

Website copy

First Response Service – 111 option 2 when prompted for the mental health service

The First Response Service (FRS) puts your mental health first. It provides 24-hour access, seven days a week, 365 days a year, to mental health care, advice and support.

If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health, you can contact the FRS by **dialling 111 and selecting option 2 when prompted for the mental health service.**

What happens when I call?

The phone will be answered by a trained mental health professional who will be able to listen to your concerns and help you get the support you need. With your permission, they can also access your medical records to better meet your needs and to avoid you repeatedly having to tell us your situation. They can offer advice over the phone, put you in contact with our crisis services or even refer you to a Sanctuary - safe places run by mental health charity, Cambridgeshire, Peterborough and South Lincolnshire Mind. The Sanctuaries offer short-term practical and emotional support between 6pm and 1am, seven days a week.

Who can call?

If you aren't able to make the call yourself, then anyone can call on your behalf - for example a friend, carer, loved one or even your GP. The service is available to anyone, of any age, currently living in Cambridgeshire and Peterborough in mental health crisis, which could include:

- Changes to your mood
- Withdrawing from people (close family, friends or work colleagues)
- Not taking care of yourself like you usually would
- Having increased thoughts about your life not being worth living
- Excessive worry
- Feeling out of control or unable to cope
- Feeling anxious about leaving the house
- Hearing voices or seeing things that others can't
- Thinking about harming yourself.

By calling 111, and selecting option 2 when prompted for the mental health service, we can help to get you the support you need.