



Cumbria, Northumberland,  
Tyne and Wear  
NHS Foundation Trust



Do you need mental health  
help or support?

## **If you need help now**

**If you need urgent help with your mental health or learning disability you can get in touch 24 hours a day.**

If you live in:

- Cumbria call 0300 123 9015
- Newcastle or Gateshead call 0191 814 8899
- North Tyneside or Northumberland call 0303 123 1146
- South Tyneside or Sunderland call 0303 123 1145

If you or another person have been harmed or are at immediate risk and require an emergency response contact 999.

## **Who else can I talk to?**

**For adults finding it difficult to cope,  
who feel low, anxious, stressed,  
worried or are not sleeping.**

You can call direct:

- Cumbria: 0300 123 9122
- Gateshead: 0191 283 2541
- Newcastle: 0191 282 6600
- North Tyneside: 0191 295 2775
- Northumberland: 0300 3030 700
- South Tyneside: 0191 283 2937
- Sunderland: 0191 566 5454
- Veterans' Mental Health Transition,  
Intervention and Liaison Service:  
0303 123 1145

## How can I help someone else seek help?

### **Listen**

Simply giving someone space to talk, and listening to how they are feeling, can be really helpful in itself. If they are finding it difficult, let them know that you are there when they are ready.

### **Offer reassurance**

Seeking help can feel lonely, and sometimes scary. You can reassure someone by letting them know that they are not alone, and that you will be there to help.



## **Stay calm**

Even though it might be upsetting to hear that someone you care about is distressed, try to stay calm. This will help your friend or family member feel calmer too, and show them that they can talk to you openly without upsetting you.

## **Be patient**

You might want to know more details about their thoughts and feelings, or want them to get help immediately. But it's important to let them set the pace for seeking support themselves.



## **Try not to make assumptions**

Your perspective might be useful to your friend or family member, but try not to assume that you already know what may have caused their feelings, or what will help.

## **Keep social contact**

Part of the emotional support you offer could be to keep things as normal as possible. This could include involving your friend or family member in social events, or chatting about other parts of your lives.

**This information was provided by Mind  
For further information please visit  
[www.mind.org.uk](http://www.mind.org.uk)**

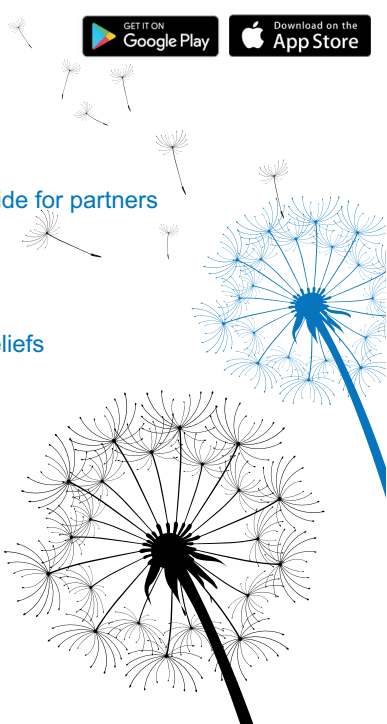


# Mental Health Self Help Guides

**NHS**

Cumbria, Northumberland,  
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- Abuse
- Alcohol and You
- Anxiety
- Bereavement
- Controlling Anger
- Depression and Low Mood
- Depression and Low Mood - a guide for partners
- Domestic Abuse
- Eating Disorders
- Food for Thought
- Health Anxiety
- Hearing Voices and Disturbing Beliefs
- Obsessions and Compulsions
- Panic
- Post Traumatic Stress
- Postnatal Depression
- Self Harm
- Social Anxiety
- Sleeping Problems
- Stress
- **Plus 3 guides for prisoners**
  - Anxiety
  - Depression and Low Mood
  - Post Traumatic Stress



**[www.cntw.nhs.uk/selfhelp](http://www.cntw.nhs.uk/selfhelp)**

Also available in BSL, easy read and audio format



cntwnhs



@cntwnhs

## Useful organisations

**Samaritans** - 116 123 (24 hours)

### **If you care share**

Support and emotional wellbeing for young people and those affected by suicide

Tel: 0191 387 5661

Email: [share@ifyoucareshare.co.uk](mailto:share@ifyoucareshare.co.uk)

### **HopelineUK**

A confidential support and advice service for:

- children and young people under the age of 35 who are experiencing thoughts of suicide
- anyone concerned that a young person could be thinking about suicide

Tel: 0800 068 41 41

### **The Campaign Against Living Miserably (CALM)** (5pm-midnight, 365 days a year)

Helpline for people who are down or have hit a wall for any reason, who need to talk or find information and support

Tel: 0800 58 58 58



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