

Surrey's hotline for mental health

22 February 2024



Ahead of Helpline Awareness Day (Friday, 23 February), Surrey and Borders Partnership NHS Foundation Trust and Surrey County Council are highlighting a local 24-hour NHS mental health crisis helpline that supports almost 50,000 people each year.

The Mental Health Crisis Helpline, run by Surrey and Borders Partnership, is open 24 hours a day, 365 days a year. Since it started in 2010 it has helped around 600,000 people.

It is staffed by trained professionals who are ready to listen and offer advice, support and signpost to a range of community services.

A mental health crisis is when you feel at breaking point, and you need urgent help. You might be:

- Feeling extremely anxious and having panic attacks or flashbacks
- Feeling suicidal, or self-harming
- Having an episode of hypomania or mania, (feeling very high) or psychosis (maybe hearing voices, or feeling very paranoid)
- Other behaviour that feels out of control and is likely to endanger yourself or others

As well as the Mental Health Crisis Helpline, Surrey and Borders Partnership also provides five Safe Havens across Surrey which provide out-of-hours help and support to adults who are experiencing a mental health crisis or emotional distress.

These Safe Havens are in Aldershot, Epsom, Guildford, Redhill and Woking and are open evenings, weekends and bank holidays. Each one is staffed by a mental health practitioner from Surrey and Borders Partnership and two trained Safe Haven workers.

Mark Nuti, Surrey County Council's Cabinet Member for Health said: *"We are committed to breaking the silence surrounding mental health and providing a safe, confidential and non-judgmental way for people in Surrey to seek help.*

"We believe that mental health support should be available to everyone. No one should have to suffer in silence – the Mental Health Crisis Helpline is here for anyone who needs it.

"There is help out there, whether it's through the Mental Health Crisis Helpline or one of the Safe Havens. Let's break the silence and start the journey towards better mental health together."

Emily Hackett, Mental Health Crisis Line Service Manager said: *"If you are experiencing a mental health crisis or emotional distress or if you have concerns regarding someone that you care for, please call us. Our dedicated crisis call handlers are on hand to support you 24 hours a day 7 days a week."*

If you or someone you know is struggling with their mental health, don't hesitate to call the Mental Health Crisis Helpline on 0800 915 4644.