



Bradford District Care
NHS Foundation Trust



One number for people of
all ages experiencing a
mental health crisis



You & Your Care

What is First Response?

First Response is a service that supports people experiencing a mental health crisis.

It is for people of all ages in Bradford, Airedale, Wharfedale and Craven.

We work with you, your family and other agencies to allow quick access to services that will support your recovery.

You can contact us direct. You do not have to have used any mental health services before.

When should I call First Response?

If you are experiencing something which makes you feel unsafe, distressed or worried about your mental health you should contact First Response. Examples might include:

- **Mood changes** (different to how you are usually).
- **Withdrawing** from people (close family, friends or work colleagues).
- **Not taking care of yourself** like you would usually.
- Having increased thoughts about **life not being worth living**.
- Excessive **worry**.
- Feeling **out of control**.
- Feeling **unable to cope**.
- **Changes** in the way you think.
- **Unusual** ideas.
- **Hearing voices, or seeing things** that others can't.
- Thinking about **harming** yourself or someone else.

Who can call First Response?

Not only can you call us direct, a friend, carer or family member can also call the team if they are concerned for your well-being.

You do not have to have used any mental health services before to contact us.



You can call
First Response
24 hours a day,
7 days a week
01274 221181

What will happen when I call First Response?

A telecoach will answer and quickly assess your needs.

They're experienced to **talk** to people in distress and provide guidance to help you manage the situation and your feelings.

They have information on all the health, social and voluntary services available to support you. They will refer or make an appointment if it is needed. They may decide you need urgent support. In this case they will ask a first responder from our team to visit you as soon as possible.

What will a first responder do?

First responders are mental health nurses and social workers.

They **visit** you wherever you are in your time of crisis, at whatever time of day, sometimes with a member of the emergency services. They provide support to help you manage your feelings. Some can prescribe medication.

First responders provide the best possible action for you at the time. They aim to keep you at home with support, working with you to develop a crisis management plan. If you are extremely unwell they may recommend you are admitted to hospital.

What do I need to do next?

Keep this card in a safe place, such as your wallet, so that you can contact us when you need us.

Why not **save the number** in your mobile phone and make a note of it in your crisis management plan if you have one.

You may also like to **discuss this with a friend, family member or carer** so they understand what they can do should you ever need the support of **First Response**.



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