



If a person is at risk of harming themselves or others then can contact the emergency services on 999. They may contact mental health services such as the crisis team. If an ambulance is called but the staff may be at risk, then the police might come with them.

Doctor

Contact their GP and explain the circumstances. Request a home visit.

NHS 111

Call this number when you need medical help but it is not a 999 emergency.

- You think the person needs to go to accident and emergency or needs help from a crisis team
- You don't know who to call or you don't have a GP to call, or
- You need health information or reassurance what do to do next

Take the person to Darlington Memorial Accident and Emergency department or your nearest A&E department. If available, take another person with you to help with support.

Samaritans

116 123 crisis line (free call) Email jo@samaritans.org

Mental Health Crisis Resolution Team—01235 552230

These teams are part of mental health services. They can support people who are having a mental health crisis in the community. Ask the person if they are already receiving services and whether h/she has a Care Plan. This will have the names of the professionals providing care.



Crisis and Advice Helplines



People under 35
Call **0800 068 41 41** – Monday to Friday 10am to 10pm, weekends 2pm to 10pm, bank holidays 2pm to 5pm
Text **07786 209697**
Email pat@papyrus-uk.org

childline
ONLINE, ON THE PHONE, ANYTIME

Call **0800 1111** 
Under the age of 19



5pm-midnight, 365 days a year
NATIONWIDE
0800 58 58 58

This service is for Men

SANEline
0300 304 7000
4.30pm – 10.30pm daily

Premier.
lifeline | **0300 111 0101**
The National Christian Helpline

National Christian confidential helpline open 9am to midnight every day
Calls charged at the standard landline rate and included in any call package which includes landlines.



CALL US

116 123 (UK)
116 123 (ROI)


EMAIL US
jo@samaritans.org

Concerned about an Adult or a Child?

First Response Team (Safeguarding Hub)

www.darlington.gov.uk/health-and-social-care/

The team deals with safeguarding concerns, where someone is concerned about the safety or well-being of a child or adult, or thinks they may be at risk of harm.

- Signs of physical , emotional or sexual abuse?
- Worried about someone taking advantage financially or other ways?
- Concerned that a person is neglecting themselves and is not thriving?
- Anything else on your mind from what you have seen or heard?

Who is involved?

The team involves representatives from the main public sector agencies such as social care, police and NHS.

Links exist to other services and agencies such as probation, housing, youth offending, contacts, early intervention and young people's services.

Can information be shared without permission?

Yes, if someone is being hurt or may be hurt in the future, or the information may help to help or solve a crime.

What safeguards are in place to protect information shared by the team?

Each agency has signed up to an information sharing agreement which outlines when, how and under what circumstances information can be shared.

You can call the First Response Team between 8:30am-5pm Monday to Thursday, and 8:30am-4:30pm on Fridays.

Children and young people: **01325 742020** / ccdref@darlington.gcsx.gov.uk

Adults: **01325 406111** / ssact@darlington.gcsx.gov.uk

**Outside of these hours call The Emergency Duty Team on
01642 524552 or Minicom 01642 602346**

In an emergency always call 999.