

# What to do if you need urgent help

## What is a mental health crisis?

A mental health crisis is different for everyone. The causes are different. How people feel is different. How people act is different. If you have a sense of being overwhelmed, being unable to cope and lacking control, then please seek help from someone as soon as you can.

## Where to seek help?

### Under 18s

For anyone under the age of 18 in crisis, please call 0300 300 1600 or if you need urgent help or out of hours help, call 0300 555 1200.

### Adults

If you, a family member or friend are in crisis and need help, please dial 111 and select option 2 for mental health crisis. You will be able to talk with a trained call handler who will provide appropriate support and advice. You can call 24 hours a day 365 days a year. For more on adult mental health services, see our adult services guide

[bit.ly/cpr-adult-mental-health-guide](https://bit.ly/cpr-adult-mental-health-guide)

### Serious or life-threatening emergencies

If you are worried for your own or somebody else's safety, then please dial 999.

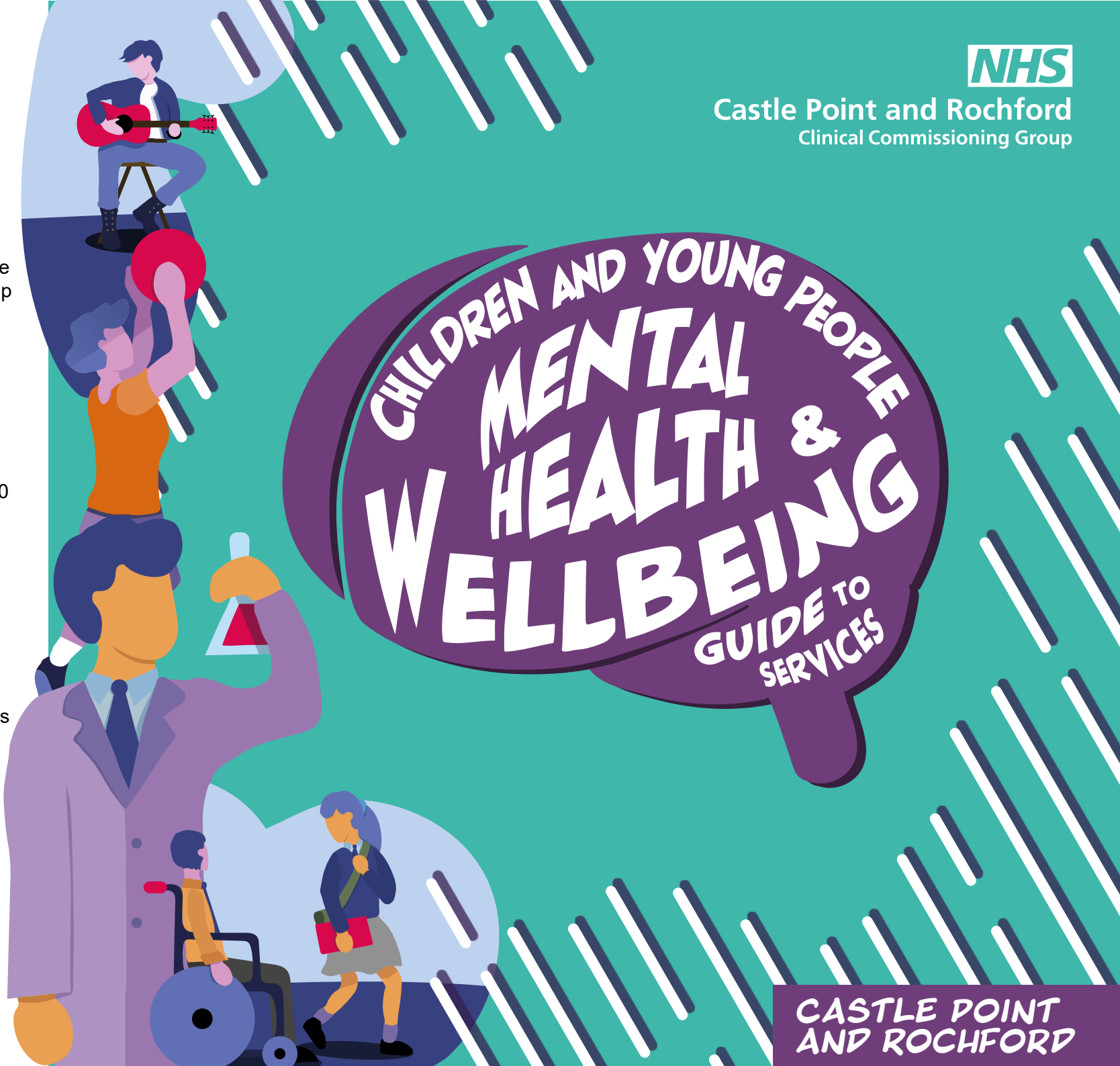
Turnover for more ➔

**NHS**

Castle Point and Rochford  
Clinical Commissioning Group

CHILDREN AND YOUNG PEOPLE  
**MENTAL  
HEALTH &  
WELLBEING**  
GUIDE TO  
SERVICES

**CASTLE POINT  
AND ROCHFORD**



## General Wellbeing and mental health

### Some example symptoms:

Feeling lonely and isolated

Finding yourself worrying about something that you need support with



Dealing with a loss that you are struggling to come to terms with

Needing someone to talk to

Thoughts and feelings that are stopping you living your life in the way that you want

### Some example symptoms:

Feeling low and hopeless

Having regular anxious thoughts in general or around specific situations



Constantly worrying about your life, work, health or relationships

Having panic attacks

Living with fears and phobias

Regular nightmares and flashbacks

Your life and health are seriously affected by your thoughts, feelings and behaviours

### Some example symptoms:

Experiencing cycles of deep depression and mania

Seeing things or hearing voices that aren't really there, or have deep beliefs and delusions which are untrue

Having trouble keeping track of your thoughts

You or those close to you noticing that you are behaving in unusual and unpredictable ways

You're feeling overwhelmed and unable to cope and need help now

### Some example symptoms:

Experiencing overwhelming anxiety

Feeling like you are unable to cope

Experiencing other emotions or thoughts that are overwhelming

Feeling like you need urgent help

You're at risk of serious physical injury

### Call 999 immediately if:

Someone's life is at risk – for example, someone has seriously injured themselves or taken an overdose

You do not feel you can keep yourself or someone else safe

## ↓ Services that can help you ↓

### Emotional Wellbeing and Mental Health Services (EWMHS)

The EWMHS provides advice and support to children, young people and families who need support with their emotional wellbeing or mental health difficulties. You can help with:

- Low mood, anxiety, obsessional thoughts
- Sleep problems
- Body image and eating difficulties
- Behavioural and emotional difficulties
- Trauma and loss

Services include:

CBT, DBT, Lower level talking therapies, trauma focused therapies, play based therapies, art and creative therapies, family therapy, group therapy.

T: 0800 953 0222

E: [nelft-ewmhs.referrals@nhs.net](mailto:nelft-ewmhs.referrals@nhs.net)

Out-of-hours: 0300 555 1200

### Speak to your GP

For more severe mental health needs, you should speak to your GP first of all. They may then refer you to a specialist mental health team.

A specialist mental health team can support you with your mental health. The team is made up of mental health professionals such as psychologists, psychiatrists and mental health nurses.

### EWMHS

Anyone under the age of 18 or family members of anyone under the age of 18 in crisis, should call NELFT's EWMHS on 0300 555 1200. The line is open 24 hours a day so please get in touch if you need to.

### Samaritans

Whatever you're going through, you can talk to someone at Samaritans 24/7 and for free.  
T: 116 123

### A&E Departments

The three A&E departments in mid and south Essex are:

#### Basildon A&E

Basildon University Hospital,  
Nethermayne, Basildon, Essex,  
SS16 5NL

#### Mid Essex A&E

Broomfield Hospital, Court Road  
Broomfield, Chelmsford, Essex,  
CM1 7ET

#### Southend A&E

Southend Hospital, Prittlewell Chase  
Westcliff on Sea, Essex, SS0 0RY

# SPECIALIST SERVICES

## Drug and alcohol addiction

Addiction can have serious and long-lasting consequences for your mental and emotional wellbeing. It's not easy to admit you have an addiction and it is even more difficult to do something about it. There are services that can help you make positive changes and choices. Get in touch:

### Essex Young People's Drug and Alcohol Service (EYPDAS)

T: 01245 493311

E: [eypdas@childrenssociety.org.uk](mailto:eypdas@childrenssociety.org.uk)

## Problems with food and eating

If you're worried about your weight and eating habits, or someone else has told you they are concerned about you, there are services to help. The Emotional Wellbeing and Mental Health Service has a number of treatments that can help you improve your relationship with food. You can see your GP on how to access the service or you can find more information here:

[www.nelft.nhs.uk/services-ewmhs](http://www.nelft.nhs.uk/services-ewmhs)

Beat also has several helplines for adults and young people where you can get support and information about eating disorders. Please see this link for the numbers:

[www.beateatingdisorders.org.uk/support-services/helplines](http://www.beateatingdisorders.org.uk/support-services/helplines)

## Wellbeing support

### South East and Central Essex Mind

A local organisation that offers counselling and other forms of support for young people.

T: 01702 601123

W: [www.seandcessexmind.org.uk](http://www.seandcessexmind.org.uk)

### Specialist Counselling Services for Children & Young People

This service can help young people who notice that they have begun to feel low, depressed, or anxious, or feel that Covid-19 has made them more worried or anxious. You can find out more about the help provided by calling 01245 348 707.

### Young Minds

UK's leading charity for children and young people's mental health.

T: 0808 802 5544 for crisis: text YM to 85258

W: [www.youngminds.org.uk](http://www.youngminds.org.uk)



# SPECIALIST SERVICES

## Support for pregnant women and new mothers

There are several services that can support you with your mental health and your relationship with your baby. If you think you need support, you can speak to your GP, midwife or contact the Emotional Wellbeing and Mental Health Service.

### Parents 1st

Trained volunteer and peer support programme that starts at home in pregnancy and continues in hospital. It gives emotional and practical support during labour and birth, and at home during the early months of parenting. There's support for fathers too.

T: 01268 525 758 Contact form: [www.essex.parents1st.org.uk/forms/initial-contact-form](http://www.essex.parents1st.org.uk/forms/initial-contact-form)

### Perinatal Mental Health Service

Pregnant women and new mothers who have experienced or are experiencing mental health difficulties can get extra support and advice. The Perinatal Mental Health Service provides support throughout your pregnancy and the first year of your baby's life. You can be referred to the service by a health professional like a GP or midwife. Speak to a health professional if you think you need extra support.

### Together with Baby

The Together with Baby service is helps you to better understand your baby's different ways of communicating so you can support their needs while strengthening your relationship with your baby.

T: 01621 866900 E: [epunft.pimhs.eput@nhs.net](mailto:epunft.pimhs.eput@nhs.net)

## Online support

### Kooth

Kooth is a safe, confidential and anonymous website where children and young people can seek support for their mental health and emotional wellbeing. Visit the Kooth website to find out a little more about how it can help you: [www.kooth.com](http://www.kooth.com)

### Togetherall

Together all is a safe space where children and young people can talk and support each other. The site can be accessed 24/7, 365 days a year and trained professionals are on hand 24 hours a day. For more, visit: [togetherall.com/en-gb](http://togetherall.com/en-gb)

### Essex Youth Service

The service has a number of online activities such as cooking, quizzes and video gaming where you can meet and chat with others: [youth.essex.gov.uk/young-people/online-activities](http://youth.essex.gov.uk/young-people/online-activities)

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## Support for pregnant women and new mothers

Being a parent is one of the hardest things we do in our lives, and sometimes we need a little bit of extra help. There are several services that can support you with your mental health and your relationship with your baby. To access these services speak to your GP, midwife or contact the Emotional Wellbeing and Mental Health Service:

T: 0300 300 1600 Out-of-hours: 0300 555 1200

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