

SELF-HARM

Emergency help and crisis lines

If you are at risk of harming yourself, have already harmed yourself, or do not feel able to stay safe, treat this as an emergency. Use the steps and contact numbers below now. This page does not replace urgent medical care.

1 IF YOU ARE IN IMMEDIATE DANGER

Call 999 now or go to the nearest A&E department if you are about to seriously harm yourself, have a life-threatening injury, have taken an overdose, are bleeding heavily, feel faint or cannot keep yourself safe.

- > Call 999 and say clearly: "I am at risk of harming myself" or "I have harmed myself and need medical help"
- > If you can travel safely, go straight to A&E
- > Do not stay alone — tell a trusted person and ask them to remain with you
- > Move away from anything you could use to hurt yourself, if you can do so safely
- > Unlock the door and tell emergency services exactly where you are

2 IF YOU HAVE AN INJURY

Get medical help. Do not judge the injury only by how it looks. Call 999 for severe bleeding, loss of consciousness, breathing problems, a suspected overdose or any immediate danger.

- > For urgent but non-life-threatening medical advice, call NHS 111
- > Do not delay care because you feel embarrassed or worried about being judged
- > Tell the clinician what happened and whether medication, alcohol or drugs are involved
- > If you are under 18, tell a trusted adult now

3 URGENT MENTAL HEALTH SUPPORT

If there is no immediate physical emergency but you are worried you may harm yourself, contact urgent mental health support now.

- > NHS 111 — call 111 and select the mental health option where available
- > Samaritans — call 116 123 free, 24 hours a day
- > SHOUT — text SHOUT to 85258 free, 24 hours a day

- > PAPYRUS HOPELINE247 — call 0800 068 4141 if you are under 35
- > Childline — call 0800 1111 if you are under 19

4 WHILE HELP IS ON THE WAY

These steps are not a substitute for professional help. Use them only while contacting or waiting for urgent support.

- > Stay with another person or remain on the phone with a crisis service
- > Go to a shared, safer place away from anything you could use to harm yourself
- > Avoid alcohol and non-prescribed drugs
- > Follow the instructions given by NHS 111, emergency services or the crisis team

EMERGENCY ACTION

CALL 999 OR GO TO A&E IF YOU CANNOT STAY SAFE.

GET HELP NOW

NHS URGENT MENTAL HEALTH HELP

Official NHS guidance for urgent mental health support — <https://www.nhs.uk/nhs-services/mental-health-services/where-to-get-urgent-help-for-mental-health/>

SAMARITANS — 116 123

Call free, 24 hours a day — <https://www.samaritans.org/how-we-can-help/contact-samaritan/>

SHOUT — TEXT 85258

Free, confidential 24/7 crisis text support — <https://giveusashout.org/get-help/>

PAPYRUS HOPELINE247

For people under 35 — call 0800 068 4141 — <https://www.papyrus-uk.org>

CHILDLINE — 0800 1111

Free support for anyone under 19 — <https://www.childline.org.uk/get-support/>

IF IT'S URGENT, RIGHT NOW:

Samaritans: 116 123 (free, 24/7) • Text SHOUT to 85258

Immediate danger or badly hurt? Call 999 or go straight to A&E.

NHS 111: call 111 for urgent medical or mental health guidance.