

What to do if you need urgent help

NHS

Thurrock

Clinical Commissioning Group

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?

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.

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. See our children and young people guide for information on services for under 18s:

bit.ly/thurrock-cyp-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 ➔

ADULT MENTAL W HEALTH & WELLBEING GUIDE TO SERVICES

THURROCK

**General Wellbeing
and mental health**

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

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

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

**You're at risk of
serious physical
injury**

**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

**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

**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

**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

**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 ↓

Inclusion Recovery College Thurrock

Short courses on anxiety, mindfulness etc.
T: 01375 898680

W: recoverycollege.inclusionthurrock.org

Thurrock and Brentwood Mind

Counselling, bereavement counselling,
carers service, wellbeing activities etc.
01375 391411

W: thurrockandbrentwoodmind.org.uk

St Luke's Hospice

Bereavement support, carer's support.
T: 01268 524973
W: stlukeshospice.com

Inclusion Thurrock

Provides talking therapies that can
help you with mild to moderate
depression and anxiety disorders,
including PTSD and trauma, OCD
and panic attacks.

Treatments include CBT, EMDR and
IAPT counselling.

"PST Thurrock" offers psycho-sexual
therapy to you and your partner if you
need psychosexual support.

T: 01375 898680

W: [inclusionthurrock.org/online-
referral](http://inclusionthurrock.org/online-referral)

E: inclusion.thurrock@nhs.net

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.

24/7 NHS 111 Option 2

If you or someone you know
is in crisis, please dial 111
and select option 2 for mental
health crisis. You will speak
with a trained member of staff
who can advise you.

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, long-lasting consequences for your mental and emotional wellbeing. It's not easy to admit to an addiction and even more difficult to do something about it. Inclusion Visions Thurrock can help those with alcohol or drug addiction to overcome it. Get in touch today.

T: 0300 303 1018

W: www.visions.inclusionthurrock.org

Problems with food and eating

If you're worried about your weight or eating habits or someone has told you they're concerned about you, there are services that can help. Contact your GP to see how to access these services.

Beat also has several helplines for adults and young people for extra support and information about eating disorders:

www.beateatingdisorders.org.uk

Employment support

Getting back to work after a long period of unemployment can be daunting. HeadsUp provides support and advice to people in Essex with common mental health problems to help them get back into the workplace after a period of unemployment.

T: 01206 489913

W: enableeast.org.uk/headsup

Support for pregnant women and new mothers

Together with Baby

Being a parent is not easy, and sometimes we need a little bit of extra help. The Together with Baby service is here to help you 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



Health Visiting Service

The Health Visiting Service in Thurrock can provide advice and support for parents from pre-birth to when your child reaches the age of five. For more information on the service, visit their website: www.nelft.nhs.uk/services-thurrock-health-visiting

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.

Midlands and East Veterans Transition, Liaison and Intervention Service (TILS)

Veterans can access a specialist service for those that have served in the military. The service provides a range of treatment and support regardless of when you left the armed forces. They can help with complex problems and psychological trauma as well as more common needs such as alcoholism, anxiety and depression.

You can refer yourself to the service or request a referral from a GP or another healthcare professional, Royal British Legion, Combat Stress, Help for Heroes or SAAFA.

T: 0300 323 0137

E: mevs.mhm@nhs.net

