

IF YOU NEED HELP in an emergency or crisis call your:

Care co-ordinator/lead professional

Tel: _____

Out-of-Hours Urgent Advice Line

0800 0234 650*

*Typetalk: 18001 0800 0234 650.
Telephone translation services available.

GP: _____

Tel: _____

Family or friends to call:

Name/Tel: _____

Name/Tel: _____

Name/Tel: _____

Name: _____

Date of birth: _____

Address: _____

JADE number: _____

IF YOU NEED HELP OR ADVICE OUT-OF-HOURS (MON-FRI 5PM - 8AM, 24 HRS AT WEEKENDS AND ON BANK HOLIDAYS) PLEASE CALL 0800 0234 650*

My caring responsibilities

(do you have family, children or pets that you care for?)

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.....

My particular ways of behaving when distressed

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.....
.....

What helps me or doesn't help me in an emergency or crisis

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.....

Other medical conditions that I have

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.....

My allergies

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.....

Any other relevant information

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Preferred languages

(what language do you prefer to communicate in?)

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.....

Why do I need a crisis card?

- If you have an emergency or crisis about your mental health, this card provides you with information and contact details of people in Central & North West London NHS Foundation Trust (CNWL) who can help you.
- Your crisis card lets you tell others what you want, or do not want if you are distressed.
- This card allows you to keep information to hand that you would want others to know if you are distressed.

What sort of information should I put on the card for others to know?

- It's important to keep to hand contact details for your GP and others you might want to be contacted.

- This could include what you find most helpful and what you definitely find unhelpful.
- You can specify what you want and do not want to happen.
- You may want to fill this in with someone you trust e.g. a family member, friend, advocate, or your care co-ordinator.

Some examples of things you may want to include:

- Being given a cup of tea or water.
- Being allowed to sit quietly for a while.
- You might want one of your identified contacts to be called.
- You might want to tell people that you do not want to be given a particular type of medication because of the effect it has on you.
- You can tell people not to give you medication immediately but to ask them to "talk you down", or not to ask too many questions.

USEFUL INFORMATION

SANeline (6pm – 11pm) 0845 767 8000

Samaritans (24 hrs) 020 8427 7777

CNWL medicines 020 8206 7270

helpline (mon-fri 9am-5.15pm) St Charles Hospital, Exmoor Street, London W10 6DZ

CNWL medicines e-mail helpline
medinfo.cnwl@nhs.net

CNWL website
www.cnwl.nhs.uk

CNWL medicines website
www.choiceandmedication.org/cnwl

Central and North West London 
NHS Foundation Trust

CRISIS CARD

OUT-OF-HOURS URGENT ADVICE LINE:

