How to help with a mental health crisis

There has been an increase in young people attending A&E due to mental health issues.

There are times when it is appropriate for young people to go to A&E such as when medical intervention is required. However, many young people's mental health needs are best supported by community services (such as CAMHS) and do not require A&E attendance.

We advise that young people only present to A&E if they require emergency medical attention due to life threatening concerns.

A&E is often not the best environment for a young person with mental health needs, and it can create more anxiety and distress for them. There are alternative routes of contact that will ensure that the young person receives the most appropriate support to meet their needs.

A young person should only be taken to A&E (or call for an ambulance) if they require urgent life-threatening emergency medical attention such as if they have:

- Recently taken an overdose
- Ingested harmful liquids
- Cut themselves significantly (deep cut/s and/or bleeding profusely)
- Burns that are blistering/red
- Lost consciousness

If no medical intervention is required but you require urgent advice about a young person's mental health and risk, the following routes are available.

For general mental health concerns:
NHS 111 can help if you have an urgent physical or **mental health** problem and you're not sure what to do. The service is available 24 hours a day, 7 days a week for people who need help fast, but it is not an emergency.

For professionals only:
The CAMHS Rapid Response Team's direct line can offer advice and support and will identify the best course of action. They can be contacted on **0300 365 9111** during the hours below. Please note that this direct line is for professionals only and should never be given out to parents/carers or other agencies.

- 8am to 10pm (Mon-Fri excluding Bank Holidays)
- 9am to 5pm (Weekends and Bank Holidays)

cypf.berkshirehealthcare.nhs.uk