

## **Suicide Awareness Guidelines for Line Managers**

### **SUICIDE – TAKE ACTION**

**If an employee tells you they are thinking of suicide:**

#### **IMMEDIATE ACTION (same day)**

**Do encourage them to talk and listen sympathetically**

**Do give them the number for the Samaritans (below) and encourage contact**

**Do advise them to contact their GP immediately for support**

**DO Contact your HR Business Partner**

**DO NOT allow them to leave work without a family member or friend coming to get them.**

**Do call local A and E Department if no family member or friend is available, asking for the Crisis Resolution Team (CRT)**

**Do call an ambulance if you remain concerned**

**DO ask their permission to speak to their family member/friend and to give them the information below.**

#### **LONGER TERM (next few days – as long as required)**

**Refer them to OH, reporting their suicidal thoughts.**

**Give them the number (below) for the counselling service and encourage them to contact**

**Check regularly with them how they are feeling and if there is anything work-related contributing to their feelings**

## **INFORMATION TO BE PASSED TO EMPLOYEES, THEIR RELATIONS AND FRIENDS**

### **CONTACTS**

[Samaritans](#) (116 123) operates a 24-hour service available every day of the year. If you prefer to write down how you're feeling, or if you're worried about being overheard on the phone, you can email Samaritans at [jo@samaritans.org](mailto:jo@samaritans.org).

### **SAMH (Scottish Association for Mental Health)**

You can find details of our local services, information about mental ill health and sign-posting by getting in touch.

Available: 9am to 5pm, Monday to Friday

Phone: 0141 530 1000

Email: [enquire@samh.org.uk](mailto:enquire@samh.org.uk)

### **ICAS**

Confidential counselling service provide by NES

Tel: Freephone 24 hours a day, 365 days a year 0800 072 7 072

## **FURTHER INFORMATION FOR RELATIVES/FRIENDS**

### **How do I get help from professional services?**

Professional services can help people with mental health problems and offer care and treatment. If your relative is already in touch with mental health services, these services may already know about some of their problems.

Professional services include:

#### **Crisis teams**

Crisis teams are part of mental health services and can be accessed via GP referral. They can support people who are having a mental health crisis in the community (for example, in their own home). There should be a crisis team in every area which is available 24 hours a day, seven days a week. They may not be able to get to your relative straight away if they are very busy.

The team should make a care plan. This helps to make sure your relative has the right treatment and support to get through the crisis. They may:

- offer medication,
- arrange regular visits to check they are okay, and
- make sure they are in touch with other services to get long-term support.

This is to try and stop them needing to go into hospital. But your relative might still need to go to hospital if they are very unwell.

#### **Accident and emergency (A&E)**

You could take your relative to the accident and emergency (A&E) or casualty department of the local hospital. You can also do this if they need help for physical injuries (such as self harm, injury or overdose).

A&E can assess your relative and may arrange for a duty psychiatrist to see them. The psychiatrist can do a more thorough assessment. Your relative could get

admitted to a mental health ward in hospital. A&E departments often have long waiting times. The waiting areas can be stressful.

### **Emergency services (999)**

If your relative is at risk of harming themselves or others then you can contact the emergency services on 999. They may contact mental health services such as the crisis team. If an ambulance is called but the staff may be at risk, then the police might come with them.

### **Community mental health teams (CMHTs)**

Community mental health teams (CMHTs) support people who have complex or serious mental health problems in the community. They are usually only available during office hours on weekdays.

Your relative may already be in touch with the CMHT. If so, they may have a care coordinator who you can contact if the crisis develops during office hours. If this person is not available, then you can ask to speak to the duty worker. They will be responsible for responding to urgent needs that cannot wait.

If your relative is under the Care Programme Approach (CPA), they should have a crisis plan. This should say who to get in touch with or a list of numbers to contact in crisis. If you don't already have a copy of your relative's care plan, it might help to ask them for one. This could help if they go into crisis again in the future.

A CMHT may only help if your relative's GP has already passed their details to them. This is called a referral. If your relative has never been referred to a CMHT you can try asking their GP for help. We have explained this below.

If you are not sure of your relative's local CMHT details, you can ask your relative's GP surgery. You can also check the website of the local NHS trust.

### **GPs**

You could take your relative to their GP. A GP won't be able to offer direct help, but they may be able to contact other teams such as the crisis team.

Most GPs have a 24 hour 'out of hours' telephone number that you can contact.

Some GPs will not help unless your relative asks for help themselves. This can cause problems if your relative does not realise they are unwell or does not want professional help. If this happens, then you might have to try other options for getting professional help.

## **NHS 111**

You can call NHS 111 when you need medical help but it's not a 999 emergency.

Call 111 if:

- you think your relative needs to go to accident and emergency (A&E) or needs help from a crisis team,
- you don't know who to call or you don't have a GP to call, or
- you need health information or reassurance about what to do next.

September 2018