**Suicide Conversation Tool – Guidance for the Team *(organisational position responding to disclosures)***

***Note****: while the whole document can be edited to fit your organisation, sections highlighted in yellow need particular attention to either be edited or removed, before formally introducing to your team.*

# Overview

This document outlines the (organisation) Suicide Conversation Tool process. It explains the Tool’s purpose, where to find it, and the steps to take when someone discloses suicidal thoughts, including seeking support from a manager. This process is part of (organisation)’s guidelines and should be used alongside manager support.

Contents

[What is the Suicide Conversation Tool? 2](#_Toc199324889)

[Where can I find the Suicide Conversation Tool? 2](#_Toc199324890)

[How do I seek support from a manager? 3](#_Toc199324891)

[What if the person needs immediate support? 4](#_Toc199324892)

[How does the process differ outside of normal working hours?](#_Toc199324893) 6

[What if someone raises concerns via text or email? 6](#_Toc199324894)

[How does this process differ if I am working out in the community? 6](#_Toc199324895)

[What other support documents/training are available? 8](#_Toc199324896)

[Useful contact details 8](#_Toc199324897)

# 

# What is the Suicide Conversation Tool?

The Suicide Conversation Tool is designed to help you support someone who has shared that they are having suicidal thoughts and make sure the most appropriate actions are taken. It has been designed specifically for non-mental health professionals.

This Tool should be used when speaking with people who have recently disclosed suicidal thoughts during their contact with (organisation). It is part of a person-centred conversation aimed at reducing stigma, encouraging people to seek support, and connecting them with appropriate mental health services if needed.

This Tool should always be used alongside guidance from (appropriate support e.g. line manager).

# Where can I find the Suicide Conversation Tool?

*Detail where the Tool template can be located*

Once opened, you will see the Suicide Conversation Tool, which includes:

* An introduction to the conversation
* A prompt around the *(\*\*organisation)* confidentiality statement
* Advice to follow including if urgent support from emergency services is needed
* A series of questions to ask
* Advice on your ‘next steps’ once you have ended your conversation

The text within the Conversation Tool has been colour coded as follows:

* **Blue and bold – this text is information you can share and questions to ask. It can be read aloud.**

Once you have completed the Suicide Conversation Tool, follow the below guidance to get support from a manager.

# How do I seek support from a manager?

Once you have completed the Suicide Conversation Tool with someone, and ended your conversation, it is important to tell a manager and ask them to look at the record of your conversation.

The supporting manager will review the Suicide Conversation Tool to decide what further action is needed.

\*\*Insert detail about how the team member can seek support from a supporting manager. \*\*

e.g. within Live Life Better Derbyshire, the process is as follows:

‘You will have access to a channel on Microsoft Teams called **‘Urgent Concerns Only’**. This channel has been created specifically to support with the Suicide Conversation Tool process and **should not** be used for any other purposes.

You can locate the ‘Urgent Concerns Only’ channel on the left-hand side of your Teams screen. It may be helpful to ‘pin’ this channel to the top of the list of channels for ease of access. To do this, follow these actions:

1. Locate the channel on Teams
2. Click on the three dots next to ‘‘Urgent Concerns Only’’
3. Click on ‘Pin’

This will move the channel to the top of your list of Teams channels.

A manager will acknowledge your message within the hour by ‘liking’ your post on Teams. They will then review the conversation you have had. They may contact you for more information.

Once a supporting manager has reviewed your conversation record, they will advise on the next steps.

The actions to support people will depend on what people say during the conversation.

**In all cases** people will receive a text message with information of where to go or who to contact in a mental health crisis. They will also get an email containing mental health support information and signposting.

We have a duty of care to share information with relevant professionals if we believe someone is at risk of harming themselves. The supporting manager will confirm which professionals we need to contact to support the person. This may be their GP or an allocated mental health professional.

The supporting manager will attempt to contact the appropriate professionals, but you may be asked to support with this.

The supporting manager will confirm the next steps, including any further actions you need to take, and document this in the ‘Supporting Manager’ section of the Suicide Conversation Tool.

# What if the person needs immediate support?

If someone is at immediate risk of suicide or if they are in the process of ending their life, urgent support is required from the emergency services.

Within the Suicide Conversation Tool, the writing in a Bold orange box outlines the actions you should follow if you feel someone is at immediate risk of suicide, for example if someone has informed you that they have taken an overdose of medication or are going to end their life imminently after speaking with you. Please see guidance below.

Important note - At any point during this conversation, if you think that there may be an immediate risk of serious harm, complete the following actions:  
**Seek urgent support from a manager** (e.g. in Live Life Better Derbyshire team members are asked to post on a Teams channel which is regularly monitored by the management team - posting 'Urgent Support Required’ and marking the message as 'important').

* A manager will contact you urgently (via Teams chat/in person/via email) to take the name of the person at risk and call 999 on your behalf.
* Try to keep the person at risk on the phone and provide the manager with as much information as possible (e.g. location of the person at risk).
* You do not need to continue with the remainder of the questions if it is not appropriate.

A supporting manager will contact you as soon as possible to provide support.

If you are working in an office and there is a manager present, it may be easier to wave to get the attention of a manager who can support you in person.

The following information will help the supporting manager to get help from the emergency services:

* Name & ID of person (if recorded on a database)
* Person’s current location

**Important Points**

* If you become disconnected from the person at risk, the supporting manager will advise if you should try to recontact the person.
* If the person you’re speaking to does not want to share their location, please record the telephone number they are calling from and share this with the supporting manager.
* Try to keep the person talking on the phone. It’s OK to ask questions and talk about other topics.
* If the person is willing to share, try to get a description of them e.g., what they are wearing, what colour hair they have.

# How does the process differ outside of normal working hours?

If you need support from a manager outside of normal working hours, please contact the on-call manager. They will help you to seek support.

(Provide direction to team member on how to find the ‘on-call’ manager and the most suitable way to contact e.g. via Teams/telephone).

In the unlikely event that you are not able to get hold of an on-call manager, you can contact the Derbyshire Healthcare Foundation Trust’s clinician helpline on **01246 932350** for advice.

This helpline is for healthcare professionals only, to provide advice for patients who are in mental health crisis (i.e. at risk of harm or death). This number **should not** be given out to the public.

# What if someone raises concerns via text or email?

When possible, use the phone or central text messaging service for non-face-to-face contact. This helps make sure messages are answered quickly, even if a staff member is unavailable.

If you get an email or text message from someone and you’re worried about their wellbeing, please contact a manager right away for advice.

# How does this process differ if I am working out in the community?

The Suicide Conversation Tool process was originally designed for supporting people who disclose thoughts of suicide via a telephone conversation.

However, if you are out in the community or working with someone face to face, it is important that a similar process is followed. This way we can make sure the person you’re speaking with has appropriate support.

The documents below have been created to support you in responding to people who disclose thoughts of suicide during face-to-face meetings.

If you work out in the community, please discuss getting a support pack from your line manager. Documents to help include:

* Face to Face Suicide Conversation Tool Prompt
* Mental Health Support Information Template

**If the person is not known to (organisation):**

If someone shares thoughts of suicide but is not known to *(organisation)* or we have no information about them (e.g., you're speaking with them at an event), try to encourage them to contact their GP for support.

**If the person is known to our service:**

If the person is already getting support from our service or we have a record for them (e.g., they attended a community session), speak with them in a private space. Let them know you’d like to ask a few more questions about how they’re feeling to make sure they have the right support.

Use the Suicide Conversation Tool prompts as needed to guide your conversation. Let them know that you or your manager will follow up with any additional support that may help.

Once you have access to your computer, reach out to a manager for support as per the usual process.

**Urgent – If someone is experiencing a mental health crisis whilst you are with them, please follow the most appropriate actions depending on the situation:**

* Try to get help from another person nearby who can support you to contact the emergency services.
* Stay with the person and talk about what you can do together to help them to feel safe again. This could be contacting the person’s next of kin or calling for emergency support together.
* If you can’t get support from someone nearby and are unsure how to respond, tell the person that you are going to make a private call for some support. Call a line manager. Try to keep the person in your line of sight whilst you are doing this.

# What other support documents/training are available?

Documents

All support documents are saved here (direct team members to a central file where all documents relating to the Suicide Conversation Tool process are saved)

Training

* **Suicide Conversation Tool Training Template (PowerPoint)**
* [Free online training from Zero Suicide Alliance](https://www.zerosuicidealliance.com/training) - If you have not done so as part of your induction, complete the Zero Suicide Alliance training to help you build your own knowledge and confidence in discussing feelings of suicide.

# Useful contact details

* Direct team members to telephone numbers for all supporting managers
* Derbyshire Healthcare Foundation Trust, clinician helpline -

01246 932350 (open 24/7) – to be used outside of Mon-Fri 9am-5pm

* Derbyshire Mental Health Helpline & Support Service - 0800 028 0077 (open 24/7) or Call NHS 111, select option 2.