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:

MindWell www.mindwell-leeds.org.uk/help

Under 18? Go to www.mindmate.org.uk/urgent-help-all-services/

Fold along 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.



Fold along the lines

Place to call

NHS 111 (mental health option) – if you are feeling unsafe, distressed or worried about your mental health, call 111 and choose the mental health option. Available 24 hours a day.

Dial House – survivor-led emotional support by phone for people in crisis. Open every night of the week between 6pm-1am. Call 0808 800 1212.

Samaritans – support by phone to talk about whatever you're going through. Open 24/7. Call 116 123 (free).

Deaf Connect BSL helpline – emotional support for deaf and hard of hearing people by video call, WhatsApp, text or Facetime. Open Mondays, Wednesdays and Saturdays from 6:30pm to 11pm. Text 07984 396 001 to book a time to talk.

Night Owls – confidential support line for children, young people, and their parents and carers in West Yorkshire. Open every day from 8pm to 8am. Call 0800 148 8244 or text 07984 376 950.

Face to face help

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

Here For You - free, safe, and confidential face-to-face support for anyone aged 16+ in Leeds who is struggling with feeling down, worried, overwhelmed, or having thoughts of self-harm or suicide. Open every day, 3.30pm to 9pm. Call 07760 173 476 to book a visit.

Dial House – a place of sanctuary offering face to face emotional and practical support. Open Monday, Wednesday, Friday, Saturday and Sunday, 6pm to 1am. To book a visit, call 0808 800 1212 or text 07922 249 452 as early as possible on the night you want to come. **BSL users:** Text 07922 249 452 at 6pm to arrange a BSL interpreter for your visit.

Dial House @ Touchstone – culturally appropriate crisis support for people aged 16+ from diverse communities, including refugees and people seeking asylum. Open Tuesdays and Thursdays, 6pm to 12am. Call 0113 249 4675 or text 07763 581 853.

Support by text or online chat

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

NHS 111 online - if you have a medical problem and you're not sure what to do, visit: www.111.nhs.uk.

Signhealth text service for Deaf people - struggling to cope? Text DEAF to 85258 (free) any time for support. Messages are anonymous and won't appear on your phone bill.

NHS 111 in BSL - if you need urgent advice but it's not an emergency, you can access NHS 111 through SignVideo using BSL, 24/7. Visit signvideo.co.uk/nhs111/ and follow the instructions to start a video call.

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