Easy Read
Crisis Card
For patients with mental health difficulties

Wellbeing for life
What is a crisis card?

A crisis card is something you can carry with you. It has information on it about people who can help you at Central and North West London NHS Foundation Trust (CNWL). They can help you if you are having a crisis.
Your crisis card lets you:

- Tell others what you want or do not want if you are in a bad way.
- Give information that you want people to know if you are in a bad way.
Information to put on the card for others to know

Here are some of the things you can put on the card:

Your name and telephone number

The date you were born
Your address

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

Your NHS number

_________________________________________________________________
Name of the person who cares for you

Their telephone number in the day

Their telephone number at other times
Your GP’s telephone number

Family or friends’ telephone number, you can have more than one on the list

Your psychiatrist’s telephone number
Other things that you might want to put on the card that can help you

You might want to put things on the card like:

- Being given a drink or something small to eat when something happens
- Being allowed to sit quietly for a while when something happens
- Having someone to talk to if something happens
You might want to tell people that you do not want to be given a certain medication because of the effect it has on you.

You can tell people not to give you medication straight away. This is sometimes called talking you down. For example, some people do not like to be asked lots of questions when they are having a bad time.
Please write your answers in the spaces.

People or animals I care for or look after – this might be someone in your family or a friend

Things I do when I am in a bad way – for example I want to hurt myself or other people, I shout and pace around
What helps me or does not help me in an emergency or when I am having a crisis – this might be to talk to people or to sit quietly
Other medical conditions I have

My allergies – this means things that have a bad effect on me
Any other information you think we should know about you

What language do you speak or understand?
Numbers which might be able to help

Here are some of the numbers that might be able to help you:

**CNWL Out-of-Hours Urgent Advice Line**
**0800 0234 650**
(Monday to Friday 17.00 – 9.00, 24 hours at weekends and on bank holidays)

**NHS 111**
**111** (open 24 hours a day)
SANÉline
0300 304 7000
(open 18.00 to 11.00)

Samaritans
020 8427 7777
(open 24 hours a day)

CNWL medicines helpline
020 8206 7270
(open Monday to Friday 9.00 – 17.15)

CNWL medicines email helpline
medinfo.cnwl@nhs.net

Emergency Services – police, ambulance, fire brigade
999