

**PRESS RELEASE:**

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**24/7 Mental Health Helpline launched for people in Oxfordshire**

**Adults: 01865 904997.**

**Children and young people: 01865 904998.**

A 24/7 mental health helpline has been launched to provide people with mental health advice during the coronavirus pandemic

The round-the-clock helpline will make it quicker and easier for people in Oxfordshire to get the right advice they need for their mental health and emotional wellbeing

It operates 24 hours a day, seven days a week for people who need mental health care when their situation is not life threatening.

It will support people of all ages including children and older adults.

People can call Oxfordshire Mental Health Helpline when they need to find out when and where to get help and to access support from mental health professionals for a range of conditions and symptoms including anxiety, low mood, stress, worry, difficulty with relationships, crying often, feeling helpless, confusion, hallucinations or hearing voices.

People can also call the Oxfordshire Mental Health Helpline when they would usually ring 111, speak to their GP, council or police for non-emergency mental health advice.

The helpline adds to the range of ways people can get support locally including Safe Havens which continue to offer an alternative to A&E for mental health care in the evenings and at weekends during the outbreak.

During office hours, people who already use mental health services should contact services directly using the numbers in their care plan.

The Oxfordshire Mental Health Helpline is being launched by Oxford Health NHS Foundation Trust, which runs local mental health services.

The trust is part of Oxfordshire Mental Health Partnership (OMHP), which is also behind the helpline.

Rob Bale, clinical director for mental health in Oxfordshire at Oxford Health NHS Foundation Trust, said:

"When people need mental health care, support or advice they should call the 24/7 Oxfordshire and Buckinghamshire Mental Health Helpline. The number for adults is 01865 904997. For children and young people the number is 01865 904998.

"Our trained mental health advisers will be able to make sure people get the care that is right for them."

The Mental Health Helpline adds to the range of local mental health services people can access directly.

When someone is seriously ill or injured, or in an acute confused state, call 999.

## **ENDS**

### **Notes to Editors**

For more information contact the Communications Team on 01865 902068/902225. [Communications.team@oxfordhealth.nhs.uk](mailto:Communications.team@oxfordhealth.nhs.uk)

For other mental health support people can contact:

Their own GP

Mental Health Services for adults and older adults: [TalkingSpace Plus](#) in Oxfordshire

- [Healthy Minds](#) in Buckinghamshire
- [Aylesbury Safe Haven](#)

- [Wycombe Safe Haven](#)
- [Oxford Safe Haven](#)
- [Banbury Safe Haven](#)

Mental Health Services for children and young people:

- Buckinghamshire 01865 901 951
- Oxfordshire 01865 902515
- Swindon 01865 903 422
- Marlborough and Melksham 01865 903 777
- Salisbury 01722 336 262
- Bath and North East Somerset: 01865 903 889

Other helplines, information and advice include:

- Oxfordshire Mind Information Line – (01865) 247788 open 9.30 am to 4.30 pm Mon – Friday
- [Buckinghamshire Mind](#)
- NHS 111 – dial 111 – open 24 hours
- Samaritans – Freephone 116 123 – open 24 hours
- Saneline – 0300 304 7000 – 4.30 pm to 10.30 pm daily
- Rethink – 0845 456 0455 – 10 am to 2 pm Monday to Friday
- FRANK – 0800 77 6600 – open 24 hours
- No Panic – 0844 967 4848 – 10 am to 10 pm
- [Young Minds](#)
- [Stay Alive](#) Suicide Prevention Mobile Phone App
- The [Oxfordshire Mind Guide](#)
- [Mind](#) UK's national mental health charity
- [Elefriends](#) safe online space to listen, share and be heard

**Oxford Health NHS Foundation Trust**

Oxford Health NHS Foundation Trust (OHFT) provides physical, mental health and social care for people of all ages across Oxfordshire, Buckinghamshire, Swindon, Wiltshire, Bath and North East Somerset. Our services are delivered at community bases, hospitals, clinics and people's homes. We focus on delivering care as close to home as possible.

As a leading teaching, training and research trust, we have close links to Oxford and Oxford Brookes, Buckinghamshire, Reading and Bath universities. We are part of the Oxford Academic Health Science Centre, working closely with our university colleagues to translate their findings into clinical care as quickly as possible, enabling people using our services to benefit from the latest advances in healthcare. We host the NIHR Oxford Health Biomedical Research Centre with Oxford University, and aim to bring the best science to the complex problems of mental disorders and dementia. We also host the NIHR Applied Research Collaboration Oxford and Thames Valley; a partnership between universities, healthcare, charities and industry, that aims, through applied health research, to co-produce better, more equitable, appropriate and sustainable health and care across the region.

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