

# Helping a person who is having a mental health crisis

Remember that sometimes all people need is a **listening** ear.

Don't be afraid to ask people how they are feeling or if they are having suicidal thoughts. **Take all suicidal thoughts seriously.**

Find out if the person is known to mental health services and if so, whether they have talked to their crisis worker.

Support the person to be **physically safe**, e.g. check medication is being safely stored and prescribed.

Encourage them to download the [Stay Alive App](#) which has lots of helpful tips on how to stay safe in a crisis.

Offer your support in putting together a **plan that can help them stay safe**. This might include:

- Exploring what existing coping strategies they already have
- Encouraging them to talk to someone they trust, a family member, friend, or colleague.
- Sharing telephone numbers of services that can offer support:
  - The **Samaritans** open 24/7 on 116 123 or [jo@samaritans.org](mailto:jo@samaritans.org)
  - **Hopeline UK for** under 35s on 08000 684141 or text: 07786209697, email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)
- Encouraging them to look at resources at [www.stayingsafe.net](http://www.stayingsafe.net)
- If you believe the person to be at **immediate risk of harm** you can call 999 or support them to attend A&E as appropriate.

**The Derbyshire Mental Health 24/7 support line on 0800 028 0077 is** available as a support for the person who is having a mental health crisis. It is also available as a source of advice and guidance for you as a staff member if you are not sure on the best course of action to take.

## Look after yourself

Supporting someone else in a mental health crisis can be difficult for all involved. You might find it helpful to **talk** to someone else about how you are feeling afterwards, e.g. a colleague or your clinical lead. Talk to your wellbeing service, who can also be a supportive resource.

Consider completing the **Zero Suicide Alliance** training at [www.zerosuicidealliance.com](http://www.zerosuicidealliance.com) to help you build your own knowledge and confidence.

Derbyshire Community Health Services NHS Foundation Trust are working in partnership with Joined Up Care Derbyshire and Derbyshire Self-harm and Suicide Prevention Partnership Forum

