Carers Manchester

## Information Sheet:

# Mental health support

Last updated: September 2026

**NHS 111**

If you need urgent mental health support, for example if you feel mentally unsafe or severely distressed, you can quickly and easily access support by calling NHS 111 and selecting mental health option 2. It's available 24/7, free of charge and you can call for yourself or someone else.

- Call: 111 and select option 2 (open 24/7, 365 days of the year)
- More information about the helpline: www.gmmh.nhs.uk/247-helpline

**Samaritans**

Samaritans is a national charity aimed at providing support to anyone in emotional distress, struggling to cope or at risk of suicide. They offer a chance to talk confidentially to someone who will listen without judgement.

- Call 116 123 (Open 24/7, 365 days of the year)
- Email: jo@samaritans.org
- Find in-person support: www.samaritans.org/branches/
- Write a letter: 'freepost SAMARITANS LETTERS'
- For more information visit: www.samaritans.org

**SANEline**

A national, out-of-hours helpline for anyone aged 16+ who is affected by mental illness, including carers, family and friends.

- Email: support@sane.org.uk
- Call: 0300 304 7000 (Open 4pm-10pm, 365 days a year)
- Callback service: 0300 124 7900
- Textcare (fill out this form to recieved personalised text support): https://form.jotform.com/221004693319350
- For more information visit www.sane.org.uk/how-we-help/emotional-support/saneline-services

**SHOUT**

A text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and need immediate help.

- Text SHOUT to 85258 (open 24/7, 365 days of the year)
- Visit www.giveusashout.org

**Mind**

Mind is a national mental health charity. They have four phonelines offering different kinds of support. Please note, they are not a crisis service. Charges may apply.

- Mental health support line: 0300 102 1234 (9am-6pm, Mon-Fri, except bank hols)
- Infoline: 0300 123 3393 (9am-6pm, Mon-Fri, except bank hols)
- Welfare benefits line: 0300 222 5782 (9am-5pm, Mon-Fri, except bank hols)
- Legal advice line: 0300 466 6463 (9am-6pm, Mon-Fri, except bank hols)
- For more information visit www.mind.org.uk/information-support/helplines/

Mind also have a range of information sheets, glossaries, and practical tools, plus an online 24/7 peer support community.

- www.mind.org.uk (click 'Information and support')
- https://sidebyside.mind.org.uk/

For Mind's in-person support in your area:

- Visit www.mind.org.uk/about-us/local-minds/
- Call: 0161 769 5732

**CALM (the Campaign Against Living Miserably)**

Supports men of any age who are feeling down, have hit a wall and who need to talk or find support.

- Call: 0800 58 58 58 (open 5pm–midnight, 365 days of the year)
- Live chat: www.thecalmzone.net/suicide-prevention-helpline
- For more information visit: https://thecalmzone.net

**The Silver Line**

A free, confidential helpline providing information, friendship and advice to older people.

- Call: 0800 470 8090 (open 24/7, 365 days of the year)
- For more information visit: https://thesilverline.org.uk

**Switchboard**

A one-stop listening service for LGBTQ+ people. All volunteers on the helpline self-identify as LGBTQ+.

- Call: 0800 0119 100
- Email: hello@switchboard.lgbt
- Visit: https://switchboard.lgbt/
- Live chat available from 7pm

**YoungMinds' Parents Helpline**

For any parent who is worried about the mental health or behaviour of someone up to the age of 25. Free, confidential advice is available from trained advisors.

- Call: 0808 802 5544 (open 9.30am–4.00pm, Mon-Fri)
- Online chat: www.youngminds.org.uk/parent/parents-helpline/#Chattousonline
- For more information visit: www.youngminds.org.uk

**If you are an unpaid carer in Manchester, and you would like more information and advice, please get in touch with The Carers Manchester Contact Point.**

0161 543 8000

contactpoint@carersmanchester.org.uk

carersmanchester.org.uk/contact/

(Open Mon–Fri, 10am-4pm)

**If you have any feedback or updates relating to this info sheet, please email events@carersmanchester.org.uk**