

Mental Health Support Pack



**For more information please contact the
Mental Health Liaison Service:
rachel@dva.org.uk or bryony@dva.org.uk**



Mental Health Support Pack



How to respond in a mental health crisis

People with mental health problems sometimes experience a crisis, such as feeling suicidal or experiencing their own or a different reality.

You may also feel a sense of crisis, but staying calm is important.

There are some general strategies that you can use to help:

- Listen without making judgements and concentrate on their needs at that moment
- Ask them what would help them
- Reassure and signpost to practical information or resources.
- Avoid confrontation
- Ask if there is someone they would like you to contact
- Encourage them to seek appropriate professional help
- If they have hurt themselves, make sure they get the first aid they need

Seeing, hearing or believing things that no one else does can be the symptom of a mental health problem. It can be frightening and upsetting. Gently remind the person who you are and why you are there. Don't reinforce or dismiss their experiences; acknowledge how the symptoms make them feel.

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If someone is in crisis and feeling suicidal:

- Call the Derbyshire Mental Health Support Line on 0800 028 0077 (open 24/7)
- Call the free Samaritans 24 hour support service on telephone 116 123
- Contact NHS 111
- Make an urgent appointment to see a GP
- Ring 999

Crisis Support/Helplines

Samaritans - 116123 - Open 24/7

SHOUT - Text 'Shout' to 85258 - Open 24/7

Derbyshire Mental Health Helpline - 0800 0280077 - Open 24/7

Hopeline UK - 0800 0684141 - Open 9am - Midnight

Switchboard LGBT+ Helpline - 0300 3300630 - Open 10am - 10pm

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Mental Health Support

Scan the QR code using your smartphone/tablet or use a search engine to access the websites.

Derbyshire Mental Health Map

A google map designed to give information on mental health services, peer support groups and useful information around Derbyshire.



Derby & Derbyshire Emotional Health and Wellbeing website

This website contains a library of information around emotional health and wellbeing support including mental health and crisis support for anyone living in Derbyshire.

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Derbyshire Community Hubs

Derbyshire has a number of community venues where you can go for support during difficult times. These places are a great opportunity to connect with others, and get involved in different groups and social activities.



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Therapy Services

SAIL (Sexual Abuse and Incest Line)

Support for adult victims of sexual abuse
including child sexual abuse



Relate Chesterfield and North Derbyshire

Offers a range of confidential counselling
services to individuals, couples, children
and young people, families and also
psychosexual therapy.

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Therapy Services

The Elm Foundation - Derbyshire Domestic Abuse Services and Helpline

Provide services for women, men and their families, including refuge accommodation, support for people in the community and for children and young people.



The Tomorrow Project

Provide support for people who have been bereaved by suicide.

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Therapy Services

Talking Therapy Services

There are 4 local Talking Therapy services (also known as Improving Access to Psychological Therapies - IAPT services) which you can refer yourself to. You can get help to manage issues such as depression, low mood, anxiety, stress or panic.



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Children & Young People

KOOTH

Free, safe and anonymous online support for young people.



YOUNG MINDS

Fighting for young peoples mental health and offering support and advice.

PAPYRUS

Confidential suicide prevention advice and a range of resources for young people.



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Training

Zero Suicide Alliance

E-learning takes just 20 minutes. Free online training courses teach you the skills and confidence to have a potentially life-saving conversation with someone you're worried about.



Free Mental Health Training from Derbyshire County Council

Free training courses for staff and volunteers from statutory, community or voluntary sector organisations. Includes Mental Health First Aid Training (Youth and Adult), Mental health awareness, Suicide awareness and prevention.

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Training

Suicide Awareness Training

Please follow this link to the Derbyshire County Council Mental Health Training page, where you can find out how to access the current Suicide Awareness Training.



Quality Conversations Programme

Supports frontline staff to get the most from the time spent with patients, clients, service users and their families and carers by providing a set of tools and resources for use in day-to-day practice.



Mental Health Matters

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<https://dva.org.uk/>

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