

My Crisis Plan – What can I do if I am struggling or need help?

Urgent Support:

Monday-Friday **9am-5pm** you can contact Solar on **0121 301 2750** to speak with your care co-ordinator or the duty worker.

Urgent Out of Hours Support: (Monday – Friday 5pm – 8pm, Saturday & Sunday 8-8)

If urgent mental health support is required outside of the office hours, you can ring **0121 301 5500** and ask to speak to the Solar Crisis Team or be directed towards the appropriate people for support/advice.

Contact FTB on 0300 300 0099 from 8pm to 8am for Solar Crisis Services support.

Coping During a Crisis:

The mental health charity Mind has information on [ways to help yourself cope during a crisis](#).

This includes calming exercises and a tool to get you through the next few hours.

Other Helpful contact numbers should you need additional Support:

These free listening services offer confidential advice from trained volunteers. You can talk about anything that's troubling you:

- The Young Minds Crisis Messenger text service provides free, 24/7 crisis support across the UK - Text "YM" to 85258
- You can also call [0800 1111](tel:08001111) to talk to [Childline](#). The number will not appear on your phone bill.
- Call [116 123](tel:116123) to talk to [Samaritans](#), or email: jo@samaritans.org for a reply within 24 hours

Birmingham and Solihull Urgent Mental Health Helpline

(line managed by MIND)

If urgent mental health help is needed you can ring **0121 262 3555** or **0800 915 9292** for advice and support.

This line is **available 24 hours, 7 days a week** and can be used whether you are known to our services or not.

You can also email help@birminghammind.org or get in contact the webchat service [Helpline - Birmingham Mind](#)

Mental health text support service for Birmingham and Solihull

The all-age service is free, confidential and operates 24/7 – people just need to text 'Space' to 85258 to start a conversation with a mental health professional.

How it works: Text the word 'Space' to 85258

- You'll receive four automated messages before being connected to one of Shout's qualified mental health professionals
- Once connected, the mental health professional will listen empathetically, provide support and signpost to local services where appropriate.
- The Shout service is free, anonymous, and does not appear on phone bills. Users do not need to register, download an app, or use mobile data.
- The partnership enables local NHS partners to meet NHS England's advisory specifications for implementing a 24/7 crisis text message service, integrated with their local services, including the 111-phone service provision