

Outline Local Six Point Plan for Handling Customers Declarations of Intention to Attempt Suicide or Self Harm

Six Point Plan for [Name of site]

| Customer indicates they intend to attempt suicide or self harm | | |
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| 1 | Take the statement seriously | <ul style="list-style-type: none"> • Remain calm and listen carefully • Stop what you are doing - give the customer or your full attention |
| 2 | Summon a colleague to act as a support partner | <ul style="list-style-type: none"> • If customer is on the phone - Do not put them on hold • Summon help by [insert agreed local procedures] [For Visiting staff, the local plan should include phone numbers for suitable Support Partners] • Support partner will assist by finding contact numbers and witnessing the conversation |
| 3 | Gather information to gauge level of risk | <ul style="list-style-type: none"> • Talk to the customer to gather information. This could include asking: <ul style="list-style-type: none"> ○ do they have specific plans? What are they? how imminent are they? ○ do they have the means to carry out their plans to hand? ○ have they already taken action. If so, find out what and when? ○ have they tried to harm themselves before? Have they have received treatment or are they currently receiving treatment? ○ where is the customer? Do they intend to go anywhere else • Record key information such as the customer's location and any plans they have to go elsewhere to harm themselves. <p>For hints on managing the conversation with the customer see below.</p> |
| 4 | Provide referral advice – if situation is non-urgent, eg general distress but no immediate plans or means to attempt suicide or self harm | <ul style="list-style-type: none"> • Encourage or help the customer to seek help from GP or Community Mental Health Team immediately. • [List local contact details] • [List contact detail for appropriate support organisation such as:. ○ Samaritans - 116123 |

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| | | <ul style="list-style-type: none"> ○ MIND - 0300 1233393 ○ Get connected (for under 25s) - 0808 8084994 ○ The 'Specialist Support' section of the District Provision Tool for your area holds details of local organisations that can provide support for customers at risk of suicide or self harm in each district |
| 5 | Summon Emergency help - customer is distressed at serious risk or in immediate danger | <ul style="list-style-type: none"> • [Insert local arrangements for calling the emergency services] • You do not need the customer's consent to contact the emergency services - but you should tell them what is happening and why • Do not delay in contacting the emergency services if you think this is appropriate. • Tell the emergency services the customer's location and any other relevant details you have uncovered. • Tell the emergency services if you are calling from a Contact Centre |
| 6 | Review | Record the incident as soon as possible <ul style="list-style-type: none"> • Discuss the incident with your line manager |

At all times consider your own safety.

Managing the conversation with the customer

You are not expected to counsel the customer. The purpose of your conversation with the customer is to identify their needs and encourage or help them to seek appropriate support

| DO | DON'T |
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| Do stay calm | Don't attempt to resolve the customer's personal crisis or offer counselling |
| Do listen to the customer and be non-judgemental | Don't tell the customer that you know how they feel |
| Do express concern for the customer | Don't dismiss the customer's problems or feelings |
| Do let the customer talk about their feelings and plans | Don't be sworn to secrecy |
| Do ask the customer about their plans: you may be gathering important information | |
| Do try to be yourself. If you are at ease it will help reassure the customer | |

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| Do reassure the customer that help is available | |
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