

## EMOTIONAL CRISIS? SOURCES OF SUPPORT AND ADVICE FOR YOUNG PEOPLE

Sometimes feelings can seem really overwhelming and it may feel difficult to cope. In times of emotional crisis, it's important to remember that *you are not alone*. There are plenty of sources of support out there - reaching out to someone may feel difficult but it can really help!

Concerned about yourself or for a friend? If so, here are some suggestions about where to access help and support at these particularly difficult times, including in a crisis...

### HELP IN AN EMERGENCY

If you feel you need *urgent* help and are worried for your *immediate* safety ...

**CALL 999** to access the emergency services *OR*

Go to **ACCIDENT & EMERGENCY (A&E)** at your nearest **HOSPITAL**



### NON-EMERGENCIES

If the situation is important but **not urgent**, here are some other options to try:

#### CONTACT A HELPLINE – SUPPORT EVERY DAY OF THE YEAR!

Many support organisations offer helplines (phone, online or email) for young people in emotional distress where you can talk, often confidentially, on a wide variety of issues.

Helplines offering support, *every day of the year*, include:

- CHILDLINE** (confidential support for anyone under 19 in the UK)  
*24 hours 0800 1111 (free call)* [www.childline.org.uk](http://www.childline.org.uk)
- THE SAMARITANS** (confidential support)  
*24 hours 116 123 (free call)* [www.samaritans.org/](http://www.samaritans.org/)  
email to [jo@samaritans.org](mailto:jo@samaritans.org) if you prefer to write/fear being overheard.
- CALM** (support for men of any age with suicidal feelings)  
*5pm to midnight 0800 568858 or 0808 802 5858*  
webchat on [www.thecalmzone.net/help/get-help/](http://www.thecalmzone.net/help/get-help/)
- PAPYRUS HOPELINE UK** (prevention of young suicide)  
Tel. *Mon-Fri: 10am-10pm, weekends: 2pm-10pm;*  
*bank holidays: 2pm-5pm 0800 068 4141 or text 07786 209697* [www.papyrus-uk.org](http://www.papyrus-uk.org)



## OTHER IDEAS – NON-EMERGENCY HELP

- **SPEAK TO A FRIEND, FAMILY MEMBER, TEACHER**

Reach out to a friend, family member or teacher – it may feel difficult to talk, but it can really help.

- **AGE 11-25? CONTACT HYCS FOR COUNSELLING SUPPORT**

Need to talk? HYCS (Hounslow Youth Counselling Service) is here to listen. Simply call to arrange for free, one to one counselling. The counselling service is open to anyone aged between 11 and 25 who lives, studies or works in the borough of Hounslow. Call HYCS on

☎ **020 568 1818** or text on 📱 **0778 4481 308** to book an intro' appointment and register for counselling. [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)



- **CONTACT YOUR DOCTOR**

Make an appointment to visit your doctor or their 'out of hours' service to find what support is available and what might best suit you.

- **CONTACT the NHS on 111**

If you or someone you knows needs care but it's *not* urgent call the NHS111 line for help and support with both health and mental health issues.



- **CONTACT THE CAMHS DUTY LINE - 020 8483 2050**

CAMHS (Child Adolescent Mental Health Service) can offer expert mental health advice, call between 12.00hrs – 14.00hrs, regarding anyone who is under 18.

- **EARLY HELP HOUNSLOW (EHH) - 0208 583 6600 option 1**

[earlyhelp@hounslow.gov.uk](mailto:earlyhelp@hounslow.gov.uk) Early Help Hounslow (EHH) is the initial point of contact for all enquiries from professionals and the public requesting information, advice and guidance or access to services within the Early Intervention Service. Self-referral.

Other helping organisations also offer support - see the HYCS website under 'Support Resources' for further suggestions of agencies you could contact.

**OTHER HELPFUL SOURCES OF SUPPORT:**

- **BEAT – Eating Disorders Association**  
Mon-Fri 4.30-8.30, Sat 1.00-4.00pm  
Tel. 0808 801 0711 [www.b-eat.co.uk](http://www.b-eat.co.uk)
- **DOMESTIC VIOLENCE HELPLINE**  
**24 hours** 0808 2000 247  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)
- **FRANK (drugs)**  
**24 hours** Tel: 0800 77 66 00 [www.talktofrank.com](http://www.talktofrank.com)
- **HOPE AGAIN (CRUSE bereavement care, youth division)**  
Mon-Fri 9.30am –5.00pm :  
Tel: 0808 808 1677 <http://hopeagain.org.uk/>
- **KIDSCAPE (bullying)**  
Mon-Fri 10.00am – 4.00pm TEL: 0845 1 205 204 [www.kidscape.org.uk](http://www.kidscape.org.uk)
- **NATIONAL SELF HARM NETWORK**  
Tel: 0800 622 6000 [www.nshn.co.uk/](http://www.nshn.co.uk/)
- **SWITCHBOARD LGBT+**  
Daily 10am-11pm 0300 330 0630 [www.llgs.org.uk](http://www.llgs.org.uk)
- **Thinkuknow (online safety)**   
0370 496 7622 [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)