

Services providing mental health crisis support out of hours

Mental Health Crisis line (NHS 111 option 2)

Single point of access open to all (public, service users, carers). Provides mental health triage, advice and signposting to other services if required. If you feel you are in urgent need of mental health support out of hours contact NHS 111 Option 2, they will offer advice and guidance inclusive of signposting to other supportive services, referrals to your local crisis team or recommend your attendance to Accident and Emergency.

Who can use this service?

ALL within Bedfordshire & Luton

Telephone/contact details & hours of operation?

111 option 2, available 24/7

Healthcare professionals line (via NHS 111 option 2)

Provides mental health triage, advice and signposting to other services if required.

Who can use this service?

For healthcare professionals who are in support of any Bedfordshire/Luton resident who may be experiencing a mental health crisis

Contact details & Hours of operation

111 option 2, available 24/7

Mental Health Street Triage

Integrated multiagency emergency mental health response service.

Who can use this service?

Referral into this service is only available via police 999. This service operates with a specialist mental health professional, paramedic and police officer

Contact & Hours of operation: The service operates 12pm- 12am, 7 days a week. Only available for emergency services via 999

Force Control Centre Practitioners

These mental health practitioners are there to provide support to police colleagues in the support of people experiencing a mental health crisis.

Who can use this service?

This service is only available via the police service.

Contact & Hours of operation: 8am- 8pm, 7 days a week Only available for emergency services via 999

Samaritans

Emotional and mental wellbeing support for those in distress or a crisis, or who have suicidal thoughts. You can also use 116 123 to ask us to make follow up calls (with the persons consent) to check that they are ok.

Hours of operation

24/7 free telephone helpline

Contact details

Telephone: 116 123

Email service: jo@samaritans.org

The Lighthouse

The Lighthouse is a co-produced mental health drop-in service staffed by fully qualified NHS mental health professionals and trained volunteers in Leighton Buzzard, Bedfordshire.

Who can use this service?

No referral is needed to the service and you don't have to have a mental health diagnosis, all members of the community can attend whether you live in Leighton Buzzard or somewhere else.

Hours of operation

Monday & Tuesday: 5.30-9pm

Wednesday & Friday: 10am-3pm

Contact details

Whichellos Wharf, The Elms
Stoke Road, Leighton Buzzard, LU7 2TD

For more information

See the Facebook page "The Lighthouse ELFT"

elft.thelighthouse@nhs.net

MIND Crisis Café

Our Crisis Cafes are safe, non-judgmental spaces that you can come to if you find yourself in crisis or mental distress in the evenings. You will be met by a trained mental health worker who will listen and help you identify ways to address the problems you are facing.

Who can use this service?

Walk in service open to all adults (18+) experiencing a mental health crisis

Hours of operation

7 days a week, 5pm-11pm

Contact details

•Luton Crisis Café: Luton Wellbeing Centre, 46-56 Dumfries Street, Luton, LU1 5BP

•Bedford Crisis Café: Florence Ball House, Bedford Health Village, 3 Kimbolton Road, Bedford, MK40 2NX

•Central Bedfordshire Crisis Café: Mind BLMK, The Rufus Centre, Steppingley Road, Flitwick, Bedfordshire, MK45 1AH (4 days a week, Monday – Thursday)

For more information

<https://www.mind-blmk.org.uk/how-we-can-help/crisis-support/>

Psychiatric Liaison Service

Specialist mental health professionals working within Luton & Dunstable Hospital and Bedford Hospital.

Who can use this service?

Open to referrals from L&D and Bedford hospital staff only.

Contact details & Hours of operation

Referral process within hospital, available 24/7

Crisis Resolution & Home Treatment Team

Specialist crisis practitioners providing crisis assessments and home treatment as an alternative to hospital admission

Who can access this service?

GPs, other mental health teams, and self-referrals for crisis assessment.

Contact details & hours of operation

NHS 111 option 2, available 24/7