



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

# Urgent mental health support

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## 24/7 urgent mental health support line

Provides support by phone for people experiencing a mental health crisis via its freephone numbers. It's there for all ages, 24/7, for you or anyone you may be concerned about.



- For **Liverpool/Sefton/Knowsley (Kirkby)**, call: **0800 145 6570**
- If you prefer text support, text: HEAL to **85258**
- For **Halton, Knowsley, St Helens and Warrington**, call: **0800 051 1508**
- If you prefer text support, text REACH to **85258**.

### What happens when you call?

One of our dedicated mental health professionals will be able to offer help. They'll talk to you, listen to your worries and try to understand your current problems. By doing this, you and the health professional will be able to plan how best to meet your current needs.

This could include:

- A mental health assessment or referral for an assessment
- Referral to one of our mental health care services
- Contacting or referring you to your local psychological therapy service
- Contacting a different community service for support such as housing, financial advice or drug and alcohol issues.

## Accident & Emergency (999 services)

A&E should only be used when there are serious physical injuries that need treatment in a hospital.

If you're worried about your mental health and need urgent help but do not have serious physical injuries, please call our crisis lines which are available to all ages.

If you feel you need urgent mental health support but also have serious physical injuries, we advise that you attend A&E to address your physical injuries.

**Please only call 999 if you feel you require immediate, life threatening assistance.**

Following an assessment and discharge from A&E, you will (unless you opt out) receive automated text messages at regular intervals to provide contact details for support services if you need them.



## Crisis Cafés

Liverpool/Sefton: **Liverpool Light (18+)**

Phone:

Email:

Operating hours: **6.00pm to 1.00am, Monday to Sunday**

Address: **181-185 London Road, Liverpool, L3 8JG**

Southport: **Sefton CVS (18+)**

Phone: **0300 323 0197**

Email: **[crisiscafe@seftoncv.org.uk](mailto:crisiscafe@seftoncv.org.uk)**

Operating hours: **5.00pm to 11.00pm, Friday to Sunday**

Address: **Alchemy, 3 Mornington Rd, Southport,  
Merseyside, PR9 0TS**

Crisis Cafes are an alternative to A&E and provide a listening ear, a safe space, crisis and recovery interventions, and referrals to ongoing support services on:

- Debt advice, benefits and welfare services
- Domestic violence support
- Access to housing and homeless prevention services
- Substance misuse and addiction support
- Health, wellbeing and counselling services
- Establishing a safety plan
- Access to peer support worker for additional, follow-up support.

