

## 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 crisis service helplines.

Website Link: <https://www.mind.org.uk/information-support/guides-to-support-and-services/crisis-services/helplines-listening-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 11am-5pm on Saturdays) 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).

## 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.elft.nhs.uk/services/city-hackney-mental-health-crisis-line>

Phone Number: **073937 62366**

## **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.

Phone Number: **0800 689 5652**

### **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 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. This centre is often oversubscribed and can sometimes be closed to referrals, but they can offer a residential experience with a focus on recovery from suicidal feelings. A befriending service is also available.

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, where visitors can speak confidentially with volunteers about suicidal thoughts. There is a self-referral form 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>



## 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: <https://www.nhs.uk/service-search/mental-health/find-an-nhs-talking-therapies-service/find-your-gp>

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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 Macmillan 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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