

## Accessing Support: Crisis information

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Dealing with a cancer diagnosis and/or cancer treatment can very understandably be accompanied by stress and anxiety about a variety of concerns, including school and work, relationships with families and loved ones, and finances, just to name a few. It is very normal to feel a sense of shock, or to find the uncertainty surrounding living with cancer difficult to manage. Some people find that seeking emotional and/or psychological support online or in-person can help manage their stress and anxiety. At times some people who are struggling with difficult thoughts and emotions might feel that more urgent support is required. To help you determine what help you may need, you can use this [NHS Mental Health: Getting Help Interactive Flow Chart](#). Pay attention to your feelings and worries with kindness – if you feel like something is not quite right, it is often better to reach out for support to avoid letting a crisis build up.



Below is a list of organisations outside of The Royal Marsden who may be able to offer you some support, as well as some resources that you may find helpful to read/listen to. The range and quality of services/support available from other organisations will be constantly changing and we cannot guarantee the quality of their services.

If you have any questions or would like further advice/guidance about where to seek specialist help in your local area, you can speak with a member of your Royal Marsden treatment team or the Adult Psychological Support Service.

### [Helplines and Supportive Texting](#)

#### **Samaritans**

A service which provides free 24/7 calls, as well as email, letter and face-to-face support, to give those who are struggling to cope a space to be listened to without judgement or pressure. Samaritans is not only for the moment of crisis, but also in the prevention of a crisis – so you can reach out to them at any time.

Phone Number: **116 123**

Website Link: <https://www.samaritans.org/>

#### **NHS 111/999**

If you are not able to speak to your local NHS urgent mental health helpline ([find your local helpline here](#)), or you need help for your mental health but it's not an emergency, or you're not sure what to do, call **111** and inform them that you need help and/or advice on your



mental health. **If you feel like you are having a mental health emergency and/or cannot keep yourself safe, call 999.**

Phone Numbers: **111** or **999**

## Mind

Mind is a charity that provides mental health advice and support. The following website link will lead you to a collection of various mental health helplines.

Website Link: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-services/>

Alternatively, if you would like to access mental health crisis support helplines, please follow the link below:

<https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/>

## SHOUT 85258

The UK's first and only free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Trained Shout Volunteers give in-the-moment support for those who feel anxious, stressed, depressed, suicidal, and overwhelmed, among a variety of other psychological and emotional difficulties.

Website Link: <https://giveusashout.org/>

Or **text "SHOUT" to 85258** to contact the Shout Crisis Text Line

## Marie Curie Support Line

Whatever your question, Marie Curie is here to help. Access practical information and emotional support on all aspects of life with a terminal illness, caring for someone, [bereavement](#) and [longer-term support](#). No one is turned away. You can get in touch with the free [Support Line](#) by calling **0800 090 2309** (8am-6pm Monday to Friday and 10am-4pm on Saturdays and Sundays) or you can email them at [support@mariecurie.org.uk](mailto:support@mariecurie.org.uk). You can also use the webchat, browse information pages, and look up more about these services by visiting [Mariecurie.org.uk/support](http://Mariecurie.org.uk/support).

The Marie Curie also run an [Online Community](#), which is available to anyone living with a terminal illness, carers, or someone who is bereaved by terminal illness

## Macmillan Cancer Support Line/Chat & Online Community

A charity that provides a variety of free support services for those living with and affected by cancer. Free calls can be made to an adviser every day from 8am to 8pm to get advice on a variety of topics including, but not limited to, emotional and practical information, clinical information, financial guidance, welfare rights, energy advice, and work support team. You are also able to chat with advisers online (between 8am to 8pm) if you would prefer to type. Additionally, there is an online community where you can chat anonymously with others who might be in a similar situation.



Phone Number: **0808 808 0000**

Website link: <https://www.macmillan.org.uk/cancer-information-and-support/get-help/macmillan-support-line>

## **Crisis Services**

### **Local NHS Mental Health Helpline (England)**

Follow the website link and input your postcode to find the NHS urgent mental health helpline for your area.

Website link: [Mental Health Helpline for Urgent Help - NHS \(www.nhs.uk\)](http://www.nhs.uk)

### **Mind – Mental Health Crisis Services & Planning**

This guide explains what mental health crisis services are available, how they can help, and when to access them. It also explains how you can plan for a crisis. If you are experiencing a crisis right now, please call **999** or go straight to A&E. Some crisis services covered by this guide include helplines/listening services, hospital treatment, crisis teams (including those who provide home treatment), crisis houses, and day services.

Website link: [Mental health crisis services - Mind](http://www.mind.org.uk)

### **City & Hackney Walk-In Crisis Café**

The Crisis Café is a safe, supportive, and therapeutic café environment and can offer support for anyone struggling to cope with life.

Website Link: <https://www.eft.nhs.uk/services/city-hackney-mental-health-crisis-line>

Phone Number: **073937 62366**

### **Solace Women's Aid**

A counselling service for women and girls aged 16+ who are survivors of domestic abuse and/ or sexual violence. This can include physical, emotional, psychological, sexual, and financial abuse, coercive control, harassment, stalking, and other harmful practices such as forced marriage, honour-based violence and FGM (Female Genital Mutilation). The service offers 1-to-1 counselling, group work and specialist holistic therapies to support women in their recovery following a traumatic event. Their service is available across 21 London boroughs listed on their website: [Ascent Counselling - Solace Womens Aid](http://www.ascentcounselling.org.uk)

If you live in one of the boroughs listed, you can contact the service by calling **0300 330 5479** or emailing [counselling@solacewomensaid.org](mailto:counselling@solacewomensaid.org), to enquire about the waitlist, new referrals, and assessments

Website link: [Solace Therapeutic Services - Solace Womens Aid](http://www.ascentcounselling.org.uk)



## **Suicide Support**

### **National Suicide Prevention Helpline UK**

A helpline specifically geared towards those who are struggling, or have been struggling, with thoughts of suicide. Their lines are open every day from 6pm until midnight, where you can confidentially speak with a volunteer about your feelings and struggles. They also offer a bereavement service for individuals navigating their grief around a loss of a loved one from suicide.

Phone Number: **0800 587 0800**

### **Rethink Mental Illness – Self-Help & Crisis Plans**

A guide to coping with suicidal thoughts, how you can keep yourself safe, how you can get support, and how you can make a crisis plan.

Website Link: <https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-symptoms/suicidal-thoughts-how-to-cope/>

### **James' Place Therapy for Men**

Free, focused, one-to-one therapy for men, those who identify as men or non-binary, aged over 18 to help understand and recover from a suicidal crisis.

Website link: <https://www.jamesplace.org.uk/our-services/our-centres/london-centre/>

### **Maytree's House**

A respite centre for individuals who are feeling suicidal. They offer a once-only 5-day/4-night non-medical residential stay, with a focus on individuals experiencing immediate suicidal crisis, helping their recovery from suicidal feelings. A befriending service is also available to Maytree's guests over the course of their stay, providing an inviting space to explore their thoughts and feelings. Please note that Maytree only accept referrals from professional organisations or individuals. Self-referrals are not accepted.

Website link: <http://www.maytree.org.uk/>

### **Maytree Suicidal Support Signposting**

Explore this website to find a range of websites, helplines, and services to support those affected by suicide and suicidal thoughts, or those in need of general support when feeling low or hopeless.

Website link: <https://www.maytree.org.uk/feeling-suicidal-and-need-support-now/>



## **The Listening Place**

A welcoming space in the centre of London, that offers free face to face support to individuals with suicidal thoughts. They run centres in four locations in London (Pimlico, King's Cross, Hammersmith, Liverpool St.). Visitors can attend appointments with the same trained volunteer each time they visit, with complete confidentiality. Anyone aged 18 and over, with suicidal thoughts can self-refer using the self-referral form is available at the top of the linked website.

Website link: <https://listeningplace.org.uk/what-we-offer/>

## **Crisis Houses**

Crisis houses offer intensive, short-term support to help you manage your mental health crisis in a residential setting, rather than a hospital. If things at home are contributing to you being in crisis, you may benefit from taking a short stay at a crisis house whilst you manage any issues at home.

## **Mind – Crisis Houses (London & the UK)**

This website lists some of the crisis houses available locally in different cities.

Website link: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/crisis-houses/#london>

## **IKWRO – Women's Rights Organisation**

This charity works with women and girls from Middle Eastern, North African and Afghan regions living in the UK. They provide free advice, counselling services and advocacy support, and a refuge service with accommodation, to those who have experienced forced marriage, child marriage, and domestic abuse, or female genital mutilation (FGM). They work with women and girls of all ages and background, including bisexual women, lesbian women and transgender women. In partnership with other organisations, IKRWO support survivors of abuse with access to English language classes, training and education, and employment opportunities.

Website link: [IKWRO – IKWRO Women's Rights Organisation](#)

## **FLAWS – Finding Legal Options for Women Survivors**

This service works with a team of solicitors and legal advisors, to support women experiencing domestic abuse. They provide legal support to women experiencing domestic abuse across England and Wales. They help women protect themselves from abuse, access legal aid, guide them through legal processes, and gain court orders. They also work with women's aid organisations that offer a safe environment for survivors of domestic abuse.

Website link: [FLAWS | Finding Legal Options for Women Survivors](#)



## Additional support services

### Cancer Care Map

An online database of cancer support services. You can search by postcode or by particular themes e.g. cancer type.

Website link: <https://www.cancercaremap.org/>

### Maggie's Cancer Centres

Cancer care centres with multiple locations, including The Royal Marsden Hospital, Sutton and Charing Cross Hospital, West London. Workshops, groups, information and one-to-one counselling available.

Website link: <https://www.maggies.org/>

Phone number: **0300 123 1801**

### NHS Talking Therapies

NHS website to help you find your local psychological talking therapies service based on your GP address. Your local NHS talking therapies service can be helpful if you would like psychological support for cancer when you are no longer regularly coming in for appointments at The Royal Marsden, as well as for concerns unrelated to cancer or that predated your cancer and have become worse due to it.

Website link: [Find NHS talking therapies for anxiety and depression - NHS](#)

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If you need any specialist and personalised advice about your cancer treatment, symptoms or side effects, please contact The Royal Marsden Hotline. This hotline is available 24 hours a day, seven days a week on **020 8915 6899**.

The Royal Marsden's Adult Psychological Support Service offers short-term, cancer-specific psychological and psychiatric support. You can either self-refer or ask somebody in your Royal Marsden healthcare team to refer you. For more information, visit [Adult Psychological Support Service | The Royal Marsden](#). Alternatively, contact us directly on **020 7808 2777** (Chelsea), **020 8661 3006** (Sutton), or email [Psychological.SupportAdmin@rmh.nhs.uk](mailto:Psychological.SupportAdmin@rmh.nhs.uk).



If you have ideas for other signposting or information sheets, or if you would like to be involved in working with APSS to improve the service we offer, please scan the QR code to see more about our patient and public involvement, or email [Psychological.SupportAdmin@rmh.nhs.uk](mailto:Psychological.SupportAdmin@rmh.nhs.uk) or telephone **020 7808 2777** (Chelsea) / **020 8661 3006** (Sutton) with your ideas.

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