

Supporting someone in a mental health crisis

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What to do in an emergency

If someone has attempted suicide, call 999 and stay with them until the ambulance arrives.

If you're worried that someone is at immediate risk of taking their own life, you should do the following if you feel able:

- remove anything the person could use to harm themselves
- stay with them
- get emergency help.

York Crisis Team: 0800 0516 171

(24 hours a day, 7 days a week)

Provides specialist assessment for people aged 16 and over who need urgent mental health

care. This assessment helps to understand and agree what your current needs are and how they may be able to support you. This includes mental and physical health needs and well as any social care needs. Family members can play an important role in supporting wellbeing and can be involved in assessments.



The Haven @30 Clarence Street: 07483 141 310

(Mon to Fri 6 to 10pm, Weekends 12 to 10pm)

30 Clarence Street, York, YO31 7DE.

The Haven offers a welcoming, safe, comfortable, non-judgmental, and non-clinical environment. The Haven

provides information and emotional support if you are in crisis or feel you are heading towards a crisis situation. Drop in for a chat, or to access one-to-one emotional support from trained mental health professionals. People using The Haven have access to a 24-hour telephone emotional support line staffed by trained counsellors.



Helplines

Samaritans: Call 116 123 (24hrs a day, 7 days a week) For all ages.

The Samaritans can listen to you and help you talk through your concerns, worries and troubles. They will focus on your thoughts and feelings and may ask questions to help you explore how you feel. www.samaritans.org

Papyrus Hopeline: 0800 068 4141 (9am to midnight, everyday including weekends and bank holidays) For children and young people up to age 35. Hopeline advisors provide a safe space to talk through anything happening in life that may be impacting on your ability, or anyone else's ability, to keep safe. Available to those experiencing thoughts of suicide or for anyone concerned that a young person could be thinking of suicide.

<http://www.papyrus-uk.org/>

CALM: 0800 585858 (5pm to midnight, everyday) For all ages. Whatever challenges you're facing, CALM listen, talk and plan together so you can begin to look to the future. There's no judgment, no pressure, just free confidential service to help. www.thecalmzone.net

Silver Line: 0800 470 8090 (24hrs a day, every day) For older people. The only confidential, free helpline for older people across the UK open every day and night of the year. Specially trained helpline team can offer conversation and friendship; provide information and advice; link to local groups and services; refer people to receive regular friendship calls; and protect and support older people who are suffering abuse and neglect. www.thesilverline.org.uk

SHOUT textline: text 'SHOUT' to 85258 (24hrs a day, every day) Trained volunteers are there to listen and support you to get to a calmer and safe place. Shout is a free, confidential, anonymous service. www.giveusashout.org

Apps

Hub of Hope www.hubofhope.co.uk
A mental health database of support in your area.

Stay Alive www.prevent-suicide.org.uk/find-help-now/stay-alive-app
The Stay Alive app is a pocket suicide prevention resource, packed full of useful information to help you stay safe. Can be used if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

Calm www.calm.com
Calm's mission is to make the world healthier and happier. The app contains support for meditation and sleep, as well as music and masterclasses.

Headspace www.headspace.com
Everyday mindfulness and meditation for stress, anxiety, sleep, focus, fitness and more.

Resources

Adfam www.adfam.org.uk

Adfam is a national charity tackling the effects of alcohol, drug use or gambling on family members and friends.

IDAS www.idas.org.uk

IDAS is a specialist charity supporting anyone experiencing or affected by domestic abuse or sexual violence. Their services include refuge accommodation, community based support, peer mentoring, group work and access to a free confidential out of hours' helpline.

Mind

Infoline 0300 123 3393 (9am to 6pm, Mon to Fri)/ Website www.mind.org.uk
Mind provide advice and support to empower anyone experiencing a mental health problem. Mind campaign to improve services, raise awareness and promote understanding.

OCD Action www.ocdaction.org.uk

OCD Action provides support and information to anybody affected by OCD, work to raise awareness of the disorder amongst the public and front-line healthcare workers, and strive to secure a better deal for people with OCD.

Rethink Mental Illness www.rethink.org

Rethink improve the lives of people affected by mental illness through our network of local groups, expert information and successful campaigning. Rethink have two groups in York: The York Mental Health Carers Group (run in partnership with York Carers Centre) and a social group for people experiencing mental ill health group. www.rethink.org/help-in-your-area/groups-in-your-area

The Mental Health Foundation www.mentalhealth.org.uk

Their mission is to help people understand, protect and sustain their mental health.

The Mix For under 25's www.themix.org.uk

The Mix is the UK's leading support service for young people, helping with any challenge you're facing such as; mental health, money, homelessness, finding a job, break-ups, drugs. Contact them via the online community, on social, through their free, confidential helpline or counselling service. The mix also have specific articles and web chat support for young carers.

Looking after yourself

You need to be able to put on your own oxygen mask before you can put on someone else's.

Think CARER (taken from <https://carers.org/caring-for-someone-with-a-mental-health-problem/caring-for-someone-with-suicidal-thoughts>)

C- Calm the situation by remaining calm yourself

A- Actively listen

R- Reassure the person that you will stay with them, that you are listening to them

E- Encourage the person to seek help

R- Remember You!

Self soothe boxes/ distraction boxes

These could be useful for both you and the person you care for. Creating a box which contains things that make you feel more relaxed or distract you can be helpful. For example, include items that use the five senses, positive quotes or affirmations, photos of family members or loved ones, small puzzles or activities.

Self-care

- Physical: sleep, nutrition, exercise, looking after your health needs.
- Emotional: coping skills, therapy, being kind to yourself, stress management.
- Social, building a support system, communicating with friends, setting boundaries.
- Personal: hobbies, being creative, reading.
- Spiritual: Meditation, mindfulness, being in nature, prayer.

Take suicide prevention online training

Courses offered via Zero Suicide Alliance: www.zerosuicidealliance.com

York Carers Centre support groups

York Mental Health Carers Group

A monthly group where some sessions are focused on sharing support, and others are discussions led by visiting speakers. New members are always welcome. We meet on the second Wednesday of each month from 7pm. We run this group in partnership with Rethink Mental Illness York Group. Contact us to book or know more.

Mental Health Carers Drop In

An informal monthly session on the last Wednesday of the month, drop in anytime from 6 to 7pm on zoom. The sessions provide a supportive space for people who are in the early stages of caring for someone with a mental health condition, including caring for a young person, or for

people who are caring for someone in crisis. Contact us to book or know more.

Example crisis plan

(taken from: <https://www.rethink.org/advice-and-information/carers-hub/suicidal-thoughts-how-to-support-someone/>)

<p>Who can help me and how?</p>	<p>Who can I call?:</p> <p>Friend</p> <p>Professional</p> <p>Helpline</p>	<p>What would I say to someone else in my situation?</p>
<p>Where can I go that I feel safe?</p>	<p>What have I done before that's worked?</p>	<p>If the suicidal feelings won't go away what should I do?</p> <ul style="list-style-type: none"> • Go to A&E • Call 999
<p>What can I do to distract myself?</p>	<p>What things make me feel worse that I should avoid?</p>	<p>Any other helpful thoughts, ideas.</p>

York Carers Centre

(01904) 715 490

enquiries@yorkcarerscentre.co.uk

www.yorkcarerscentre.co.uk

City of York Council

(01904) 555 111

adult.socialsupport@york.gov.uk

www.york.gov.uk/carers