Leaside

# Six Point Plan for Handling Team Members and Customers Declarations of Intentions to Attempt Suicide or Self Harm

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| 1. Take the statement **seriously** | • Remain **calm and listen carefully**<br>• **Stop** what you are doing – give the person your full attention |
| 2. **Get help** – you need a colleague to act as a support partner | • If the person is on the phone – **DO NOT** put them on hold<br>• Get Help<br>• Your support partner will assist by finding contact numbers and witnessing the conversation |
| 3. **Assess the risk** | • Gather information to gauge level of risk<br>• Talk to the person in crisis to gather information.<br>This could include asking:<br>○ Do they have specific plans?<br>○ What are they?<br>○ How imminent are they?<br>○ Do they have the means to carry out their plans to hand?<br>○ Have they already taken action, if so, find out what and when?<br>○ Have they tried to harm themselves before?<br>○ Have they received treatment?<br>○ Where is the person?<br>○ Do they intend to go anywhere else?<br>• Record key information such as the person's location and any plans they have to go elsewhere to harm themselves.<br>• For hints on manging the conversation with the person see below. |
| 4. **Provide referral advice If the situation is non-urgent,** e.g. general distress but no immediate plans or means to attempt suicide or self-harm | • Encourage and help the person to seek help from GP or Community Mental Health Team immediately.<br>○ Samaritans - 116123<br>○ MIND - 0300 1233393<br>○ The Mix (for under 25s) – 0808 8084994 |
| 5. **Get Emergency Help – Call 999 Police** | Tell the police<br>○ What is happening and where and why<br>○ Do not delay in contacting the emergency services if you think this is appropriate.<br>○ Tell the emergency services the person's location and any other relevant details you have covered.<br>○ Tell the emergency services if you are calling from Leaside or at Home |
| 6. **Record the incident asap after the event** | Discuss the incident with your line manager/safeguarding Lead |

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**At ALL times consider your own safety.** Manage the situation with the person. You are not expected to counsel the person. The purpose of your conversation with them is to identify their needs and encourage or help them to seek appropriate support. This is an incredible difficult situation and there are important things that you can do to help.

## AT ALL TIMES YOU MUST TRY TO:

- **Stay Calm**
- **Listen to the person and be non-judgemental**
- **Express concern for the person in crisis**
- **Let the person talk about their feelings and plans**
- **Ask the person about their plans, you may be gathering important information**
- **Try to be yourself. If you are at ease it will reassure the person you are dealing with**
- **Reassure the person that help is available**

## DO NOT:

- **Attempt to resilve the persons's crisis or offer counselling**
- **Tell the person that you know how they feel**
- **Dismiss the person's problems or feelings**