



Resources for Carers, Young Carers and Staff:

9. Mental Health Crisis

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1. Before a Crisis

If you think the person you are supporting is approaching a mental health crisis and they have a personal care plan, this will give the phone numbers you need and advice regarding any symptoms they may be experiencing. If not:

- Seek advice and support from their GP or,
- If appropriate, contact the team they are under the care of, at Sheffield Health and Social Care (SHSC) Trust.

2. Urgent Help

If you need urgent help, please visit www.shsc.nhs.uk/urgent-help for all the advice and guidance you need to keep yourself or a loved one safe.

If you or a loved one is already receiving support from one of our services, and you are in a mental health crisis and need urgent help, please contact your Care Coordinator straight away.

If your service is closed for the day or you do not currently receive support from one of our services and you need urgent help, you can contact our Single Point of Access on **(0114) 226 3636**.

They are available 24 hours a day, seven days a week.

If you or a loved one are aged under 18, you need to contact the Child and Adolescent Mental Health Service (CAMHS) at Sheffield Children's Hospital NHS Foundation Trust; www.sheffieldchildrens.nhs.uk/services/camhs.

3. Life-Threatening Situation

If you or a loved one are in a critical or life-threatening situation, you should call 999 straight away.

If you are in a non-life-threatening situation, you should contact your GP who will be able to advise you what to do.

4. Helplines

If you need to talk to someone for advice or support, there are lots of different helplines available to you:

- **NHS 111:**
NHS 111 offer advice when it's not an emergency but you need medical help fast.
Phone: 111
- **Sheffield Rethink Helpline:**
Available 24 hours a day, seven days a week, the Sheffield Rethink Helpline can offer advice to anyone struggling with their mental health.
Phone: 0808 801 0440 (calls from a landline are free but calls from a mobile may be charged by your provider)
- **Samaritans:**
If you are suicidal and want to talk to someone in confidence, you can call or email the Samaritans.
Phone: 116 123 (freephone)
Email: jo@samaritans.org

5. Looking After Yourself After a Crisis or Emergency

After any crisis or emergency involving the person you support, it is important that you seek any help that you may need:

- **Support for carers aged over 18 – Sheffield Carers Centre:**
Phone: 0114 272 8362 (09:00-18:00 any weekday)
Website: www.sheffieldcarers.org.uk
- **Support for young carers – Sheffield Young Carers:**
Phone: 0114 258 4595
Email: information@sheffieldyoungcarers.org.uk
Website: www.sheffieldyoungcarers.org.uk
- Support is also available from any of the helplines mentioned in the previous section.

6. Other Advice

There will probably be things you can do to help the person you support during any crisis. It may be useful to talk with them, when they are well, about how they would like you to support them when they are ill. It may also include offering to talk or suggesting things to distract or relax them. It is likely you'll know what will be helpful. Their workers might also be able to offer some tips on this too. It is always important to get them help from professional services as well though.

7. Your Notes and Useful Numbers

GP surgery name and phone number:

Care Coordinator name and phone number:

Sheffield Health and Social Care (SHSC) team name and phone number:

Any other useful contacts:

8. Useful Resources

Information and leaflets are available to download from www.shsc.nhs.uk/service-users-and-carers/carers-and-young-carers. The following resources are available for carers, young carers and staff:

1. Advocacy
2. Carers' and Young Carers' Charter
3. Carers' and Young Carers' Assessments
4. Carers' and Young Carers' Checklist
5. Community Teams
6. Confidentiality and Information Sharing
7. Hospital Admissions and the Mental Health Act
8. How to Get Involved
9. Mental Health Crisis
10. Understanding Mental Health Conditions and Medication
11. Useful Contacts Leaflet
12. Information Pack

These resources were designed in partnership with carers and young carers. SHSC worked collaboratively with Sheffield Carers Centre, Sheffield Young Carers and Chilypep and we would like to acknowledge their hard work, advice and support. These resources were updated in 2019 to ensure accuracy of information. With thanks to Jana Sandford for the artwork throughout.

For further information, contact:

- Sheffield Carers Centre on 0114 272 8363 or www.sheffieldcarers.org.uk
- Sheffield Young Carers on 0114 258 4595 or www.sheffieldyoungcarers.org.uk
- Carers Trust on 0300 772 9600 or www.carers.org

Or alternatively, contact your local SHSC team to get more information.



This document was accurate as of January 2020.