

## Cheshire & Merseyside Mental Health Crisis Helplines

Cheshire & Merseyside NHS Trusts have launched new mental health helplines for people in need of mental health crisis support.

Open 24 hours a day, seven-days a week, they are available to people of all ages including children and young people who need urgent mental health support.

The helplines are part of the NHS Long Term Plan to improve access to mental health support. Originally due to go live next year, they have been fast-tracked to be available to support local people during the Covid-19 pandemic.

The helplines are now the first port of call for mental health help –operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be re-directed to your local service.

A&E and 999 are not the best places to get help for the majority of mental health problems

However still call 999 or go to A&E if you have an immediate, life-threatening emergency requiring mental or physical health assistance

### Cheshire Wirral Partnership

Call 0800 145 6485 Adults and Children & Young People

<http://www.cwp.nhs.uk/news-and-blogs/news/advice-about-well-being-whilst-staying-at-home/>

### Mersey Care MH Trust

Call 0151 330 7332 Adults

<https://www.mersecare.nhs.uk/about-us/news/mersey-care-has-launched-a-number-of-different-services-to-help-patients-service-users-and-staff/>

### Alder Hey Crisis Care Team

Call 0151 293 3577 Children & Young People in Liverpool & Sefton

### North West Boroughs Healthcare Trust

Call 0800 051 3253 if you live in Wigan (For adults, children and young people)

Call 0800 051 1508 if you live in Halton, Knowsley, St Helens and Warrington (For adults, children and young people)

Service updates can be found at <https://www.nwbh.nhs.uk/changes-to-our-services#>

NHS Trust	Local Area			
Cheshire Wirral Partnership	Cheshire East	Cheshire West	Wirral	
NW Boroughs Healthcare	Warrington	Halton	St Helens	Knowsley
Mersey Care	Liverpool	Sefton	Kirby	
Alder Hey	Liverpool	Sefton		

Mental Health Services are still able to operate but with changes during the current pandemic. Please check your local service provider arrangements via their website (as above) or by telephone. Many are offering services virtually by tel /text/ email or video call.

For non-urgent help and general wellbeing advice please check your Local Authority and NHS CCG websites:

### **Local authorities**

- [Cheshire East Council](#)
- [Cheshire West and Chester Council](#)
- [Halton Council](#)
- [Knowsley Council](#)
- [Liverpool City Council](#)
- [Sefton Council](#)
- [St Helens Council](#)
- [Warrington Council](#)
- [Wirral Council](#)

### **National Mental health hotline for NHS staff**

The NHS has launched a hotline to support and advise healthcare staff during the coronavirus pandemic.

Volunteers from charities including Hospice UK, the Samaritans and Shout, will listen to concerns and offer psychological support.

The phone line will be open between 07:00 and 23:00 every day, while the text service will be available around the clock.

The phone number is **0300 131 7000** or staff can text **FRONTLINE** to **85258**.