0333 150 3456

W: [alzheimers.org.uk](http://alzheimers.org.uk)

