FLORA BOURDILLON

Support in a crisis

Finding urgent and ongoing support

Information and places to turn

For people aged 16 and over

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CHOOSE WHAT YOU NEED

Start here

For people aged 16 and over. You do not need to read this whole booklet.

Immediate danger

Any age

If you have taken an overdose, seriously harmed yourself or may be about to act, call 999 or go to A&E.

1 I need to talk or text now

Telephone and text - page 2

All helplines are together. Start with the options that match your age and location.

2 I want support in London

London support - pages 3-4

Ages 16-17 and 18+ are clearly separated. Drop-ins come before appointment-based services.

3 I want other support or practical tools

Broader support - pages 5-7

Local services elsewhere in the UK, safety-planning tools, peer support and reading.

Read if you’re struggling

Dr Jay Watts

“But it is a state, not a verdict.”

In this passage, Dr Watts explains that crisis can make the present feel permanent and make other possibilities hard to see. This feeling can change. It does not define you or settle what your future can hold.

Her message is to focus on getting through the immediate moment and allowing time and support for something to shift. You do not need to work out your whole future right now.

Read the short piece

1 TALK OR TEXT NOW

Telephone & text helplines

Choose a service for your age and area. Numbers for booking local appointments are kept with those services on the next pages.

Samaritans - 116 123

Ages 16-17 and 18+

Free, day or night. Talk about what is happening without needing to explain it perfectly.

Website / current details

Shout - text SHOUT to 85258

Ages 16-17 and 18+

Free UK text support, 24/7, if talking aloud feels difficult.

Website / current details

NHS urgent mental health support - 111

Ages 16-17 and 18+

England: select the mental health option. Wales: press 2. Scotland: NHS 24 mental health support. You can also ask your GP for an urgent appointment.

Website / current details

West London NHS crisis line - 0800 328 4444

Adults 18+; ages 16-17 use option 2 (Speak CAMHS)

Ealing, Hounslow and Hammersmith & Fulham. Adults: free, 24/7. Speak CAMHS: Mon-Fri 8am-11pm; weekends/bank holidays noon-8pm. Outside those hours, use NHS 111.

Website / current details

CALM - 0800 58 58 58

Adults 18+

Suicide support, 5pm-midnight daily. Webchat and WhatsApp options are on its website.

Website / current details

National Suicide Prevention Helpline UK

Check age eligibility directly

0800 587 0800; alternative 0800 689 0880. 6pm-midnight daily.

Website / current details

SOS Silence of Suicide - 0808 115 1505

Check age eligibility directly

Mon-Fri 8pm-midnight; weekends 4pm-midnight.

Website / current details

Lifeline - 0808 808 8000

Northern Ireland - check age eligibility

Crisis response for people experiencing distress or despair.

Website / current details

2 LONDON SUPPORT

London: urgent & drop-in support

Start with your age group. These spaces do not replace emergency medical treatment. For telephone help, see page 2.

Circle - South Ealing

Ages 16-17; also supports young people up to 18

In-the-moment support. 46 South Ealing Road, W5 4QA. 020 3475 0060. Drop-in: weekdays 2.30-6pm; weekends/holidays 12.30-4pm. Booked appointments may also be available.

Website / current details

Hestia Safe Spaces

Adults 18+ - local residents

Free drop-in support, no referral. Open 2pm-10pm daily, including bank holidays. Check the right location before travelling.

Website / current details

Hounslow Safe Space

Adults 18+

020 3869 2793. Bridgelink Centre, 373 Summerwood Road, Isleworth TW7 7QR.

Website / current details

Ealing Safe Space

Adults 18+

020 3869 2791. Wolsey Wing, St Bernard’s Hospital, UB1 3EU.

Website / current details

Hammersmith & Fulham Safe Space

Adults 18+

020 3869 2792. Dawes Road Hub, 20 Dawes Road, SW6 7EN.

Website / current details

Other London crisis cafés

Age limits vary

Hestia’s directory lists community crisis spaces across London. Check age, catchment and opening times directly.

Website / current details

West Middlesex University Hospital - A&E

Any age - emergency medical help

Emergency department open 24 hours. Twickenham Road, Isleworth TW7 6AF. In immediate danger, call 999 or go to your nearest A&E.

Website / current details

2 LONDON SUPPORT

London: appointments & crisis stays

Adults 18+. Contact the service before travelling. These are assessed or booked services, rather than walk-in emergency care.

The Listening Place

Adults 18+ - suicidal feelings

Free, regular face-to-face listening appointments across London. Self-refer online or call 020 3906 7676. This is not a drop-in or telephone helpline.

Website / current details

James' Place - London

Men 18+ - suicidal crisis

Free, focused therapy by appointment. Self-referrals accepted. London: 020 3488 8404, Mon-Fri 9.30am-5.30pm. 20 Bunhill Row, EC1Y 8LP. Check the full eligibility criteria.

Website / current details

Maytree

Adults 18+ - suicidal crisis

A short residential stay may be available after an initial conversation and assessment. Self-referral or professional referral. Call 020 7263 7070; a place is not guaranteed.

Website / current details

Daleham Gardens Crisis House

Adults 18+ - Camden and Islington

Staffed residential crisis support. Telephone self-referrals accepted: 020 3317 6860, 24 hours daily. 3 Daleham Gardens, NW3 5BY. Eligibility and assessment apply.

Website / current details

Drayton Park Women's Crisis House

Women 18+ - Camden and Islington

Residential support with telephone self-referrals and referrals from others. Contact details and full eligibility are on the service page. Assessment and availability apply.

Website / current details

3 OTHER SUPPORT & RESOURCES

Broader support: outside London

These are local services, not UK-wide options. Check the age and catchment area first. For urgent telephone support, return to page 2.

Hub of Hope

Ages and areas vary

Search for support near you. This is a directory, not a crisis response service.

Website / current details

Dial House - Leeds

Check age and local access rules

A place to spend time during crisis. Mon, Wed, Fri, Sat and Sun, 6pm-1am. Contact from 6pm: 0808 800 1212; text 07922 249 452.

Website / current details

OASIS Crisis House - Leeds

Check age and local access rules

Residential support through the local Crisis Resolution and Intensive Support Service. No direct referrals.

Website / current details

Edinburgh Crisis Centre

Check age and local access rules

Telephone, text and email support, with face-to-face support discussed with the team. 0808 801 0414; text 07974 429 075.

Website / current details

The Sanctuary - Bristol

Ages 16+ - local GP registration required

For Bristol, North Somerset or South Gloucestershire. Appointment-based support. 0117 454 7980, Thu-Tue 4pm-11pm; closed Wed.

Website / current details

Greater Manchester crisis cafés

Age and access rules vary

No.93, Harpurhey: 0161 271 0339 / 07778 012838. Call before visiting. Mon-Fri 8pm-1am; weekends 3pm-1am. Other local spaces are listed online.

Website / current details

Suicide Crisis - Gloucestershire

Check age and local access rules

For local residents experiencing suicidal thoughts. First contact: 07975 974455, 9am-10pm daily. Arrange support before travelling.

Website / current details

3 OTHER SUPPORT & RESOURCES

Broader support: practical tools

For people aged 16+. Choose what fits your needs; individual resources may have their own age guidance. You do not need to finish a worksheet before asking for help.

Stay Alive

App and website

A personal safety plan, grounding tools, support contacts and a LifeBox for things that matter to you.

Website / current details

The Help Me Stay Plan

Neurodivergent-friendly planning

A free workbook designed with neurodivergent experiences in mind. You can use it with someone you trust.

Website / current details

Get Self Help - suicidal thoughts materials

Worksheets and coping tools

Safety-plan worksheets, pocket cards and practical coping materials. Use at your own pace or with a clinician.

Website / current details

A hope box or soothe box

Comfort and connection

Ideas for a physical or digital collection of photographs, messages, familiar music or sensory items, alongside a safety plan.

Website / current details

Reasons to Stay

Letters to read

Volunteer-written letters offering warmth and hope. A reading resource, not immediate crisis support.

Website / current details

3 OTHER SUPPORT & RESOURCES

Broader support: peer support & reading

Optional resources alongside support. Check age guidance for groups; peer resources are not emergency treatment. Some material may feel upsetting.

Not the Void

Peer support - check group age guidance

Connection with people who have experienced suicidal feelings. Check meeting arrangements directly.

Website / current details

IASP - Suicidal Crisis Support

Information

Safety-planning guidance and international support links. This is not a helpline.

Website / current details

Mapping Our Madness

Peer-written workbook

Thinking ahead about warning signs, immediate needs, trusted people and what helps.

Website / current details

Navigating Crisis - Fireweed Collective

Peer-written handout

A short guide to navigating crisis from a lived-experience and social justice perspective.

Website / current details

Fireweed Collective Crisis Toolkit

Peer resources

A collection on suicidal feelings and crisis planning. Some content and service links are US-focused.

Website / current details

Outside the UK

Find local support

Find A Helpline and Befrienders Worldwide list support internationally. In immediate danger, use your local emergency service.

Website / current details

Befrienders Worldwide

International directory

Website / current details