



NHS Mental Health Support Line

Out-of-hours mental health support is now available to Derbyshire residents of all ages through a new mental health support line.

Call **0300 790 0596** between the hours of 9am and midnight, seven days a week. (This is a low-cost telephone number.)

The mental health support line is for Derbyshire people of all ages who are experiencing increased mental health needs during the Coronavirus (COVID-19) pandemic. This includes:

- People who are currently supported by Derbyshire Healthcare NHS Foundation Trust with their ongoing mental health needs
- The carers of those currently being supported by Derbyshire Healthcare NHS Foundation Trust
- Other Derbyshire residents who are experiencing increased distress or anxiety at this time.

The new mental health support line aims to provide additional support and guidance to people who have mental health needs during this time. It will provide:

- An immediate telephone response to those experiencing immediate distress due to Coronavirus (COVID-19)
- Support for existing Derbyshire Healthcare service users who are experiencing reduced contact with our services
- Support for people who may need longer-term help – for example by signposting to IAPT (Improving Access to Psychological Therapy) services
- A professional point of contact for health and social care partners to support any individuals in mental distress.

The support line will be **run by experienced mental health professionals** who are equipped to provide mental health support and advice.

The mental health support line will provide support to people who are in immediate distress, or help their families or carers to seek support. During the call you will be supported by an experienced mental health practitioner who will make every effort to support you over the phone, or signpost you to available services or resources.

In the event of a mental health emergency, where the need for a face-to-face assessment has been agreed, an appointment will be made for you in an agreed setting, and we will confirm the setting with you on the call.

In medical emergency and life-threatening situations only, where a person has taken an overdose or needs urgent medical attention, please dial 999 or attend your nearest hospital A&E department.