LASSN Crisis Evening 11th May 2015

Support for someone in crisis

Produced by: Samantha Powell – Touchstone Community Development Service

[samanthap@touchstonesupport.org.uk](mailto:samanthap@touchstonesupport.org.uk) 0113 2484 880

**Telephone Phone Support**

**Connect Helpline**

**What is it:**

* Connect is a telephone helpline open 6-10.30pm every night of the year when many other services are closed for people living in Leeds.
* Connect supports people in crisis, as well as providing a preventative service, by supporting people before they reach crisis point.

**Who is if for:**

* Connect Helpline is here for anyone living in Leeds who needs someone to talk to.
* The service provides emotional support and information for people in distress.
* People can ring who are in crisis, anxious, depressed or lonely.
* Provides emotional support to people who are carers.

**What do they do:**

Connect Helpline can offer you support and information.

* We can offer you someone who will not judge you but listen with warmth, acceptance and understanding
* Information about other support services and services for carers
* a confidential service – we won’t tell anyone else about your call unless you ask us to – except in exceptional circumstances
* We’re open when many other services are closed.

**How to contact:**

* **0808 800 1212**
* We’re open from 6pm – 10.30pm every night of the year

**Samaritans**

**What is it:**

* Available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts.

**Who is if for:**

* Anyone

**What do they do:**

* Talk to us any time you like, in your own way, and off the record – about whatever’s getting to you

We know a lot about what can help you through tough times. We can help you explore your options, understand your problems better, or just be there to listen.

**How to contact:**

08457 909090

**Drop in Support Services**

**Dial House –** see additional sheet for frequently asked questions

**What is it:** Dial House is a place of sanctuary open 6pm–2am Friday, Saturday, Sunday, Monday and Wednesday Evenings.

**Who is if for:** Anyone in crisis

**What do they do:** Visitors can relax in a homely environment in complete confidence. Visitor do not need to use there real names if there would prefer not to. Dial House is a place of sanctuary, if visitors want to talk they can have an hour of one to one support from the team of Crisis Support Workers who may tell them about other services that are avilible . If they don’t want to talk that’s ok, Dial House is a place of safety where people in crisis. Visitors will be offered something to eat if they wish. At Dial House we have a family room, so parents in crisis can bring children with them.

**How to contact:**

Leeds Survivor Led Crisis Service

Dial House

12 Chapel Street

Halton

Leeds

LS15 7RW

Telephone: 0113 260 9328

Email: info@lslcs.org.uk

If it is your first visit, you can turn up at the door from 6pm.

If you have visited before, you must:

* ring 0113 260 9328, or
* text 07922 249 452,
* from 6pm on the night you want to visit.

**We also free transport visitors to and from the house by taxi, to make their journey safe and comfortable.**

**Dial House @ Touchstone**

**What is it:**

* Dial House @ Touchstone is a partnership between Leeds Survivor Led Crisis Service (LSLCS) and Touchstone. It brings together LSLCS’s expertise in providing crisis services and Touchstone’s in supporting people from BME groups.

**Who is if for:**

* Crisis Service for people from Black and Minority Ethnic (BME) groups.

**What do they do:**

* Open 6pm-11pm Tuesday and Thursday

**How to contact:**

* Call 0113 249 4675, or text 07763 581 853, Tuesdays and Thursdays between 6pm and 11pm

**Other Crisis Services**

**Crisis Assessment Service**

**What is it:** The Crisis Assessment Service works out of the Becklin Centre and provides a 24/7 service across the whole of Leeds for adults of all ages.

**Who is if for:** Anyone

**What do they do:** The service aims to assess all service users who are in crisis and presenting with significant risks to themselves and/or others and who may require acute mental health care. The service gate-keeps all acute admissions to the inpatient wards.

**How to contact:** 0300 300 1485

**Single Point of Access**

**What is it:**

* Service which acts as a gateway to all mental health services

**Who is if for:**

* Anyone

**What do they do:**

* A service open 24 hours a day whereby you can call and discuss the issue with a member of the team.
* Offer help and advice
* Able to refer to crisis Assessment Service if required

**How to contact:**

* 0300 300 1485
* Open 24 hours a day

**Accident and Emergency (A&E) / 999**

**What is it:**

* **An service available for accident and emergency**
* **Should be used when there is an extreme crisis e.g. Someone who is at immediate risk of suicide; at risk of harming self or others or is in serious crisis needs and needs help/support**

**Who is if for:**

* Anyone

**How to contact:**

* Visit A&E department or dial 999

**Other Services that Support Refugees and Asylum Seekers Mental Health and Emotional Well-being**

**G.P.**

**IAPT** [**http://www.touchstonesupport.org.uk/services/improving-access-to-psychological-therapies-iapt-service/**](http://www.touchstonesupport.org.uk/services/improving-access-to-psychological-therapies-iapt-service/)

**PAFRAS Mental Health Worker** [**http://www.pafras.org.uk/**](http://www.pafras.org.uk/)

**York Street Health Practice** [**http://www.leedscommunityhealthcare.nhs.uk/our\_services\_az/york\_street\_health\_practice/**](http://www.leedscommunityhealthcare.nhs.uk/our_services_az/york_street_health_practice/)

**Solace** [**http://www.solace-uk.org.uk/**](http://www.solace-uk.org.uk/)