

Contact us

It can be confusing to know who to contact. The right service depends on **how urgent the situation** is and the **type of mental health concerns**.

Read this information carefully to help.



0800 129 9999

(Crisis and Home Treatment Team)

0300 365 2000 (option 4)

(Common Point of Entry/Gateway)

0300 365 4440

(Let's Connect Community Wellbeing Network)

Visit our website for more details about our services

 berkshirehealthcare.nhs.uk

External support:



Samaritans 116 123

If you want to talk to someone about how you feel, what you're experiencing or how to deal with someone else's behaviour



Shout - Text 85258

A free, confidential, 24/7 text messaging service for anyone struggling to cope.



Berkshire Healthcare
NHS Foundation Trust



We can help

Seeking support for mental health issues

Whether it's help for you or a friend or family member, we've got services to help.



Information for patients & friends, family or carers

Mental Health Support in Berkshire

Crisis – need help immediately

If your life or someone's life is at risk, or they cannot be kept safe, call **999**

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

Urgent – need mental health support now

If someone is experiencing an acute mental health problem or crisis, you can contact the **Crisis Resolution and Home Treatment Team (CRHTT)**. Calls are charged at local rate.

 **0800 129 9999** (24 hours per day)

Alternatively, you can call **NHS 111** for free.

Non-urgent – need mental health support

You can contact your **GP** and they will refer you to the correct mental health support within the community. This may include referring you to specialist teams such as **Mental Health Integrated Community teams**, **Talking Therapies** or our **Community Mental Health teams**.

Alternatively, our **Common Point of Entry (Gateway)** provides a single referral pathway for adult mental health referrals across Berkshire. You can speak to a mental health practitioner team 24 hours a day, 7 days a week. They will guide you to the right service to help you.

 **0300 365 2000** (option 4) – 24 hours per day

Depending on needs, the treatments we may offer include:

- Psychological interventions such as cognitive behavioural therapy, dialectical behavioural therapy and cognitive analytical therapy
- A range of pharmaceutical interventions such as anti-psychotic and anti-depressant medication
- Social interventions such as addressing leisure, employment, housing and finance issues
- Referrals through to other specialist services where appropriate

Examples of support services:

Let's Connect Wellbeing Network **0300 365 4440**

A social network to support your wellbeing by helping you connect with others, organisations, services and opportunities within the community.

Talking Therapies **0300 365 2000** (Press 2)

If you need mental health support, contact our Talking Therapies service. Talking Therapy services support people with low mood, anxiety and stress, who may be struggling with work, life or relationships.

Community Mental Health Teams

Community Mental Health Teams support people with severe and complex mental health difficulties, referring individuals to other services where appropriate. You may be referred to these teams by your GP or the Gateway team.

Specialist Mental Health services

Depending on the health issue, other specialist teams may become involved such as eating disorders, trauma, IMPACTT, veterans, drug and alcohol teams.