Hope Therapy & Counselling Services

Emergency and Crisis Protocol

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If you are in immediate danger, please call 999 or go to your nearest A&E emergency department now.

1. Purpose of This Document

This protocol explains what to do if you are in crisis, what your counsellor will do if they are concerned about your safety, and where you can find urgent support between sessions. Please read this before or at the start of your therapy so you know what to do if you ever need it.

2. If You Are in Crisis Right Now

Please use one of the following resources:

Emergency

- Call 999 or go to your nearest A&E if you are in immediate danger.

Mental Health Crisis

- Samaritans — free, confidential, 24 hours: 116 123 | jo@samaritans.org
- Shout Crisis Text Line — free, 24 hours: text SHOUT to 85258
- Crisis lines vary by area — contact your GP or call NHS 111 for local mental health crisis services.

For Young People (under 25)

- Childline — free, 24 hours (under 18s): 0800 1111 | www.childline.org.uk
- The Mix — under 25s: 0808 808 4994 | www.themix.org.uk
- Young Minds Crisis Messenger: text YM to 85258

Domestic Abuse

- National Domestic Abuse Helpline: 0808 2000 247 (free, 24 hours) | www.nationaldahelpline.org.uk

Eating Disorders

- National Alliance for Eating Disorders Helpline: 1-866-662-1235 (US) — for UK support contact Beat: 0808 801 0677 | www.beateatingdisorders.org.uk

LGBTQIA+

- Switchboard LGBT+ Helpline: 0800 0119 100 | www.switchboard.lgbt
- Galop (LGBT+ anti-violence charity): 0800 999 5428 | www.galop.org.uk

Suicide and Self-Harm

- Papyrus (under 35s): 0800 068 4141 | www.papyrus-uk.org
- CALM (Campaign Against Living Miserably): 0800 58 58 58 | www.thecalmzone.net

Further resources are available on our website: www.hopefulminds.co.uk/crisis/

3. Between-Session Support

Your counsellor is not available for crisis support between sessions. If you are experiencing distress between appointments, please use the resources in Section 2 above.

If you need to contact your counsellor for a non-urgent matter between sessions, please do so via the agreed communication channel discussed at the start of your therapy. Your counsellor will respond within the timeframe agreed with you.

To rearrange or cancel a session, please contact your counsellor directly. For payment queries or concerns about your referral, please contact Hope Therapy & Counselling Services at contact@hopefulminds.co.uk or 0333 043 1850.

4. What Your Counsellor Will Do If They Are Concerned About You

If your counsellor becomes concerned about your safety during or following a session, they will:

- Talk with you directly about their concern wherever it is safe and appropriate to do so.
- Discuss options with you, including contacting your GP, a trusted person in your life, or a crisis service.
- In situations of serious and immediate risk, contact emergency services or safeguarding authorities, which may happen without prior discussion if the situation demands immediate action.
- Seek guidance from their clinical supervisor or from Hope Therapy & Counselling Services' Designated Safeguarding Lead (Ian Stockbridge) where appropriate.

5. If Your Counsellor Cannot Be Reached

If you have an urgent concern about your therapy or about your counsellor and cannot reach them, please contact Hope Therapy & Counselling Services:

- Email: contact@hopefulminds.co.uk
- Telephone: 0333 043 1850 (lines open 9am–9pm)

Outside of these hours, please use the crisis resources in Section 2 or contact 999 if you are in immediate danger.

6. Safety Planning

If you and your counsellor identify that crisis risk is a relevant consideration in your therapy, they may discuss a personal safety plan with you. A safety plan is a practical, personalised guide that sets out what you will do if you feel yourself moving toward a crisis — including who you will contact, what has

helped in the past, and what steps you will take to keep yourself safe. This is always developed collaboratively between you and your counsellor.

7. Self-Harm and Suicidal Thoughts

Hope Therapy & Counselling Services does not provide crisis intervention or emergency mental health services. If you are experiencing active thoughts of suicide or self-harm, please contact the Samaritans (116 123), your GP, NHS 111, or emergency services immediately. Our counsellors can work with many people who have experienced self-harm or suicidal thoughts in the past. However, we are unable to accept a referral where, now or within the last six months, someone has had thoughts of ending their life or a plan to do so; has taken an overdose; has self-harmed in a way that needed (or would reasonably have needed) medical treatment; or has self-harm that is becoming more frequent or more serious. Other experiences of self-harm are considered individually. If this is relevant to you, we will talk it through with you when you first contact us.

Contact us: contact@hopefulminds.co.uk | 0333 043 1850 | www.hopefulminds.co.uk

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