

What happens when I call the SLP CAMHS Crisis Line?

When you call the crisis line the practitioner that answers the phone will introduce themselves by name and invite you to share with them your concerns and listen to you. They will ask you some details about your current situation and try to work with you to help reduce distress and establish safety.

What support might I receive when I call?

Our philosophy centres around providing person-centred care, this means practitioners will work with you to understand your needs and the best options available for you. The type of support available includes:

- A safe and supportive space to speak openly about concerns
- Psychological first aid and immediate crisis counselling
- Brief interventions, including CBT and DBT skills
- Professional consultation
- Brief psychoeducation, mental health advice and support
- Psychosocial assessment
- Risk assessment and safety planning
- Liaise with other professionals involved in the young person's care.

If you are unsure whether you need emergency services, crisis line practitioners can guide you.

Other Support Available

Below are a collection of services dedicated to supporting children and young people.



Shout: 24/7 crisis text support for times when you need immediate assistance.

Text "SHOUT" to 85258



Samaritans: Listen to how you are feeling. 24/7 support.

Call: 116 123 (24 hours a day) email: jo@samaritans.org

www.samaritans.org



Papyrus: Support for young people struggling with thoughts of suicide, and anyone worried about a young person.

Call: 0800 068 3131

or text 07860 039967

(9am – midnight, 365 days a year)



Good thinking: NHS digital wellbeing in London with lots of free resources to support mental wellbeing.

www.good-thinking.uk



Kooth: Online mental wellbeing community, including live chat, discussion boards and a daily journal.

www.kooth.com



The Mix: Free confidential support for young people under 25.

Call: 0808 808 4994

www.themix.org.uk



Childline: Confidential telephone counselling service for any child with a problem. Webchat available.

Call 0800 1111

www.childline.org.uk

Issue date: March 2023



SLP CAMHS Crisis Line

Urgent mental health support for children and young people in South London

0203 228 5980

Opening hours: 9am – 11pm
365 days a year



SLP CAMHS Crisis Line

The SLP CAMHS Crisis Line is an urgent mental health helpline for all children and young people in South London. The line is operated by NHS trained child and adolescent mental health practitioners and advisors who provide crisis counselling and mental health support.

If you are under 18 years old and registered with a GP in South London, or you are worried about someone who is, you can call the SLP CAMHS Crisis Line for support and guidance.

What is a mental health crisis?

A mental health crisis means different things to different people.

- You may be concerned that mental health has been getting worse over time, or you might feel suddenly overwhelmed.
- You might feel unable to cope or as if you will not be able to cope for much longer.
- You might feel so distressed that you want to harm yourself or someone else.
- You might hear unpleasant voices or feel that people are watching you or trying to hurt you.

There is no one way to think or feel when in crisis, the crisis line practitioners will work with you to think about your journey.

Traffic Light: Getting help in a crisis



To explore support options, you could:

- Speak to your GP, who can put you in touch with local services.
- Speak to teachers or other school staff, many schools have staff who are dedicated to supporting mental health.
- Speak to a trusted adult. Don't suffer in silence.
- If you already have a CAMHS team, you can speak to them about how things are.



To get urgent help, you could:

- Use the guidance on your safety plan (if you already have one).
- Speak to someone you trust, let them know you need support.
- Contact SLP CAMHS Crisis Line for telephone support on 0203 228 5980 between 9am - 11pm, seven days a week.
- Call NHS111
- Reach out to other urgent help providers such as SHOUT or Kooth (see contact details overleaf).



Call 999 or attend A&E

If there is a threat of serious harm to physical health, even if caused by mental health needs, contacting emergency services is the safest option.

If anyone is at risk of serious harm, call 999 and ask for an ambulance, or the police.