

Tel: 01992 586969  
Fax: 01992 586959  
Email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)



## **Factsheet MH3 – Out of Hours Information**

### **Mental Health out-of-hours Helpline – 01438 843322**

Hertfordshire Partnership NHS Foundation Trust (HPFT) mental health helpline is available between 5pm – 9am Monday to Friday and all day Saturday, Sunday and Bank Holidays. The helpline is available for out-of-hours advice and support for service users and carers. The helpline is available to deal with a variety of calls and offers:

- Advice and support from an experienced mental health professional
- Putting worries and anxieties into perspective
- Signposting to appropriate local services
- Information on diagnoses, mental health issues, terminology, medication, contact details

The phone number is 01438 843322. If you are put through to an answer phone HPFT states that their staff will return your call within the hour.

### **Hertfordshire NightLight – 01923 256391**

Turning point and HertsMind Network work in partnership to provide a weekend service for people in a crisis.

**Centres open 6pm – 2am - Friday, Saturday, Sunday and Monday,  
In Watford, Ware, Hemel Hempstead and Stevenage  
For referral to a centre please phone between 6pm – 7pm**

**Helpline: available 8pm-12am on Friday, Saturday, Sunday and Monday**

- Herts NightLight can provide late night support in a safe place during your time of crisis.
- The Hemel Hempstead and Stevenage centres, can also provide beds if an overnight stay will help. If you attend the centre in Ware or Watford and need a bed you will be supported to get to a centre where one is available.
- You can either refer yourself or be referred by a professional, family member or friend.
- You can also speak to us by calling our helpline where our dedicated team of crisis Support workers and peer mentors will be on hand to listen and provide support.

*Making Carers Count*

*The information contained on this sheet is correct at the time of issue.  
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them*

Jan 2016

**Where can I go for more information?**

Hertfordshire Partnership NHS Foundation Trust (HPFT)

Tel: 01727 804700

[www.hertspartsft.nhs.uk](http://www.hertspartsft.nhs.uk)

Mind (the leading mental health charity in England and Wales)

Tel: 020 8519 2122

[contact@mind.org.uk](mailto:contact@mind.org.uk)

[www.mind.org.uk](http://www.mind.org.uk)

MindinfoLine

Tel: 0845 766 0163

[info@mind.org.uk](mailto:info@mind.org.uk)

The Royal College of Psychiatrists

[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

NHS Direct

Tel: 0845 46 47

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

If you need details of any other organisations, please contact Carers in Hertfordshire  
01992 586969

*making carers count*

*The information contained on this sheet is correct at the time of issue.  
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.*

Jan 2016