

FACTSHEET:

New 24-hour mental health helpline for south east London

South London and Maudsley NHS Foundation Trust (SLaM) is launching a 24-hour free telephone line to support anyone in Lambeth, Southwark, Lewisham and Croydon experiencing mental distress.

The helpline is a significant step forward in helping people who are going through a mental health crisis and will be the first 24/7 telephone service for the trust.

Why are we launching a 24hr helpline?

There are currently a range of [different helpline numbers](#) across the boroughs we serve. The new helpline will provide a more coordinated response and easier access to support. The support service has been developed in line with a [Crisis Concordat](#), is part of Croydon, Lambeth, Lewisham and Southwark borough action plans and is jointly funded by their four clinical commissioning groups (CCGs).

When will the helpline be available?

The helpline will be available 24 hours, going live on Friday 18 December

What is the helpline number?

The freephone helpline number is **0800 731 2864**, which is the same number that takes patients through to our [patient advice and liaison service \(PALS\)](#). Callers can choose to speak to the helpline (operating 24 hours) or select a different option for PALS (operating from 9am-5pm).

Who is the helpline for?

The helpline is for anyone who is experiencing mental health distress and for those who care for them. It is for those who are living in the boroughs of Lambeth, Southwark, Lewisham and Croydon and need help. It is for current patients and for those who have never used our services.

What support is available?

The helpline provides advice on mental health and medication, and help with accessing information and services. Calls will be answered by a mental health nurse who will support the caller, explore the reasons for their call and identify what help can be given, both at the time and for the future.

Who runs the helpline?

Our nurses running the helpline will be working with both our current information and advice service (PALS) and the charity [Solidarity in a Crisis](#) to make sure people get the support they need. Solidarity in a Crisis is run by people who have experience of facing and overcoming mental health problems.

About SLaM

SLaM provides the widest range of mental health services in the UK. We also provide substance misuse services for people who are addicted to drugs and alcohol. We provide inpatient care for around 5,300 people each year and we treat more than 45,000 patients in the community in Lambeth, Southwark, Lewisham and Croydon. We also provide specialist services to people from across the country. For more information see www.slam.nhs.uk

YOUR FEEDBACK:

We would really value your input in choosing a name for the helpline and team of nurses who will be answering calls.

Below is a list of names to choose from.

Please tick your preferred option and/or add your own suggestion.

We will consider all suggestions and name the service on the day of the launch (18 December).

Suggested names for the service	Please tick your preferred option
1) 24 hour mental health crisis line	
2) 24 hour mental health support line	
3) 24 hour emergency mental health telephone team	
4) 24 hour helpline for mental health	
Other suggestion	

Thank you very much for your time and support.

Vicky Glen-Day- Clinical Service Lead