**Mental Health Crisis Support Information**

PEOPLE living in Halton, Knowsley, St Helens and Warrington who are experiencing a mental health crisis can now access mental health support via a new 24/7 dedicated mental health crisis line: 01925 275 309. This complements the existing 24/7 mental health crisis line in Wigan: 01942 636 395.

North West Boroughs Healthcare NHS Foundation Trust has launched the crisis line to provide support 24 hours a day, seven days a week to people of all ages, including children and young people, who need urgent mental health supp

John Heritage, Chief Operating Officer and Deputy Chief Executive, said: “We recognise that these challenging times are affecting a lot of people’s mental wellbeing.

“We are committed to responding to people’s needs and our dedicated 24/7 mental health crisis lines offer local, specialised support in a timely, person-centred and safe way.

“By calling our crisis lines, you will speak with one of our dedicated mental health professionals who will work with you to develop a plan and help you to access the support you need.

“I’m hugely proud of the efforts of all of our staff and their continued dedication to make sure our patients are receiving the care and support they need. I would like to thank everyone who has worked hard to establish and deliver this crisis line in such a short space of time.”

What to do if you need urgent mental health help:

Please call and our dedicated local crisis lines and NHS staff will support you to access the help you need:

If you live in Halton, Knowsley, St Helens or Warrington call 01925 275 309

If you live in Wigan call 01942 636 395

The crisis lines are available 24 hours a day, seven days a week and are open to people of all ages – including children and young people

The crisis lines are now the first port of call for mental health crisis help – it is operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be redirected to this local service

Please note, A&E and 999 are not the best places to get help for the majority of mental health problems – call our crisis line to be directed to the best local service to support you

You should still call 999 or go to A&E if you have a life-threatening emergency requiring immediate mental or physical health assistance

For non-urgent help and general wellbeing advice, North West Boroughs Healthcare’s website contains information and links to resources to support people with anxiety, low-mood, and worries relating to the current Covid-19 pandemic: [www.nwbh.nhs.uk/coronavirus](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.nwbh.nhs.uk%2Fcoronavirus%3Ffbclid%3DIwAR1JR0XA1vbjTQcMCyGRaJuQ7At1WZDgaLkF6vV3dUmlGE8kgQgme3uKx88&h=AT38ykBZ_J7Bn3QEO77CLBc_07fRHUJaywD_dijTWFtAOwhQmd3HsOMMHJKmNDSNE7v6mKfRkopt0eOWsHgk1UL6cRohom2Z4fX_FHlIMUBbh_LdhF6UrxSC7kVrmxAwf3BeBDPAGgVnnm--UDA_CpKi9VwO)

More information about the new helpline can be found at: [www.nwbh.nhs.uk](http://www.nwbh.nhs.uk/?fbclid=IwAR2Rbo4KU1apSmYkvnxhzrNrSQq_6aprcTr1t_Wjm-TCDcMAI2WJgcBPL-g)

**SUPPORT AND ADVICE**

A range of services are available to provide help for those in need 👉

* **Universal Credit Helpline:** 0800 328 5644
* **Citizens Advice Bureau:** 03448 269 694, [www.sthelenscab.org.uk](http://www.sthelenscab.org.uk/?fbclid=IwAR2Bo_b95lQLzfVK42vRslUh3oCXjH5mtoKUVSH_SxTUUFMYTt-zfblQ3Ck)
* **Age UK:** Free helpline 0800 678 1602 or 01744 752 644
* **Samaritans (24/7 service):** 116 123 or text SHOUT to 85258
* **Mental health support**: For advice visit OKTOASK – [www.oktoaskcampaign.co.uk](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.oktoaskcampaign.co.uk%2F%3Ffbclid%3DIwAR2M0I-IQVibPDEeWZkGWvIO9kUsfrObKgwu0iNeJxv6_ZYszec-_3NnkH0&h=AT1w8y0qW3gJgB8K6-ewp55r2rARgk_EZdHCotkvr_y1b4N7oPMrDEx8obSuEHBma12pfEZcjwjbgDmDXkBYLzQ6hPqaYR6mtMMDuCMDupXnMl13Url_tZaDrEeIju6kviqjox81fmZMQyivb7PQ)
* **Safe2Speak**: If you are at risk of domestic abuse, always call 999 in an emergency. Help is also available through the Council’s Safe2Speak service, run by Torus: 01744 743200 Monday to Friday 9-5pm. For out of hours, including refuge accommodation, call 01925 220541. You can also visit [www.safe2speak.co.uk](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.safe2speak.co.uk%2F%3Ffbclid%3DIwAR11GtkhsSi-v8T9yk1KwfPvHaZSsckp1d1KQUGwI53ZRiIC89ztOgB-9QU&h=AT15bF-FQogJEbD1rhH65BSSKopYf7C0E27uWnfh1rKe9tZJgfdyMTNreMkjy0br8p-Q8-mYH0hkhQyImowq2IEpZiYZ03KK1-yTRKjcWhKgFLBNp-0AgBK28yNOu-v2PCW6i7ViRh-yjlZPioQC)
* **Women’s Aid:** [www.womensaid.org.uk](https://l.facebook.com/l.php?u=http%3A%2F%2Fwww.womensaid.org.uk%2F%3Ffbclid%3DIwAR3wNBFAE0SoBA7m4AzpLHLsEUjFbFOnaG-VCRYmgXtIIxYA_ukCQ5dD7yI&h=AT0l5XslWtbbT2PMxIBUw6gbua7MRxbEjyG3KjsHEtrD4oNEUU9BqvOJ42fxFv_cPWhyZIyjeUgbPW5j92ncZeUYrRR9eY_-9Y7aH2n_VcqmauPJ7Yr2awscwRyOadyLdnhC9t1rzsQkIxTSymJx)
* **National Domestic Violence Helpline:** 0808 2000 247 (24 hours)
* **Refuge (includes information for men)**: refuge.org.uk, 0808 200 0247 (24 hours)
* **The Men’s Advice Line, for male domestic abuse survivors:** 0808 801 0327
* **National LGBT+ Domestic Abuse Helpline**: 0800 999 5428
* **DrinkAware Alcohol Support Services:** Free helpline 0300 123 1110

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