

The Six Point Plan

1. Take the threat seriously	Listen carefully and clarify. Check your understanding of what was said.
2. Summon a buddy/partner	Workplace procedures must be in place and you must know how to summon support – your ‘crisis buddy’ or self harm support network’. Your support network is there for two reasons – to support you as you deal with the customer, and to act as a witness to what was said. They will need to be able to hear the conversation and record key points as it progresses.
3. Gather information	Clarify and confirm that a self-harm or suicide threat has been made. Find out what is planned, are the means to hand? Have tablets been taken, something else? When? Keep them talking and record key information about location and any plans they have for going elsewhere to harm themselves.
4. Provide referral advice	Ask the customer about their health care team – find out about their location and contact arrangements. If the situation is non-urgent (i.e., general distress but no immediate plans or means-to-hand) help the customer to contact their support team.
5. Summon Emergency help	If the customer is distressed and is in immediate danger summon emergency help. Let the emergency services know location and any other relevant details you have uncovered.
6. De-brief and review	This experience can be upsetting. You need to look after yourself and reassure yourself that you did all you could and what you did was ‘right’. Your line manager must review the incident with you, review your written records (and keep them safe), and check that office procedures and training were operational and useful. If necessary, a referral to welfare support for you should be arranged by your manager.

Record the contacts details of your local Community Mental Health Teams here:

Contact name	Address	Telephone(s)

Find out **now** how to contact the local health centres and GPs, and hospitals. Record telephone and contact details – remember to record opening hours and out-of-hours.

Contact details:

Samaritans:

NHS Team:

Samaritans 24hrs:

Police:

Local Crisis Team:

Ambulance:

Local GP surgeries: