

SUICIDE PREVENTION GUIDANCE FOR PEOPLE DIRECTLY SUPPORTING RESIDENTS IN NEWHAM



STAYING SAFE AND CONNECTED

NEWHAM SUICIDE PREVENTION STRATEGY AND ACTION PLAN 2023-26



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www.newham.gov.uk/suicideprevention

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BACKGROUND

This guidance is to help people directly supporting residents in Newham feel more confident to talk to someone about suicide including knowing how to support someone at risk. It has been produced by members of Newham's Suicide Prevention Working Group to support the delivery of its [strategy](#) and action plan.

We all have a potential role to help prevent suicide. We know in Newham that many people who die by suicide are not in contact with specialist support services and therefore it's important that people in a range of community support roles feel confident to identify potential risk and know how best to provide support.

This guidance helps practitioners:

- Recognise signs that someone might have thoughts of suicide
- Ask questions to explore whether someone is thinking of harming themselves
- Know where there is support to signpost people to, who to directly contact for emergency help or who you can speak to for support
- Looking after yourself and your team

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FRAMEWORK OF SUPPORT: 4S's

The [Zero Suicide Alliance training](#) sets out reducing suicide risk by the three 'S's – See the signs, Say, and Signpost to support. This protocol also includes an 'S' for self-care.

Do talk to your manager and/ or a safeguarding lead for further support (see **Slides 9-10 – Signposting to support**). The advice in this guidance should be applied alongside relevant organisational and professional guidelines. Further suicide prevention information can be accessed [here](#) including free training for all people working in the borough.

*[Zero Suicide Alliance training](#) is free and takes between 20-30 minutes and gives practice in handling difficult situations. Its recommended to be in a supportive setting when completing the training where you can discuss any feelings that arise from the course.

1. SEE THE SIGNS

It is not always easy to recognise the signs that someone might be having thoughts of suicide. However, evidence suggests someone may be feeling suicidal if they:

- Express feelings of hopelessness
- Talk about wanting to 'end it all'
- Talk about their death or wanting to die
- Talk about making arrangements for after their death
- Talk about being a burden/ inconvenience to close family/ friends/ carers
- Talk about self-harming

If someone is talking about suicide or thinking about harming themselves, always take it seriously.

2. SAY - SPEAKING ABOUT SUICIDE

Talking about suicide doesn't come easily. You may feel uncomfortable talking about suicide. However it is important to be direct as this will reduce the chance of misunderstanding. Using the word suicide does not put the thought in someone's head or make it more likely to happen.

You do not need to have the perfect words - be yourself and show the person that you care.

Use questions such as:

- How are you coping with what's been happening in your life?
- Sometimes when people are going through a difficult time, they are thinking of suicide. Are you thinking of suicide?
- Are you thinking about suicide?
- Have you thought about how you would end your life?

Reassure them that you want to help and support is available.

Focus on the help available and linking to sources of support. Be realistic about what you can and can't do.

3. SIGNPOSTING TO SUPPORT (1)

You are worried someone is in immediate danger:

For example: Someone is saying they want to end their lives – on the phone or by email.

If someone has hurt themselves and you think their injuries are life-threatening.

Advice:

- Being present - either online, on the phone or in person – waiting with them for the ambulance can be helpful.
- Ask if anyone else is with them. If they say yes, ask if they are a child or adult and how they are? See the section on **safeguarding support** if you have concerns after the call about anyone else who is vulnerable.
- Keep personal information confidential - this can be shared without consent to emergency and safeguarding services to protect someone from harm.
- Text or email details of support organisations and helplines following your call.

IMMEDIATE EMERGENCY ASSISTANCE - Call 999 for police and/ or ambulance support – you will need to be able to give a location.

The Samaritans can call an ambulance on your behalf– call 116 123.

Newham 24 Hour Mental Health Crisis Helpline - 0800 073 0066

Free access to a qualified mental health professional for all ages. Language support provided. You can also call the helpline for advice and guidance on the necessary care pathway for the person. If the person concerned is with you the practitioner can speak to the person directly to assess need/ risks.

The Samaritans - 24 hour support

Call: 116 123 - free from any phone

<https://www.samaritans.org/> Email: jo@samaritans.org

Papyrus - Crisis support for young people under 35

9am to midnight every day of the year, weekends and bank holidays

<https://papyrus-uk.org/>

Call: 0800 068 41 41

Text: 07786 209697

3. SIGNPOSTING TO SUPPORT (2)

If the person can keep themselves safe for a short time but is still in need of urgent help and support.

Example: Distressing suicidal thoughts, but no plans to harm themselves.

In a self-defined crisis and in need of out of hours safe and therapeutic space to attend. Not suitable for those with suicidal plans or intent.

Newham 24 Hour Mental Health Crisis Helpline - 0800 073 0066

Can talk to a qualified mental health professional. For all ages. Language support provided.

Safe Connections A suicide prevention support service providing a safe space to talk about thoughts of suicide and give information about support services in Newham. Safe Connections also provides practitioners with advice on how to support someone and a support space for practitioners.

Helpline number 0300 561 0115, Monday to Friday 9.30am to 4.30pm safeconnections@mithn.org.uk

Newham Together Café

A community space for Newham residents aged 18+ who are struggling with their mental health. Open evenings and weekends with no referral process needed. Rokeby Centre E15 3LS, 08081 968 710.

Nh.togethercafe@nhs.net

Shout Free, confidential, 24/7 text messaging support service for anyone who is struggling to cope and needs immediate assistance. Text 85258

James' Place

Free, immediate in-person therapy for men in suicidal crisis.

Help accessed via website referrals - can be made via professionals, anyone concerned or self-referrals.

Visit: www.jamesplace.org.uk Call: 0203 4888 404 Email: info@jamesplace.org.uk

For more support crisis lines including around domestic and sexual violence that are also suicidal risk factors: [Crisis Support – Practitioners Resource – Newham Council](#)

3. SIGNPOSTING TO SUPPORT (3)

<p>Ongoing mental health concerns such as anxiety and depression that is impacting on daily life</p> <p>Acknowledge the feeling of uncertainty and listen well to the concerns:</p> <p>“It’s normal to feel worried and anxious right now. I am here to help you find support that can help.”</p>	<p>Newham Talking Therapies (adults) Contact Monday to Friday 9am–5pm on 0208 175 1770. www.elft.nhs.uk/newham-talking-therapies for self-referral</p> <p>For children (under 18 year olds): Talk to a doctor, school, or a youth worker for advice and referral support. School health service: 020 3373 9983 www.newham.gov.uk/schoolhealth</p> <p>See also the following web pages with information on adult and children and young people support: Mental health support services – Newham Council</p>
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ADULTS SAFEGUARDING CONCERNS

If you have concerns about an adult with care and support needs who is at risk of, or experiencing, abuse and is not able to protect themselves from harm you must raise your concerns with the council.

For information about different types of abuse and where to get advice and how to raise a safeguarding concern with Newham Council see here:-

<https://www.newham.gov.uk/health-adult-social-care/sg-raising-alert>

Completed Safeguarding Forms for professionals must be sent to:

Accessto.AdultsSocialCareTeam@newham.gov.uk

If your referral is urgent please phone 020 8430 2000 or contact the Safeguarding Adults hotline on 020 3373 0440.

An easy to read leaflet can be downloaded here:-

<https://www.newham.gov.uk/downloads/file/3929/safeguarding-guide-for-adults>

Follow your procedure:

- If you can, check if the person is safe.
- Listen calmly to the person and talk reassuringly to them.
- Explain that you must inform your manager – you can't promise not to tell anyone.
- Explain that with their consent they can get confidential help and support.
- Make an accurate report using the person's own words if possible – if they say what they would like to happen write that down too. Describe the circumstances in which it occurred.
- Speak to your co-ordinator or manager who may then:-
- Phone 101 to report a crime to the police
- Phone 999 in an emergency
- Raise a Safeguarding Concern with the council

CHILDREN AND YOUNG PEOPLE SAFEGUARDING CONCERNS

If you have concerns about a child

[Newham Families Advice and Support | Safeguarding Children & Young People with SEND](#)

For information about different types of abuse and where to get advice and how to raise a safeguarding concern with Newham Council see here:- www.newham.gov.uk/mash

If your referral requires urgent attention, please contact Newham Contact Centre on 0208 430 2000 who will transfer you to the Multi-Agency Safeguarding Hub (MASH) or the relevant social work team if the child is allocated.

In case of an emergency or you feel that a child is at immediate risk, please also call 999 and request support from the police.

Make a request/referral online to MASH if you are a professional. Please use the link below to access our online portal. [Request support or protection of a child](#)

You should explain exactly what you have seen or been told. If you can, you should write down dates, injuries you have seen and/ or the exact words you have heard.

Please obtain consent if it's safe to do so. Please note that were there are safeguarding concerns, consent is not required to make a referral to Children's Services / MASH

4. SELF-CARE

It is important you feel safe and look after yourself. If you are worried about someone you are helping, please seek advice from a manager or a safeguarding lead. If you are a volunteer, talk to your volunteer co-ordinator or support worker from the organisation you are working with. If you are worried about how your mental health is affected, seek out help and support.

Information on well-being support for Newham council employees: [Employee Wellbeing | Intranet \(sharepoint.com\)](#)

Safe Connections Mind also provides support for people who have supported others
Helpline number 0300 561 0115, Monday to Friday 9.30am to 4.30pm
safeconnections@mithn.org.uk

With thanks to the following websites and expert advice:

Zero Suicide Awareness training [Welcome to the Zero Suicide Alliance \(ZSA\)](#)

Samaritans [Samaritans | Every life lost to suicide is a tragedy | Here to listen](#)

Leeds City Council [Suicide Prevention \(leeds.gov.uk\)](#)

Crisis management team, East London Foundation Trust

Newham Council Adult Social Care safeguarding team

Newham Council Children and Young People Safeguarding team

Safe Connections – Mind [Suicide Prevention | Mind in Tower Hamlets, Newham and Redbridge \(mindthnr.org.uk\)](#)

Newham Suicide Prevention Working Group www.newham.gov.uk/suicideprevention