



AT ONE WITH NATURE

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How to support an individual in a Mental Health Crisis, in person

At any point, if you feel there is a serious risk of harm to the person in crisis, or others, call 999. Where possible, be open and transparent about this, and emphasise that the person in crisis' safety and wellbeing are your priority.

Remain Calm

A person in crisis will, likely, be hyper-aroused and emotionally reactive, therefore keeping calm and using an even, soothing, voice will ensure that the person does not feel additionally threatened and may help deescalate the crisis.

Risk Assess

Ensure your own safety and then the safety of the person experiencing the crisis and any people in the vicinity. Remain aware of your surroundings,

Open a dialogue

Introduce yourself (even if you are known to the person) and ask how you can help them. Use open questions as much as possible and do not use leading statements.

Listen and Reassure

Actively listen to what the person is saying. Avoid silence as a response, an acknowledgement is always best. Repeat back, in their own words, what is being said. Reassure them that you are listening. This may help the person feel heard and understood and reduce the intensity of the crisis.

Don't Judge

Remain neutral in your language and avoid injecting personal opinions into your speech.

Record/Report

IF AT WORK - FOLLOW LOCAL POLICIES & PROCEDURES

Document, accordingly, the incident and actions, making sure you maintain confidentiality. Information is on a "need-to-know" basis and therefore abbreviations/initials/redaction may be appropriate according to setting.

Support/ Signpost?

If the person remains distressed, even in the safe(r) location then ask if there is anyone you can offer to contact for support (friend, family member, GP, Mental Health Team) If not then it may be necessary to signpost to a crisis line or mental health service.

ALWAYS OBTAIN CONSENT TO CONTACT AND ABOUT WHAT DETAILS YOU CAN SHARE

Relocate?

IF THERE IS NO THREAT TO LIFE OR OF SERIOUS HARM.

Once you have established a rapport and have encouraged the person to focus on the here and now and reduced the intensity of the crisis, offer them the opportunity to move to a safe(r) place.

Be Patient

It may be difficult for a person in crisis to communicate what they need or want. Offer care and empathy but allow them time and space to verbalise their thoughts and feelings.

Be Here, Now

Focus on the present situation. Encourage the person to focus on nothing else but the present moment. Direct them to take slow, deep breaths.

Box breathing is helpful because it requires attention to the count and can help the individual become more present and grounded and reduce the intensity of the crisis. (In for 4sec, Hold for 4 secs and out for 4 secs – repeat 4 times)

Samaritans: 116 123

ASSISTLine: 0800 6895652

CALM: 0800 585858

Shout: Text Shout to 85258

Nottinghamshire Healthcare NHS Foundation Trust 24/7 Helpline: 0808 1963779