

Urgent Help & Crisis Information

For children, young people, parents, carers and families

IMPORTANT HH Training Network is not an emergency or crisis service.

Website forms, email and social media are not monitored continuously. Do not use them if someone may be at immediate risk or needs urgent mental health support.

GET HELP NOW Phone 999 or go to A&E

Do this if someone's life is at immediate risk - for example, after a serious injury, overdose or suicide attempt - or if you believe they cannot be kept safe.

Do not wait for a reply from HH, a GP practice or an online service in an emergency.

Urgent mental health support in Scotland

111

FREE • 24/7

NHS 24 Mental Health Hub

Phone 111 and choose the mental health option for urgent mental health support. The service is available to people of all ages across Scotland.

You can also call on behalf of a child, young person, friend or family member.

During normal service hours: contact the person's GP practice or existing CAMHS/mental health team, where they are already receiving support. If the situation cannot wait, phone 111.

When you are worried about someone else

- Take concerns about suicide, self-harm, overdose or serious deterioration seriously and seek urgent advice.
- You do not need to be the person in distress to phone NHS 24 on 111 for guidance.
- If the risk becomes immediate at any point, phone 999 or go to A&E.

Someone to Talk To

Free and confidential support outside HH

Childline

For anyone under 19 in the UK

0800 1111

Free, confidential support by phone, with online chat and messaging also available. Open 24 hours a day, 7 days a week.

[Visit Childline](#)

Samaritans

For anyone who needs someone to listen

116 123

Call free at any time, day or night. Samaritans offers a non-judgemental place to talk through difficult thoughts and feelings.

[Contact Samaritans](#)

Breathing Space Scotland

0800 83 85 87

For people aged 16 or over in Scotland who feel distressed, overwhelmed or alone, but are not in immediate crisis. Open Monday to Thursday, 6pm-2am, and continuously from Friday 6pm to Monday 6am.

[Visit Breathing Space](#)

What HH can provide

- Planned nurse-led assessment, practical support, safety planning and professional recommendations within HH's agreed scope of practice.
- Clear signposting to urgent, emergency, NHS or specialist services when these are more appropriate.
- Support to understand concerns and identify next steps once immediate safety needs have been addressed.

Confidentiality and safety

HH respects confidentiality. However, if we believe a child, young person or another person may be at serious risk of harm, we may need to share relevant information with appropriate services to help protect safety. Where possible, we will explain this and involve the family or young person in the process.

Visitors outside Scotland

The NHS 24 and Breathing Space information above applies to Scotland. Elsewhere in the UK, use your local NHS urgent mental health service. In a life-threatening emergency anywhere in the UK, phone 999 or go to A&E.

Sources and review: Reviewed against current official guidance on 28 July 2026 - [NHS Inform](#) • [NHS 24](#) • [Childline](#) • [Samaritans](#) • [Breathing Space](#)

Document control: HH-PUB-001 | Version 1.0 | Effective 28 July 2026 | Review July 2027