

# Finding support in a mental health crisis

Leeds has a range of services that can support you, if you're in crisis or feeling emotional distress.

Keep this sheet handy in your bag or purse, or, for online information go to MindWell: [www.mindwell-leeds.org.uk/help](http://www.mindwell-leeds.org.uk/help)

Under 18? Go to [www.mindmate.org.uk](http://www.mindmate.org.uk) and search 'Urgent help'.

MindWell

healthwatch  
Leeds

Fold on  
the lines



## What is a mental health crisis?



Each person's experience of crisis is personal to them. It can feel like reaching a breaking point. Or, the world crashing down on you and feeling like you can no longer cope.



**It's important to know that you're not alone. There's always someone to talk to.**

## Places to call

**Connect helpline** is a survivor-led service offering emotional support to people in Leeds. Open every night 6pm to 2am. Call 0808 800 1212 (free phone).

**Connect BSL helpline** is available every Monday, Wednesday and Saturday evening from 7 to 11pm, text or FaceTime: 0798439600, email: [survivor.led@lslcs.org.uk](mailto:survivor.led@lslcs.org.uk)

BSL

**West Yorkshire 24 hour mental health helpline** offers support, advice and information for anyone in Leeds. Open 24/7. Call 0800 183 0558 (free phone).

## Face-to-face help



**GP emergency appointment** - ask to talk to the 1st available GP. GPs see many people every week who are worried about their mental health.

**Well-Bean 'Hope in a Crisis' Cafe** offers a safe and confidential space for people (16+) experiencing crisis in Leeds. Open 7 nights a week, 6pm to 12am. Face-to-face support and by phone. Call or text 1st on 07760 173 476 if you want to access the Cafe.

**Samaritans** is always open to talk about whatever you're going through. Open 24/7. Call 116 123 (free phone).

**Leeds and York Partnership NHS Foundation Trust's Single Point of Access (SPA)** accepts referrals for anyone needing urgent care or treatment for a mental health crisis. Open 24/7. Call 0800 183 1485 (if you're deaf or have hearing loss, text 07983 323867).

**NHS 111** (freephone) is open 24/7 if you have a problem with your physical or mental health and you're not sure what to do.

**Dial House** is a place of sanctuary offering emotional and practical support to people (16+) in crisis. Open Monday, Wednesday, Friday, Saturday and Sunday, 6pm to 2am. Face-to-face support, phone and video chat. Call 0113 260 9328 or text 07922 249 452.

**Dial House@Touchstone** offers support to people from Black and Minority Ethnic groups (16+). Support by phone. Open Tuesdays and Thursdays, 6pm to 12am. Call 0113 249 4675 or text 07763 581 853.



## Support by text or online chat

**Connect online** is a local survivor-led online chat service for people in distress. Open every night 6pm to 2am via website homepage: [www.lslcs.org.uk](http://www.lslcs.org.uk)

**Shout text service** struggling to cope? Text SHOUT to 85258 (free) any time 24/7 for support. Messages are anonymous and won't appear on your phone bill.

**Email the Samaritans** - sometimes writing down your thoughts can help. Email [Jo@samaritans.org](mailto:Jo@samaritans.org). Response time is 24 hours.

**Signhealth Crisis Text Service for Deaf people** Text DEAF to 85258 (free). Messages are anonymous and won't appear on your phone bill.

**NHS111** talk online if you have a medical problem and you're not sure what to do: [www.111.nhs.uk](http://www.111.nhs.uk).

**Have you injured yourself or taken an overdose? Are you at immediate risk of hurting yourself or taking your own life? Call 999 and ask for an ambulance or go to A&E**