

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 and advice. You can call 24 hours a day 365 days a year.

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. See our children and young people guide for information on services for under 18s:

bit.ly/southend-cyp-mental-health-guide

Serious or life-threatening emergencies

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

Turnover for more →



ADULT
MENTAL
HEALTH &
WELLBEING
GUIDE TO
SERVICES

SOUTHEND



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 ↓

REACH Wellbeing Hub

Support, advice and signposting for any mental health issue. Peer support groups and positive activities (in person and online)

REACH Recovery College

A range of courses and workshops for mental health & wellbeing (in person and online)

T: 01702 213134

E: admin-support@trustlinks.org

W: www.trustlinks.org

Cruse Bereavement Care - Offers

bereavement support

T: 0845 2669710

E: essex@cruse.org.uk

W: www.cruse.org.uk

Therapy For You

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: 01268 739128

E: epunft.contactcentre.iapt@nhs.net

W: www.therapyforyou.co.uk

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

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.

Southend Treatment and Recovery Service (STARS)

T: 01702 431889 W: www.changegrowlive.org/stars-southend

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

Southend Carers Hub

Information, advice, counselling, respite, peer support groups and learning opportunities for any unpaid carer in Southend Borough.

T: 01702 393933 E: info@southendcarers.co.uk W: www.southendcarers.co.uk

Wellbeing support

Trust Links: Mental health & wellbeing support through Growing Together therapeutic community gardens, positive activities, workshops, volunteering and training.

T: 01702 213134 E: admin-support@trustlinks.org W: www.trustlinks.org

South East and Central Essex Mind: Provides counselling and support including for those with mental health issue or learning disability that have been arrested.

T: 01702 601123 W: www.seandcessexmind.org.uk

Age Concern Befriending Service: Service extended to adults of all ages.

T: 01702 601123 E: enquiry@acsos.co.uk W: www.acsos.co.uk

Havens Hospice: Bereavement support is available to those currently using Havens Hospice services.

T: 01702 220350 W: www.havenshospices.org.uk



SPECIALIST SERVICES

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



Parents 1st

Trained volunteer and peer support programme that starts at home in pregnancy and continues in hospital. It gives emotional and practical support during labour and birth, and at home during the early months of parenting. There's support for fathers too.

T: 01268 525 758

Contact form: www.essex.parents1st.org.uk/forms/initial-contact-form

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.

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

Employ-Ability

W: employ-ability.info

Trust Links

Employment support programmes and Job Clubs.

T: 01702 213134 W: www.trustlinks.org

Veteran support

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

Soldiers, sailors, airforce families association (SSAFA):

Provides financial and emotional help for forces veterans.

T: 01702 463113