

# How to get help in a mental health crisis – NHS 111

## What is a mental health crisis?



A mental health crisis is when a person feels distressed, anxious, and unsafe.



A mental health crisis can feel different for different people.



Sometimes a person having a mental health crisis might have thought about hurting themselves, hurting someone else, or have thoughts about ending their own life.



A person having a mental health crisis needs help and support as soon as possible.

## How to get help



There is a new way to get help for a mental health crisis.



Use your phone to call the number 111.



After listening to the message choose the mental health option number on your phone keypad.



If you are deaf or have hearing loss you can use NHS 111 – SignVideo or the 18001 111 Relay UK app.



You can call for yourself, or for someone else.



It can be used for adults, young people, and children.



You can call this phone number for help, at any time of the day and night – it is always open.



The phone number is free to call from mobile phones or house phones.



You can still call, even if your phone has no credit.

## How will NHS 111 help in a crisis?



Your phone call will be answered by a mental health advisor.



The mental health advisor will listen to you and think about the support you need.



They will offer you options for support and help you to get this support.



All calls will be answered, so no one will be missed.

## Old crisis phone numbers



Crisis phone numbers used to be quite long, and tricky to remember.



Each area had its own crisis phone number, so the numbers were different in different places.



By changing to the 111 phone number, it makes it easier for people to get help in a crisis.



The old crisis phone numbers will still work for a while, but they will soon be shut down and everyone will need to use the 111 phone number.

## Remember



The NHS is here to help you.



If you or someone you know is having a mental health crisis, call 111 for support.

