

**Cheshire and Wirral Partnership NHS Foundation Trust – Urgent Mental Health Crisis
Freephone briefing**



CWP recently launched an all age 24/7 urgent mental health crisis Freephone service. It is available to all people who live in Cheshire West, Cheshire East or Wirral.

It has received over 10,000 calls since it opened in April 2020. The all-age service is resourced by trained call handlers and mental health practitioners and is able to support people in mental health crisis.

The crisis line has supported callers with suicide ideation, self-harm, overdose, and hearing voices as examples. The line is for children, young people and adults in urgent mental health crisis.

If you wish to make a referral of a patient to CWP services, please do so in the usual way.

Improving Access to Psychological Therapies (IAPT)

Local residents can also access mental health support for less urgent needs. Improving Access to Psychological Therapies (IAPT) services are available across our footprint for people over 16 years old.

Using a stepped care approach, IAPT services provide screening assessments and psychological interventions to individuals facing common mental health problems:

- Depression and Low mood
- Panic Disorder
- Generalised Anxiety Disorder
- Health Anxiety and Medically Unexplained Symptoms
- Social Phobia
- Specific Phobia
- Single Incident Trauma (PTSD)
- Obsessive Compulsive Disorder (OCD)
- Adjustment Disorder
- Bereavement & Loss
- Insomnia
- Low Self-Esteem
- Post-natal anxiety/depression

Please find details of local IAPT services below:

<p>Western Cheshire IAPT (CWP Service) The Western Cheshire IAPT service provides a range of services for individuals aged 16 and over, who are registered with GP surgeries within the West Cheshire area.</p>	<p>Online Self Referral</p> <p>GP/Health Professional Referral</p> <p>General Enquiries: 01244 397761/2</p>
<p>Central Cheshire Wellbeing Hub (CWP Service) The Wellbeing Hub combines IAPT and Gateway services to support patients in the community and acts as a resource for GPs and other community services. It is also a single point of access into secondary care mental health.</p>	<p>Online Self Referral</p> <p>GP/Health Professional referral</p> <p>Telephone Self-Referral: 0300 303 0639</p>
<p>East Cheshire (Non-CWP service) MyTalkingTherapies.com</p>	<p>You can self refer online,</p> <p>GP/Health Professional Referral</p> <p>Self-Referral line: 0300 303 0639</p>
<p>Wirral (Non-CWP Service) Talking Together Wirral</p>	<p>You can self refer online</p> <p>GP/Health Professional Referral</p> <p>Self-referral/ general enquires: 0151 649 1859 Email: info@talkingtogetherwirral.org</p>

Disclaimer: Information about the East Cheshire IAPT and Wirral IAPT services is provided to help you locate a local service. These services are not provided by CWP and therefore we cannot accept liability for any linked websites, content or connected services.

Children and Young People

<https://www.mymind.org.uk/>

MyMind is a website for young people, parents, and professionals working with children & young people. Here you can find information on how to look after your mental health, how to access help and support, and details of support services in your local area.

Children and young people can also continue to contact wider support networks outside of CWP services, e.g. Shout text service– text 85258 / Kooth.com / ChildLine.org.uk 0800 1111 or local support groups.