

**Whether you are a friend,  
family member or it's  
someone you just met.  
We all have a role to help**

## ***Useful Helplines***

***Young People should call:  
ChildLine***

***Tel: 0800 1111***

***Samaritans***

***Tel: 116 123***

***Young Minds Parents Helpline***

***Tel: 0808 8025544***

***Adults should call Samaritans***

***Tel: 116 123***



**What you can do to  
help someone who  
is feeling suicidal**

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

## Top Tips for helping someone feeling suicidal

**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 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 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 someone you can trust, they may be able to 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.

**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 - see over.