

## **Hertfordshire Mental Health Services and Support**

### **Single Point of Access**

If you need to make a referral or talk about an urgent mental health problem please call the Single Point of Access (SPA)

**Tel: 0300 777 0707**

Email: [hpft.spa@nhs.net](mailto:hpft.spa@nhs.net)

### **Out of hours mental health helpline**

For out of hours advice and telephone support please call the Helpline on  
**01438 843322**

This service operates through the night from 5pm - 9am on weekdays and around the clock at weekends and on Bank Holidays.

The service is available to our service users and carers for advice and support outside office hours.

The helpline is staffed by experienced mental health professionals and support staff who can offer the following support:

- Putting worries and anxieties in perspective
- Guidance about local services and referral if needed
- Information on diagnoses, mental health issues and medication

During normal office hours please call your Care Co-ordinator at your local Mental Health Team.

## **Hertfordshire Nightlight**

NightLight is a countywide out of hour's mental health crisis service providing a safe and welcoming space for people who are feeling distressed and experiencing a crisis.

Our Crisis Centres provide a safe, homely and welcoming space for people who are feeling distressed and experiencing a crisis. We create a warm, welcoming and homely environment which is somewhere for you to relax and feel safe, where you can use the facilities and know that skilled and experienced staff are on hand to listen to you and offer support and advice if needed.

We are open out of hours on Friday, Saturday, Sunday and Monday nights from 7pm-2am, every week of the year.

We have 3 Crisis Centres around the county and will do our best to ensure that you can access the one that is nearest to you. The centres are based in:

- Watford
- Hemel Hempstead (4 beds)
- Ware

The centres offer a safe haven for you to use if you are in crisis and want some time out or would like to talk through the issues that you are experiencing with someone who will listen, but not make judgements.

To contact the helpline please telephone **01923 256391**

## **SOUTH WEST HERTS SAMARITANS**

**If something's troubling you, get in touch:**

Telephone our branch: 01923 233 333 (local call charges apply)

National telephone: 116 123 (this number is free to call)

Email Samaritans: [jo@samaritans.org](mailto:jo@samaritans.org)

Visit our branch: Samaritans Watford, Milly Apthorp House, 45 St John's Road, Watford, Hertfordshire WD17 1QL

Usual hours open to receive callers at the door: Usually between 9am - 9pm.  
Facilities for visitors with disabilities: Branch is wheelchair accessible via ramp.  
We also welcome visually & hearing-impaired visitors.