

MENTAL HEALTH & SUPPORT RESOURCES

Urgent Support Directory

If you are experiencing a severe mental health crisis, finding it difficult to cope, or require immediate emotional assistance, please know that dedicated, professional support is available completely free of charge. While ON Psych provides specialised therapeutic care, we do not operate an emergency intervention service and cannot offer clinical support during an active crisis. If you need urgent help right away, we encourage you to reach out directly to one of the confidential nationwide services detailed below.

CALM

Open Website: thecalmzone.net

Phone: 0800 58 58 58

Availability: 5pm–Midnight Daily

Campaign Against Living Miserably supports anyone affected by suicide or suicidal thoughts, including a webchat service.

Childline

Open Website: childline.org.uk

Phone: 0800 1111

Availability: 24/7 Confidential

Free support for any young person up to 19. Offers a private platform to discuss any life challenge, relationship issue, or distress.

Mind Support Line

Open Website: mind.org.uk

Phone: 0300 102 1234

Availability: 9am–6pm, Mon–Fri

A safe space to discuss your mental health; advisors provide a listening ear and help source local specialist support.

NHS 111

Open Website: 111.nhs.uk

Phone: 111

Availability: 24 Hours Daily

For urgent mental health support or when unsure where to go. Connects you directly with local crisis intervention teams.

Papyrus

Open Website: papyrus-uk.org

Phone: 0800 068 4141

Email: pat@papyrus-uk.org

Availability: 24 Hours Daily

Dedicated to preventing young suicide, offering practical suicide prevention advice and help to individuals under 35.

Samaritans

Open Website: samaritans.org

Phone: 116 123

Availability: 24 Hours / 365 Days

A safe place for anyone who needs to talk, at any time, about whatever they are going through.

SANeline

Open Website: sane.org.uk

Phone: 0300 304 7000

Availability: 4:30pm–10pm Daily

Emotional support and information for anyone experiencing a mental health problem or supporting someone else.

Shout

Open Website: giveusashout.org

Text: 'SHOUT' to 85258

Availability: 24/7 Text Service

For those who prefer not to speak on the phone but need immediate text support during a crisis.

The Mix

Open Website: themix.org.uk

Phone: 0808 808 4994

Availability: 4pm–11pm Daily

Support for those under 25, covering mental health, relationships, and any life challenges you may face.

YoungMinds

Open Website: youngminds.org.uk

Phone: 0808 802 5544

Availability: Parents' Helpline

Vital resource for parents and carers supporting a child or young person navigating a severe mental health crisis.

EMERGENCY DIRECTIVES

If you are in immediate danger or have a medical emergency, please call 999 or attend your nearest Accident and Emergency (A&E) department.

OPERATING THE UK 'SILENT SOLUTION' PROTOCOL

This safety system enables individuals to request emergency police assistance via a mobile phone call without speaking out loud if a perpetrator is present or if speaking compromises your safety:

- **Step 1:** Dial **999** from your mobile phone.
- **Step 2:** Listen closely to the operator. If you do not respond, an automated system will ask you to cough or make a distinctive sound.
- **Step 3:** If it is completely unsafe to make a sound, wait for the automated system to prompt you to press 55.
- **Step 4:** Press **55** on your keypad. This signals that the call is a genuine emergency and that it is unsafe to talk. The operator will transfer the call directly to the police.