

Additional support (other services are available)

Plymouth Options: 01752 435419
www.plymouthoptions.com

Devon Mind: 01752 512280
www.devonmind.com

Marbles Lost and Found
www.marbleslostandfound.co.uk

Improving Lives
www.improvinglivesplymouth.org.uk

Headspace: 07890 257614
www.colebrooksw.org/head-space/

Samaritans: 116 123
www.samaritans.org

Shout: text 'Shout' to 85258
www.giveusashout.org

Andy's Man Club (men only)
www.andysmanclub.co.uk

Sunflower Women's Centre (women only - not a crisis or mental health centre) Providing support to those that are in a place of change and need help to recover. During that transition they offer advice and support.
www.trevi.org.uk/services/sunflower-womens-centre/

Veterans' Gateway: 0808 802 1212
www.veteransgateway.org.uk

Rethink: 0808 801 0525
www.rethink.org

Arteme: 07554 665461
www.arteme.com



Livewell Southwest

Additional support (other services are available)

Substance Misuse
Harbour: 01752 434343
www.harbour.org.uk

Hamoaze: 01752 566100
www.hamoazehouse.online

Sexual and Domestic Abuse Support
First Light: 03458 121212
www.firstlight.org.uk

Plymouth Domestic Abuse Service (PDAS):
0800 458 2558
www.sanctuary-supported-living.co.uk

Bereavement
Cruse Bereavement Support: 0808 808 1677
www.cruse.org.uk

Mon and Fri: 9:30am - 5pm
Tues, Weds & Thur: 9:30am - 8pm
Sat & Sun: 10am - 2pm

Advice
Citizens Advice Plymouth
www.citizensadviceplymouth.org.uk

Carers
Caring for Carers: 01752 201890
www.improvinglivesplymouth.org/our-service/services/caring-for-carers

Befriending Services (aged 50+)
Plymouth Age UK: 01752 256020
www.ageuk.org.uk/plymouth/

Elder Tree: 01752 227447
www.eldertreeplymouth.co.uk



@livewellsw



FirstResponse
mental health crisis • 24/7

Experiencing a
mental health crisis?



CALL 111

Select the **mental health**
option

Mental Health Crisis Line | Plymouth

We support people to lead independent, healthy lives

Livewell
Southwest

24/7 mental health crisis line

If you feel worried about your mental health or that of a loved one, you can call our crisis line via NHS 111 - select the mental health option.

Who is the crisis line available to?

First Response is available to anyone in Plymouth who is either experiencing a mental health crisis or if you have concerns for a family member or friend.

- You do not need to be an existing service user of Livewell
- You can be of any age

What if I live somewhere else in Devon or Cornwall?

Call the crisis line via NHS 111 and select the mental health option. You will be connected with the appropriate service in your location.

When should I call First Response?

You should contact First Response if you feel that you are in a mental health crisis, or have concerns about a friend or relative.

We are here for you 24/7.

Some examples may include:

- Changes in mood
- Withdrawing from those around you
- Not being able to take care of yourself
- Thinking about harming yourself or others
- Seeing things or hearing voices
- Feeling like life is not worth living
- Feeling unable to cope

What happens when I call?

Livewell Southwest's First Response Service is a crisis line providing advice, support and signposting information for people experiencing a mental health crisis.

When you call you will be greeted by a caring, non judgemental mental health professional who will listen, offer advice, support and signpost to relevant services. We adopt a policy of implied consent to share information with your GP. after the call. You can opt out of this consent by communicating this to the practitioner at the beginning of the call.

At First Response we treat all of your information with sensitivity and in line with current confidentiality legislation. We would only share your information with your consent and if it will benefit your ongoing care.

Our team

Our team comprises of professionals from a variety of areas, such as Mental Health Nurses, Approved Mental Health Practitioners, Social Workers, Occupational Therapists, Psychological Wellbeing Practitioners and Peer Support Workers.

What do I do next?

If you keep this leaflet safe you will have our number to hand if you ever need to contact our service. You could even save our number on your phone.

Sometimes it's good to think about whether or not you have any friends, family or a carer that you could talk to.

Have you used our service before?

If you have used our service before it would be great to hear your feedback. You can find the questionnaire here: <http://an.iwgc.link/t1fmf>

All feedback is anonymous unless you wish to leave your details.

If you would like more information, please visit www.livewellsouthwest.co.uk