

In an emergency or out of hours, if you have, or feel you are about to harm yourself, or harm someone else, you can go to:

Kingston Hospital
Galsworthy Road
Kingston upon Thames
Surrey KT2 7QB
0208 546 7711

West Middlesex University Hospital
Twickenham Road
Isleworth
Middlesex TW7 6AF
Tel: 0208 560 2121

Dealing with Difficult Feelings: What to do in a Crisis

Service User Information Leaflet

What to do in a Crisis

Introduction

For some people, coming to see a therapist for the first time can be a great relief. They think that at last they are getting help with a difficult problem, and feel hopeful. For others seeing a therapist for the first time can raise a lot of difficult and painful thoughts and feelings that they may have tried to avoid. When this happens people can sometimes feel hopeless. This leaflet will help you think about what you can do and where you can turn to for help.

Getting in touch with your therapist

You may have talked with your therapist and agreed an action plan to manage difficult times. If you haven't done this yet, and you are finding it difficult to cope with your feelings of depression or anxiety, your therapist will be happy to talk things through with you.

If you are struggling to cope on a day when you are not due to see your therapist, you could always call them at the office on 0208 548 5550. They would try to be available if at all possible. If your therapist is not in the office when you call, one of their colleagues will take your call.

Is there anything else you could do?

Sometimes when people feel quite desperate or hopeless, it may be because they are stuck in a rut of repeated thoughts and/ or actions. Just doing something small to change this pattern can help- If you find yourself stuck in a loop of thinking, make a deal with yourself to do something you've enjoyed in the past, like taking a short walk to get some fresh air, or listening to a favourite piece of music, just for 10 minutes or so, to see if you feel any better.

Can Family or Close Friends Help?

For some people, talking with friends and/ or family can help in a crisis. If you have a close family member or a friend you get on well with, they might be the best person to turn to if you are finding yourself unable to cope.

Other sources of help

1. Helplines

You might not want to talk to a family member or a close friend about things that are so very difficult and/or personal. Also, we know that not everybody has good relationships with people they can trust. If this is the case and you are struggling, you could try one of the following help lines:

Text "Shout" to 85258

Shout is the UK's first free text service for anyone in crisis anytime, anywhere, available at any time of the day or night. It is supported by a nationwide team of Crisis Volunteers.

Samaritans: Freephone 116123

Kingston Samaritans office: 0208 399 6676

24 Hour support line when you need to speak with someone.

Saneline: 0300 304 7000

Practical information, crisis care and emotional support. 6pm to 11pm weekdays and weekends including Bank Holidays.

2. NHS and Other Services:

If you need to, you can contact your GP on the usual number, during surgery hours.

Outside of surgery hours:

South West London and St. Georges Mental Health Trust: If you are an existing patient of the trust and you need to speak to someone outside of office hours you can call the crisis line on **0800 028 8000 (5pm - 9am Monday to Friday, 24 hours Saturday and Sunday)**

Adults Emergency Duty Team

Weekdays 5pm to 9am / Weekends 24 hours

Telephone: 0208 744 2442. OUT OF HOURS

A trained Social Worker will speak to you over the phone to assess the situation and decide the best course of action. Contact Centre 0208 891 1411

NHS 111 Service

Dial 111 at any time for non-emergency urgent medical care including mental health

101 Police Non-Emergency Number

Dial 101 when it is less urgent than a 999 call, to contact your local police services.