

Top Tips for Helping Someone

Mental and emotional distress is everyone's business and we can all help to make a difference.

Our ambition is to reduce suicide by 10% by 2018.

Confidentiality and Young People - When talking to a young person you should never agree to keep risk taking behaviour to yourself. Be sensitive and explain from the start that in order to help keep them safe you may need to pass on information to their parents/carers, your line manager or safeguarding lead or CAMHS.

Do Not Act in Haste - Give the person time to try and find out what is causing their distress and what will be of help. Act according to the needs raised - this will often be encouraging the person to see their GP who will be able to provide medical support and if required make a referral to relevant helping services, like mental health services.

Stay Calm - It may be uncomfortable listening but try not to let your own emotional response prevent you from hearing what the person is saying and what their body language is telling you.

Talking about self-harm and suicide does not increase the risks!

Confidentiality and Adults - Do not keep concerns to yourself - helping someone is a wonderful opportunity but it can also be stressful. Share your concerns with your line manager or safeguarding lead they will help you to consider and manage the risk.

Ensure you follow the policies and procedures of Derby and Derbyshire Safeguarding Children Boards' and Derby and Derbyshire Safeguarding Adult Boards' and your agency's own procedures regarding confidentiality, record keeping making, including determining what actions are to be taken.

Listen - Just being listened to can be a brilliant support and bring great relief to people, particularly if they have never spoken to anyone about their self-harming or suicidal thought before. The fact that they have chosen you to talk to means they feel comfortable speaking to you.

Don't be seen to 'pass them on'.

Clarify whether or not there are immediate needs for medical attention or urgent help to keep the person safe and respond accordingly.

For urgent medical attention Tel: 999
Non urgent medical help Tel: 111
or persons own GP

Make sure you are available for the person for the following few days / weeks. If you are not available make sure they know where to seek support from.

Take Them Seriously - Do not ignore or dismiss the feelings or behaviour of someone nor see it as attention-seeking or being manipulative. Do not be judgemental.

Most people who self-harm are not suicidal, but people who self-harm are more likely to accidentally complete suicide.



Important contact details overleaf