

Other resources

Drug and Alcohol Support: Change, Grow, Live (CGL)
Telephone 0300 555 0101
www.changegrowlive.org

Bereavement: Cruse Bereavement Support
Freephone 0808 808 1677
www.cruse.org.uk

Dementia: Alzheimer's Society
0333 150 3456
www.alzheimers.org.uk

Domestic Abuse: Refuge (for women and children)
Freephone 0808 200 0247
www.nationaldahelpline.org.uk

Domestic Abuse: Respect (for men)
Freephone 0808 801 0327
www.mensadviceline.org.uk

Debt Advice: Step Change
Freephone 0800 138 1111
www.stepchange.org

Housing: Shelter
Freephone 0808 800 4444
www.shelter.org.uk

LGBTQIA+ Support : Switchboard
Freephone 0800 011 9100
www.switchboard.lgbt

Older People 55 or over : The Silverline
Freephone 0800 470 80 90
www.thesilverline.org.uk

Victims of Crime: Victim Support
Freephone 0808 168 9111
www.victimsupport.org.uk

How to contact the First Response Service



Please scan the QR code for further information.

Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT's services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail pals@cpft.nhs.uk

If you require this information in another format such as braille, large print or another language, please let us know.

Out-of-hours' service for CPFT service users

Please call NHS 111 for health advice and support.

HQ information

HQ Elizabeth House, Fulbourn Hospital,
Cambridge CB21 5EF.
T 01223 219400 **F** 01480 398501

www.cpft.nhs.uk

CPFT supports **HeadtoToe Charity** – visit
www.cpft.nhs.uk/ourcharity for more details



First Response Service

May 2024



Pride in our adults and
specialist services

A member of Cambridge University Health Partners

First Response Service

The First Response Service (FRS) is a 24-hour, seven-day-a-week service that ensures improved access to services for people, of all ages, experiencing a mental health crisis. FRS ensures that the right care is provided by the right person in the right place. FRS is made up of a range of mental health professionals with different skills and backgrounds. We work closely with other professionals, services and organisations to support the needs of those in a mental health crisis and provide a consistency of care.

Mental health crisis

If your mental or emotional state quickly gets worse or deteriorates, this can be called a mental health crisis. Anyone can experience a mental health crisis. There will be different reasons and a crisis will look different for different people. You might feel overwhelmed by your emotions or so distressed that you want to harm yourself or someone else. You might hear unpleasant voices or feel that people are watching you or trying to hurt you, alternatively you may be experiencing suicidal thoughts. Whatever your experience, please reach out and take the first step to getting help and support quickly. **Please call FRS on 111 (choose mental health option).**

What FRS will do

- Telephone triage – a health professional will ask questions to assess your current situation, exacerbating factors and the impact on your mental health.
- Further assessment – if deemed necessary, and following a telephone triage, FRS clinicians may recommend and carry out a face-to-face assessment.
- Referral to other services – following an assessment, FRS may refer service users to other mental health teams.
- Signposting - where appropriate our tele coaches may suggest alternative community support from one of our approved mental health support partners.

We are unable to provide

- Unable to provide routine medication, apart from in rare emergency situations when FRS initiate a treatment plan to this effect.
- Unable to provide repeat prescriptions/medications and will redirect to GP or 111 physical health in these instances.
- Unable to provide an immediate face-to-face response.
- Unable to triage people who are open to another community mental health team (during the team's working hours).

Immediate mental health support

If you have an immediate, life-threatening emergency requiring mental or physical health assistance, you should call **999** or go to your local Accident and Emergency Department.

Non-urgent mental health support

Speak to your **GP**. They can put you in touch with local services.

Refer yourself for free **NHS Talking Therapies**: www.cpft.nhs.uk/self-refer-here/
Tel: 0300 300 0055

Contact **CPSL Mind**: www.cpslmind.org.uk
Tel: 0300 303 4363

Text **HEAR to 85258**
A free 24 hour text support service:
www.cpics.org.uk/hear-text-line.

Contact **Lifecraft** for mental health support: www.lifecraft.org.uk
Freephone: 0808 808 2121

Contact the **Samaritans**:
www.samaritans.org
Freephone: 116 123 (24 hours a day)

Please see overleaf for other specific resources.