

## What is First Response?

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

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

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

You can contact us direct. You don't need to have used any mental health services before.

## When should I call First Response?

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

- Thinking about harming yourself or someone else.
- Having increased thoughts about life not worth living.
- Having urgent concerns around mental health, whilst being pregnant or caring for a child under 12 months old.
- Symptoms of post-partum psychosis (severe mental illness) in the first 2 weeks after childbirth.
- Feeling unable to cope.
- Changes in the way you think.
- Unusual ideas.
- Hearing voices or seeing things that others can't.
- Increased anxiety.

For non-urgent mental health support in Bradford and Craven visit: [www.healthyminds.services](http://www.healthyminds.services)

## Who can call First Response?

**You can call us direct. Or a friend, a carer or family member can call if they're concerned about your well-being.**



You can call **First Response**  
24 hours a day,  
7 days a week  
**0800 952 1181**

**Or call 111 and select the mental health option.**

## 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.



**0800 952 1181**  
Or call 111 and select the mental health option.

## What will happen when I call First Response?

### A telecoach will answer and quickly assess your needs.

They will explore your mental health concerns, provide advice and signpost to services based on your current mental state. Depending on the outcome of the call, the telecoach may decide you need urgent support. In this case, a first responder would aim to visit you within 4-24 hours.

The telecoach will contact emergency services when immediate concerns to life are identified.

## What will a first responder do?

### First Responders are qualified mental health clinicians.

In a time of crisis, they can visit you in Bradford, Wharfedale, Airedale or Craven, 24 hours a day, 7 days a week. 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're extremely unwell, they may recommend you are admitted to hospital.



Bradford District Care  
NHS Foundation Trust



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

