



**Greater Manchester
Mental Health**
NHS Foundation Trust

Crisis Support Contacts

Recovery Pathways



Improving Lives

Crisis Care

The GMMH 24/7 Helpline number is 0800 953 0285. You can call any time, day or night, if you feel your mental health is beginning to suffer. Our helpline is free to use.

Number 93 Crisis Café

An out of hours friendly and supportive community space open to anyone from Manchester, Bolton, Salford and Trafford, experiencing a mental health crisis. Our aim is to offer support and advice from qualified Mental Health Practitioners and support staff in a relaxed and comfortable environment, avoiding long waits in Emergency Departments.

No.93 Harpurhey Wellbeing Centre, 93 Church Lane, M9 5BG
Telephone: 0161 271 0339 Telephone 2: 07778012838

Open Monday to Friday, 8pm to 1am (inc Bank Holidays)
Saturday and Sunday, 3pm to 1am. Please phone ahead before dropping in.

Recovery Lounge

The Recovery Lounge is a new service in Manchester City Centre. It's run in partnership with Turning Point. They offer a safe place to service users who identify as experiencing a mental health crisis.

Call 0161 238 5249

Open seven nights a week:

Mon – Fri, 5pm to 12am

Sat & Sun, 3pm to 12am

Phone referrals taken from midday onwards until 12am, every day

Emergencies

If you are concerned about an immediate risk of harm – either to yourself or someone else – phone **999** or visit your nearest **Accident & Emergency Department**. If it is not an emergency but you require urgent advice, call **111** or if it is less urgent Contact **your GP**

The Samaritans 24-hour confidential emotional support: **116 123**

Shout Shout is a free 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you are struggling to cope and need immediate help. Text Shout to **85258**

Campaign Against Living Miserably (CALM) Helpline for people in the UK who are down or have hit a wall for any reason, who need to talk or find information and support
Call **0800 58 58 58** – 5pm to midnight every day or visit the webchat page – www.thecalmzone.net

Social Services - If you, or someone you know needs care or support you can contact the Contact Centre for advice, information and an assessment of needs.
24 hours a day. Tel: **0161 234 5001**

Community Mental Health Teams

If you are under the care of one of **GMMH's Community Mental Health Teams** and need to speak to someone please call the relevant team number below.

If your allocated worker is not available, you should be able to speak to another worker on the duty desk.

North Manchester:

North Manchester Community Mental Health Team (North East and North West)
Macartney House
Telephone: **0161 271 0599**

Central Manchester:

Central East Manchester Community Mental Health Team
Rawnsley Building, Telephone: **0161 271 0631**

Central West Manchester Community Mental Health Team
Kath Locke Centre, Telephone: **0161 271 0180**

South Manchester:

North Mersey Community Mental Health Team
Kingsley House, Telephone: **0161 271 0291**

South Mersey Community Mental Health Team
Brian Hore Unit, Telephone: **0161 271 0289**

Food and Cost of Living

Food Banks

There are many food banks and community grocery schemes on offer across Manchester. You can access these schemes by being referred by a professional agency like GMMH or Citizens Advice.

If you need a food parcel for you and your family, please contact the GMMH Helpline on **0800 953 0285** or speak to your tutor at Recovery Pathways.

If you are under a Community Mental Health Team please contact your team and ask to speak to your care coordinator, or the duty worker.

Below is some information from The Trussell Trust and a link to an interactive map of foodbanks across Greater Manchester.

[Find a Food Bank - The Trussell Trust](#)

www.trusselltrust.org/get-help/find-a-foodbank/

[Food banks in Greater Manchester | Greater Manchester Mental Health NHS FT \(gmmh.nhs.uk\)](#)

www.gmmh.nhs.uk/food-banks/

Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

www.healthystart.nhs.uk

Energy

If you are struggling with energy bills and are at risk of being disconnected you can access short-term help through Manchester City Council.

They can provide payments of between £30 and £49 as long as you have no capital or savings and access one of the following benefits:

Universal Credit, Income Support, Income-based Jobseeker's Allowance, Income-related Employment Support Allowance, or get Guaranteed Pension Credit.

To apply for help please visit:

www.manchester.gov.uk/info/200008/benefits_and_support/6300/help_with_fuel

Every household in the UK is entitled to £400 worth of vouchers towards fuel costs this winter.

If you pay by direct debit this will be credited to you account automatically. If you are on a pre-payment meter and use a top up card you need to claim the vouchers yourself. Follow the link below for more information.

www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount

Local Energy Advice Partnership

Free energy and money saving advice, including energy saving measures for your home

www.applyforle.ap.org.uk/

Phone number: 0800 060 7567

Energy Saving Trust

An independent organisation that can offer home energy advice.

www.energysavingtrust.org.uk/energy-at-home/

British Gas Energy Trust

Offers local money and energy advice

www.britishgasenergytrust.org.uk

Energyworks Green Doctors

Offer a number of energy saving services to Greater Manchester residents enabling them to be warmer, healthier and better off in their homes.

energyworks@groundwork.org.uk

0800 090 3638

Energy Buddies (for Southway tenants)

Support for Southway Housing tenants who are struggling with gas and electricity supply.

www.southwayhousing.co.uk/energy-buddies/

Crisis/Hardship Loans

You can apply for a cash grant of between £30 and £60 from Manchester City Council if you are in crisis or have an emergency that's out of your control.

To be eligible you must:

- live in the area covered by Manchester City Council; and
- be 16 or over; and
- have no capital or savings; and
- get one of the following benefits; Income Support, Jobseeker's Allowance, Employment and Support Allowance, Universal Credit or Guaranteed Pension Credit
- not be experiencing hardship because of a decision by the Department of Work and Pensions (if you are, visit the DWP website or call 0345 608 8545); and
- not have already received a cash grant within the last 12 months.
- www.manchester.gov.uk/info/200008/benefits_and_support/6302/apply_for_a_cash_grant_if_you_are_in_financial_crisis

You can apply for a budgeting loan if you have been on a qualifying benefit i.e., ESA for 6 months or more or a budgeting advance if waiting for Universal Credit. www.apply-budgeting-loan.service.gov.uk/steps/appointee-who

Welfare Rights and Housing

Manchester Mind

Manchester mind provides advice and support around welfare rights, debt and managing money.

www.manchestermind.org/our-services/advice/

Telephone: 0161 769 5732 (please leave a message if they are unable to answer)

Email: advice@manchestermind.org and a member of the team will get back to you (usually within 48 hours).

Entitledto

Helps people determine what benefits, refunds and support they can claim with self-serve calculators.

www.entitledto.co.uk

Pension Credit

For pensioners who are on low income, you can claim additional credit on top of your pension.

www.gov.uk/pension-credit

GM Law Centre

Provides free legal advice and representation for homeless people and people who are at risk of losing their home living in Greater Manchester.

0161 769 2244

Email: reception@omlaw.org.uk

www.gmlaw.org.uk/



To get involved with GMMH and/or share your views, please scan the QR code or visit:

[www.gmmh.nhs.uk/
get-involved](http://www.gmmh.nhs.uk/get-involved)

Contact us

If you need more information or crisis support please call the 24/7 GMMH Crisis Line or visit our website:

 [GMMH Crisis Line 0800 953 0285](tel:08009530285)

 www.gmmh.nhs.uk

Please contact us if you require support with this information, including other languages, audiotape, Braille or larger print.

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