

Other useful numbers and web addresses:

NHS Direct: 0845 46 47

www.nhsdirect.nhs.uk

Sane Line: 08457 678 000

www.sane.org.uk/SANEline

Samaritans: 08457 909 090

www.samaritans.org



Telephone Crisis Helpline
Out of Hours Service
for people with mental health problems
in Surrey and North East Hampshire

In times of crisis or distress please call:

0300 456 83 42

Surrey and Borders Partnership 
NHS Foundation Trust

Surrey and Borders Partnership NHS Foundation Trust
Trust Headquarters, 18 Mole Business Park
Leatherhead, Surrey KT22 7AD Tel:01883 383838
www.sabp.nhs.uk

What can the Crisis Helpline offer?

- A trained member of staff will listen to your situation and assess what help you may require.
- Support and help for people with mental health problems and those who have concerns about them in times of difficulties.
- Accurate information and advice about what mental health services are available. If you need the Home Treatment Team we will connect you directly to this service.
- Communicate with other services or teams on your behalf if you wish.
- Support, in a non-directive way, to empower and encourage you to take control of your own life and come to your own decisions.

Who runs the Crisis Helpline?

The Crisis Helpline is staffed by care professionals who are experienced in working with people with mental health issues.

When is the Crisis Helpline available?

- Out of Hours 5.00pm – 9.00am Monday to Friday, 24 hours cover at weekends including Bank Holidays. If the lines are engaged your call will be diverted to an answer-phone which will enable you to leave your contact details and someone will call you back within half an hour.
- In-Hours the phone will be answered by staff based in the Redhill Crisis House but your call will be directed to the respective day time Community Mental Health Team / Service who can provide support / undertake a crisis screening assessment role.

Will your call be kept confidential?

Yes. However, we may have to pass on details of our assessment or actions to other relevant agencies or professionals in order to ensure that you benefit from additional care and support. We will inform you of such actions.

There may be some circumstances where we would break confidentiality without your consent.

Examples of this are:

- If there is a concern that you are putting yourself at risk of serious harm.
- If there is concern that you are putting another person at risk of serious harm.
- If there is concern that you are putting a child at risk of harm.
- If we have been instructed to do so by a court.
- If the information is essential for the investigation of a serious crime.



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