

# Urgent or Emergency Support

This guidance is for anyone who needs to support a staff member who is feeling extremely distressed, despairing, or suicidal. This may typically be the person's manager or a member of senior staff, but it could also be a colleague.

Please note, there is no crisis support provision within the Trust. It is therefore the responsibility of senior staff, usually the line manager, to respond to any urgent staff support needs. Please follow the guidance below.

## Initial Response

1. **Stay calm.** Expression of suicidal thoughts is a common response to feeling there is no way out of a problem. In the moment the person may be so overcome with feelings, sadness, despair, that they are not able to think clearly about other possibilities, other solutions, other alternatives, other ways of coping. Staying calm helps the person to feel safe and supported.
2. **Talk to them.** Talking to someone about suicidal thoughts does not make them more likely to end their life. Talking will help you to offer the appropriate support and helps the person to feel understood. It is imperative that someone speaks to the person before signposting or accessing support on their behalf.

## Non-Urgent Support

If the person reports feeling safe (i.e., the person is not indicating that they may attempt to end their life imminently), follow the steps below:

1. **Identify someone to support them.** Ask the person who you (or they) could call to come and be with them/take them home and/or stay with them. This could be family or a friend. Try to ensure that the person will not be alone for at least 24 hours.
  - a. If they cannot identify anyone, then ask if there is anyone you (or they) could call that could offer support.
  - b. If they are unable to identify anyone to be with them or call, then move to number 2 below.
2. **Advise to access support.** Give the person the information for accessing support services (also give to the family/friend supporting them). Talk this through with them and ensure that they understand the support on offer and how to access it. Advise them to contact their GP and request an emergency appointment.
3. **Access support on their behalf.** If the person is very distressed, you may offer to contact Dorset Connection or their GP on their behalf.
4. **Follow up.** Contact the person again within 24 hours to ensure that they have accessed support and/or are okay and being supported.

## Urgent or Emergency Support

If you do not feel the person is safe (i.e., you are concerned that they may attempt to end their life imminently), you may access support on their behalf. You do not require consent to do this.

1. **Phone Dorset Connection on 0800 652 0190.** Ask for advice. Connection will talk you through supporting the person.
2. **Go to A&E.** If the person is on site and does not feel safe to return home, they can access A&E. You may walk the person to A&E if they are able, or you may phone 999 and request an ambulance to transport them.
3. **Phone Police.** If the person refuses support and either leaves the premises or is off site, you may phone 999 and request the Police to find the person and support them to access A&E.

## Urgent or Emergency Support

If you are feeling extremely distressed, despairing, or suicidal and need immediate support.  
24 hours, 7 days a week



### Dorset Connection

**0800 652 0190**

Crisis helpline for mental health advice and support. Also for friends or family members



### Samaritans

**116 123**

Crisis support to anyone in emotional distress, struggling to cope, feeling suicidal.



### Contact Your GP

Phone your GP Surgery or call  
**111**

Request an emergency appointment

Care first

### Care First

**0800 174 319**

Confidential crisis support for all UHD staff



### Shout

**85258**

Free, confidential, anonymous text support service. Text the word 'SHOUT' to 85258.



### Stay Alive

Suicide prevention app containing information and tools to help you stay safe in crisis.

<https://www.stayalive.app>

