

# Who to turn to for help and support during a crisis

The Learning Disability Helpline (England) is a very busy service, and we help as many people as we can. However, we are not a crisis service, and due to the volume of enquiries we receive, we cannot always respond straight away to urgent issues.

We have compiled this list of agencies and services who are able to help you in a crisis situation.

## If there is an immediate risk of harm

If you are thinking of hurting yourself, or you believe that someone is about to harm themselves or somebody else – **call the emergency services on 999 or 112.**

If you or someone else is in crisis, but you don't think it's a 'blue light' emergency, you can:

- Contact their G.P. (doctor) – you can search for a G.P using this link: <https://www.nhs.uk/service-search/find-a-gp>
- Contact an out of hours service, by calling 111 or using this link: [https://111.nhs.uk/?utm\\_source=nhsuk&utm\\_campaign=nhs\\_services&utm\\_content=out\\_of\\_hours](https://111.nhs.uk/?utm_source=nhsuk&utm_campaign=nhs_services&utm_content=out_of_hours)
- Take them to the local urgent care centre/hub. You can search for the nearest one here: <https://www.nhs.uk/service-search/other-services/Urgent%20Care/LocationSearch/0>
- Get urgent mental health help by using this link: <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

You can speak to the **Samaritans**, they are available 24 hours a day for confidential, non-judgmental support:

- By calling: 116 123
- By emailing: [jo@samaritans.org](mailto:jo@samaritans.org)

You could also contact **SHOUT**:

- By texting SHOUT to 85258
- Or use this link to find out more about SHOUT: <https://giveusashout.org/get-help/>

If you are a child, or are concerned about a child, you can contact **Childline**:

- By calling 0800 11 11
- By using this link: <https://www.childline.org.uk/info-advice/your-feelings/>

## Safeguarding

What is safeguarding?

Safeguarding is keeping a person safe.

A safeguarding alert is a process where you can warn the authorities that a person is at risk, and ask them to do something to make that person safe.

**If you are concerned that an adult or a child is at risk of exploitation, harm, abuse or neglect and they are in immediate danger, contact the police on 999 or 112.**

If you do not think they are in immediate danger, but are still worried about them, you can contact their local safeguarding team and ask them to urgently investigate your concerns.

It is important to note that people with care and support needs can be put at risk of harm if these needs are not being properly met.

How to make a safeguarding referral:

### Step 1 - Contact the Safeguarding Team.

- Try to find out where the person at risk lives (an address is useful but not essential)
- The team responsible for safeguarding this adult or child will be based in the Local Authority (Council) area where they live.
- Either you will need to report your concerns to the Safeguarding Adults Team, or the Safeguarding Children's Team.
- It is usually a County Council that deals with Safeguarding, but if you only know the District or Borough Council – call them as they will have contact details for the local Safeguarding Teams.
- Most Safeguarding Teams have their contact details on the council's website. Some have a form that you can fill in online to raise an alert.
- G.P's, Health Visitors, Teachers, Doctors and other professionals can also make safeguarding alerts, so if you cannot do it yourself, contact a professional and ask for assistance.
- If you don't know which council area the person at risk comes under, contact your local County Council Safeguarding Team instead and ask them to help you to raise an alert in the right area.

### Step 2 – what to look for /ask for.

- Search on the council's website for safeguarding, or safeguarding adults, or safeguarding children.

- Look for a contact form or the telephone numbers for Adult Care or Children's/Young People's Care.
- Ask to make an 'urgent safeguarding alert' for the person at risk.
- Give the Safeguarding Team as much information as possible about why you think the person is at risk.
- You do not have to give them your name if you don't want to.
- People can be put at risk by their own behaviour, and by the behaviour of others, so things like Self-Neglect and Self-Harm are still safeguarding issues.
- Give examples of things that have happened, this helps to paint a picture.
- Ask them when they will be investigating your alert.
- Make a note of the things they have agreed to do.

### Step 3 – follow up.

- If you have given them your name and address, contact them after 24 hours and ask what has happened.
- They may not be able to give you much information due to confidentiality, but they can confirm whether they have investigated your concerns.
- If you are not happy with their response, ask them to review their decision and actions.