

Support for Mental Health

Crisis/What to do in an emergency

If a child's mental state gets worse quickly, and you are worried about their safety, it's important to get help quickly. If a child or young person:

- is an imminent risk to themselves or others due to a deterioration in their mental health
- has active thoughts and plans of suicide with intent
- is severely depressed and in need of crisis assessment and intensive home treatment to prevent admission to hospital

...contact the Solar crisis service who are contactable via 0121 301 2750 (Monday-Friday, 9am-5pm) where you will have access to a trained clinician who will assess whether you need to be seen by the Crisis Team. They will advise you what to do next.

Out of hours the crisis team are available for mental health crisis (weekdays 5pm-8pm, weekends 8am-8pm) via Northcroft switchboard 01213015500 - please ask for the Solar Crisis Team. The operator will take the best contact number and then pass it to the staff member on call and they will call you back as soon as possible.

The Solar Crisis Team will **aim** to triage within one hour and assess (if appropriate) within four hours.

Outside of these hours, mental health advice and assessment for children and young people will be via Rapid Assessment and Discharge team at Heartlands Hospital A&E and Solihull Hospital A&E.

If you, or someone you know, are in immediate danger of serious harm (for example, if someone has taken an overdose), please call 999 or go directly to your nearest Accident and Emergency (A&E) department.

Are you an adult in crisis?

[Call the Samaritans](#) free helpline. It's open 24 hours, 365 days of the year.

<https://www.mind.org.uk/information-support/for-children-and-young-people/>

Useful contacts – for young people

Details of places you can go if you're a young person looking for support or information.

Action for Children

[actionforchildren.org.uk](https://www.actionforchildren.org.uk)

Charity supporting children, young people and their families across England.

Anxiety UK

[03444 775 774](tel:03444775774) (helpline)

[07537 416 905](tel:07537416905) (text)

[anxietyuk.org.uk](https://www.anxietyuk.org.uk)

Advice and support for people living with anxiety.

Beat

[0808 801 0711](tel:08088010711) (youthline)

[0808 801 0811](tel:08088010811) (studentline)

[beateatingdisorders.co.uk](https://www.beateatingdisorders.co.uk)

Under 18s helpline, webchat and online support groups for people with eating disorders, such as anorexia and bulimia.

Childline

[0800 1111](tel:08001111)

[childline.org.uk](https://www.childline.org.uk)

Support for children and young people in the UK, including a free 24-hour helpline.

FRANK

[0300 123 6600](tel:03001236600)

[talktofrank.com](https://www.talktofrank.com)

Confidential advice and information about drugs, their effects and the law.

Hope Again

0808 808 1677

hopeagain.org.uk

Support for young people when someone dies.

Hub of Hope

hubofhope.co.uk

A national database of mental health charities and organisations from across Britain who offer mental health advice and support.

Kooth

kooth.com

Counsellors available until 10pm every day. Free, safe and anonymous online counselling for young people. Check whether this is offered in your area.

Me and My Mind

meandmymind.nhs.uk

Advice and support for young people struggling with unusual experiences, such as hearing voices.

Mencap

0808 808 1111

mencap.org.uk

Information and advice for people with a learning disability, families and carers.

No Panic

0330 606 1174

nopanic.org.uk/no-panic-youth-hub

Charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD).

OCD Youth

ocdyouth.org

Youth Support for young people with obsessive-compulsive disorder (OCD).

On My Mind

annafreud.org/on-my-mind

Information for young people to make informed choices about their mental health and wellbeing.

Papyrus HOPELINEUK

[0800 068 41 41](tel:08000684141)

[07786 209697](tel:07786209697) (text)

papyrus-uk.org

Confidential support for under-35s at risk of suicide and others who are concerned about them.

Safeline

[0808 800 5007](tel:08088005007)

safeline.org.uk

Young people's helpline, helping survivors of sexual abuse and rape.

Samaritans

[116 123](tel:116123)

samaritans.org

jo@samaritans.org

24-hour emotional support for anyone who needs to talk.

The Mix

[0808 808 4994](tel:08088084994)

[85258](tel:85258) (crisis messenger service, text THEMIX)

themix.org.uk

Support and advice for under 25s, including a helpline, crisis messenger service and webchat.

Women's Aid (England)

[0808 2000 247](https://08082000247.org.uk)

womensaid.org.uk

Information and support for women and children experiencing domestic abuse, including a directory of local services.

YoungMinds

[0808 802 5544](https://08088025544.org.uk) (parents helpline)

youngminds.org.uk

Committed to improving the mental health of babies, children and young people, including support for parents and carers. [Provides information on medication for young people.](https://youngminds.org.uk/young-people)

<https://youngminds.org.uk/>

Are you a young person in crisis?

Text the YoungMinds Crisis Messenger, for free 24/7 support across the UK if you are experiencing a mental health crisis.

- If you need urgent help text YM to 85258
- All texts are answered by trained volunteers, with support from experienced clinical supervisors
- Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Young Stonewall

[0800 050 2020](https://08000502020.org.uk)

youngstonewall.org.uk

Information and support for all young lesbian, gay, bi and trans people.

Youth Access

youthaccess.org.uk

Advice and counselling network for young people, including details of free local services.