

## Mental Health Crisis Support

- Guidance around Mental Health Crisis
- x2 Healthwatch heroes: Mental Health
- Links to further information



This is a resource we have put together which contains information that those facing mental health challenges may find useful.

Included is a Healthwatch hero study on a project from organisations within Kent and Medway Voice's Mental Health Voice Community.



Much of the work that we do is raising the voices of people who find it harder than most to access services. We hear every day from people who cannot access health and social care services because the support that they need to do that is not available. This is a complex area, and one that we have been working on for many years.

**Here is some information for if you or someone you know needs support with a mental health crisis.**

NHS Crisis services are available 24/7 to deal with mental health issues that are acute or have deteriorated into a crisis.

Crisis services include:

- Helplines and specialist teams
- Emergency appointments
- Accident and Emergency (A&E)
- Crisis Teams
- Crisis Houses

Additional options (Some available daytime hours only):

- Sanctuaries and safe havens
- Day services

Helplines are the most available of the options to access when experiencing a crisis. For an extensive list of national helplines [click here](#).

A&E is available as a last resort when the other options have been explored and found unsuitable or unavailable. They are available if you have seriously harmed yourself or are thinking about acting on suicidal thoughts. Crisis teams, often known as CRHT's or CRHTT's (crisis resolution and home treatment teams) can visit you at home or in a crisis home or day centre.

When crisis care services are not able to respond to meet your care needs, mental health crisis can require a more immediate action. This may take the form of a Section 136.

To find out more information and read the definition of Section 136 defined by the mental health charity Mind, [click here](#).

**RECOGNITION FOR EXCELLENCE IN  
ENSURING EQUAL ACCESS TO SERVICES**

## *Healthwatch Hero*

### **East Kent Mind**

For offering mental health support and signposting via barbers Visitors to some barbers in East Kent are now lucky enough to benefit from mental health support thanks to the Barbershop project run by East Kent Mind.

Barbers have been trained to spot signs of anxiety and depression in their customers and offer non-judgemental listening and important signposting.

The project is based on the success and learning from similar projects in other areas which shows that men are statistically more likely to discuss mental health issues with their barber than with their GP.

Barbers also see their customers every four weeks, so they are well placed to spot any changes in people, or to follow up with people. The award team includes staff from East Kent Mind as well as barbers from Canterbury.

## Healthwatch Hero

Kent & Medway ICB



Recognised for their work to listen to people with lived experience of Complex Emotional Difficulties

“ It was nice to see so many other people from Kent with personality disorders being asked to tell you what we thought, it felt real compared to other stuff I’ve been to.  
participant from Gravesend ”

The voices of people who have lived experience of mental health is now central to the transformation of community mental health services thanks to a new and innovative approach by the ICB.

A team of people with Lived Experience now work alongside the transformation programme, ensuring that people’s views and thoughts are heard and acted upon. This new culture to support lived experience is supported by EK360 who host the Lived Experience Team, to ensure they remain independent of the transformation process and can therefore act as critical friends.

This award recognises the involvement of 150 people in the development and creation of a new pathway for people with Complex Emotional Difficulties. Those of you who work within mental health will know that this is no mean feat.

Steve Goldsack (pictured), who has his own diagnosis of CED, has personally listened to people for 350 hours about their views and thoughts.

Steve is part of the Lived Experience Team at EK360 and earned the award with staff from both the ICB & KMPT.

Nearly everything he’s heard has been incorporated into the new model. Working together with service users is not always the easiest path, but it can be the most rewarding and deliver the best results. Similar programmes of Lived Experience are also taking place within young people’s mental health, talking therapies and personal health budgets.

## Useful Contacts



Here are some useful contacts and information on what to do in a mental health crisis below.

Mind resources on mental health crisis:

- [Contacts](#)
- [Where to start](#)

Mental health UK - [Help and information](#)

[Samaritans](#)

0800 783 9111 – The Kent and Medway Urgent Mental

Health Helpline

Kent County Council residents - [click here](#)

0800 783 9111 – The Kent and Medway Urgent Mental Health Helpline

[Live Well Kent](#)

North Kent Mind – [Crisis Support](#)

