

Steps to take in an emergency

If you feel that you / your child needs urgent mental health support, then please consider the following steps:

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Contact your CAMHS

Between 9am and 5pm, Monday to Friday:

If you are currently being seen by CAMHS, use this helpline in the first instance. The local teams' numbers are:

Kingston Tier 3 CAMHS (Woodroffe FACT)

Tel = 020 3513 5183

Email = Kingston.CAMHS@swlstg.nhs.uk

Richmond Tier 3 CAMHS (Richmond CCFC)

Tel = 020 3513 3238

Email = RichmondCAMHS@swlstg.nhs.uk

Kingston Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8547 6269

Email = ehssupport@achievingforchildren.org.uk

Richmond Emotional Health Service (Tier 2 CAMHS)

Tel = 020 8487 5470

Email = ehssupport@achievingforchildren.org.uk

Book an emergency GP appointment

If you / your child needs urgent mental health support, but you feel like you can keep yourself / your child safe for a little while, you should book an emergency GP appointment – contact your GP surgery directly to book.

They can:

- look at your previous medical notes
- prescribe or adjust your medication to help you manage symptoms
- consider whether a referral for support from services other than CAMHS may be helpful



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Crisis Lines

Out of office hours – please contact the South West London & St Georges Mental Health Trust 24 hours mental Health Support Line. Anyone can use this out of hours line even if you are not seen by CAMHS. The crisis line is supported by trained mental health advisors 365 days a year.

South West London & St Georges Mental Health 24 hours support line

0800 028 8000

Please call this number first before you consider attending A&E
(unless there is an emergency mental need)

Attend A&E

(call 999 if you need an ambulance)

If you cannot keep yourself/ your child immediately safe, and have contacted the Crisis Line, you may be advised to take yourself / your child to A&E.

A&E is where the most serious emergencies are treated - if you are experiencing a mental health emergency, it is important to take it as seriously as a physical health emergency. However, given current NHS pressures and waiting times we would only recommend attending A&E if there is a medical need.

You should go to A&E if yourself or someone you are supporting is having immediate thoughts of suicide and is making plans to act on them, and/or a significant injury has occurred (e.g. overdose of medication).

They can:

- Keep you / your child safe in the short term
- Give an assessment of your / your child's mental health needs
- Support you with an admission to hospital or direct you to the appropriate outreach service



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