



Emergency Advice Leaflet

In an emergency:

If you feel you cannot keep yourself or someone else safe, or if your own life or someone else's life is at risk, call 999 immediately. A mental emergency is taken just as seriously as a physical one.

There are also multiple numbers to call in the local area to get professional support.

The Crisis Resolution and Home Treatment Team (CRHT)

The team operates 24 hours a day, 7 days a week. They provide assessment and support at home for people over the age of 16 as an alternative to hospital admission. This team does not operate as an 'emergency' service in the way 999 does but will be able to support you as fast as they can.

Newcastle and Gateshead

The telephone number for the team is 0191 814 8899 or freephone 0800 652 2863. There is a text number for people who are Deaf and/or have communication difficulties: 07919 228 548.

Sunderland and South Tyneside

The telephone number for the team is 0303 123 1145 or freephone 0800 652 2867. There is a text number for people who are Deaf and/or have communication difficulties: 07889 036 280.

Northumberland and North Tyneside

The telephone number for the team is 0303 123 1146 or freephone 0800 652 2861. There is a text number for people who are deaf and/or have communication difficulties: 07887 625 277.

Durham

The freephone number for the team is 0800 0516 171.



Emergency Advice Continued

In a non-urgent situation:

Visit Your GP

You can find contact details for your GP here: [find a GP](#).

Call 111

Open 24/7. You will be provided with local information and other healthcare advice by the trained operators on the line.

Mental Health Charities

Samaritans: Have a 24-hour helpline 116123. Alternatively, you can email jo@samaritans.org and get a reply within 24 hours.

Calm: Have a helpline and a webchat (between 5pm-12am). Their phone number is 0800 5858 58.

Shout: Is a text support line that works 24/7. You can text them from your mobile on 85258.

Safeguarding Adults Board

The Safeguarding Adults board is designed to protect adults from neglect and abuse. If you, or someone you know, is at risk from neglect or abuse, contact the board on the following lines:

Durham

03000 267979 - line open 24/7.

Gateshead

0191 433 7033 - line open 24/7.

Newcastle

0191 278 8377 (Monday-Friday, 8am-5pm) and 0191 278 7878 (evenings and weekends)

Northumberland

01670 536400 - line open 24/7.