

Children and Young People - Important Contacts

School nurse

(usually contactable through school or college)

Contact your own organisation Line Manager or Named Professional for advise as required

CAMHS

South County 01332 623726 North County 01246 514412 Tameside & Glossop 0161 716 3600

Contact your own organisation Line Manager or Named Professional for advice as required.

Safeguarding Adults Managers - CCG North via 07909097615 South via 07979511384

Mental Health Service

South County 01332 623726 North County 01246 514412 Tameside & Glossop 0161 716 3600

Children's Social Care

Derbyshire via Call Derbyshire/ Starting Point 01629 533190 Derby via First Contact Team 01332 641172 or out of hours via Careline 786968

Derbyshire Police

Non urgent 101 Emergency 999

Health - for medical attention

Non urgent 101 Emergency 999

Derby and Derbyshire Safeguarding Children procedures, including Threshold document, Providing early help, Making a referral to Social Care and CSE procedures Direct link: http://derbyshirescbs.proceduresonline.com/index.htm Or via LSCB websites

Derby Safeguarding Children Board: www.derbyscb.org.uk Derbyshire Safeguarding Children Board: www.derbyshirescb.org.uk

ChildLine (NSPCC) 0800 1111 (free 24 hours) Samaritans (Chesterfield branch) 116 123 (free 24 hours) Samaritans (UK&NI) 08457 909090 (free 24 hours) Young Minds - Parents Helpline 0808 8025544

Online options youngminds.org.uk selfharm.co.uk samaritans.org.uk childline.org.uk selfinjurysupport.org.uk thesite.org

Adults - Important Contacts

Children's Social Care

Derbyshire via Call Derbyshire/ Starting Point 01629 533190 Derby via First Contact Team 01332 641172 or out of hours via Careline 786968

Derbyshire Police

Non urgent 101 Emergency 999

Health - for medical attention

Non urgent 101 Emergency 999 Samaritans 116 123 samaritans.org.uk

email: jo@samaritans.org

Focus Line

0800 027 2127 (Open 5pm – 9am Monday – Friday and all weekends and bank Holidays for 24 hours)



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.

Top Tips for Helping Someone

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! 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'.

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.

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.

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. **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



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.

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. 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.

Important contact details overleaf