

Easy Read Crisis Card

For patients with mental
health difficulties

single point of access



What is a crisis card?



A crisis card is something you can carry with you.



It has information on it about people who can help you at Central and North West London NHS Foundation Trust (CNWL).

They can help you if you are having a crisis.

Your crisis card lets you:



Tell others what you want or do not want if you are in a bad way

Give information that you want people to know if you are in a bad way

Information to put on the card for others to know

Here are some of the things you can put
on the card:



Your name and
telephone number

The date you were born



Your address



Your NHS number



Name of the person
who cares for you



Their telephone
number in the day

Their telephone
number at other times



Your GP's
telephone number



Family or friends'
telephone number,
you can have more
than one on the list



Your psychiatrist's telephone
number

Other things that you might want to put on the card that can help you



You might want to put things on the card like:

Being given a drink or something small to eat when something happens



Being allowed to sit quietly for a while when something happens



Having someone to talk to if something happens



You might want to tell people that you do not want to be given a certain medication because of the effect it has on you



You can tell people not to give you medication straight away. This is sometimes called talking you down. For example, some people do not like to be asked lots of questions when they are having a bad time.

Please write your answers in the spaces.



People or animals I care for
or look after – this might be
someone in your family or
a friend



Things I do when I am in a bad
way – for example I want to
hurt myself or other people, I
shout and pace around



What helps me or does not help me in an emergency or when I am having a crisis – this might be to talk to people or to sit quietly



Other medical
conditions I have



My allergies – this means things
that have a bad effect on me



Any other information you think we should know about you



What language do you speak or understand?

Numbers which might be able to help

Here are some of the numbers that might be able to help you:



CNWL Out-of-Hours Urgent Advice Line

0800 0234 650

(Monday to Friday
17.00 – 9.00, 24 hours
at weekends and
on bank holidays)

NHS 111

111 (open 24 hours a
day)



SANEline

0300 304 7000

(open 18.00 to 11.00)

Samaritans

020 8427 7777

(open 24 hours a day)



CNWL medicines helpline

020 8206 7270

(open Monday to
Friday 9.00 – 17.15)

CNWL medicines email helpline

medinfo.cnwl@nhs.net



Emergency Services – police, ambulance, fire brigade

999

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