

**In an emergency or out of hours, if you have harmed,
or feel you are about to harm, 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- 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

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.

Stay Alive App

www.stayalive.app is a suicide prevention resource for the UK, packed full of useful information and tools to help you stay safe in crisis.

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:

Anyone of any age from Wandsworth, Merton, Sutton, Kingston or Richmond can call the 24/7 Mental Health Crisis Line for support with their mental health, or about the mental health of someone they care for. Callers will speak to trained mental health professionals and will receive telephone support, screening and signposting. 0800 028 8000

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