

The 6 Point Plan

Take the statement to self harm or suicide seriously	<p>Listen carefully and clarify. Check your understanding of what was said.</p> <p>Suspend all other activities you are carrying out.</p>
Summon a colleague	<p>Follow your workplace procedure to summon support from a colleague who will act as your ‘Support Partner’.</p> <p><u>Your Support Partner is most likely to be your Line Manager.</u></p> <p>Your Support Partner is there for two reasons – to assist you as you help the customer, and to act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.</p> <p>Once summoned, Support Partners can unobtrusively listen into phone conversations by following the instructions in Appendix 4.</p>
Gather information	<p>You need to make some assessment on the degree of risk, by working through the following steps:</p> <ul style="list-style-type: none"> • you should remain calm, as this will help the customer gain perspective on their situation • clarify and confirm that the customer has said they intend to self harm or commit suicide • determine if they have tried to harm themselves before and if they received treatment or are currently receiving treatment • let the customer talk about their plans to self harm or commit suicide • find out specifically what is planned, when it is planned for, and whether the customer has the means-to-hand • find out if action has already been taken, e.g. have tablets or something else been taken? If so, find out what and when • keep the customer talking and record key information, including their location and any plans they have for going elsewhere to harm themselves. This will be important should you need to inform other services.
Provide referral advice	<ul style="list-style-type: none"> • Encourage the customer to speak to someone who can help them.

Suicide and Self Harm Declarations – Appendix 2 (6 Point Plan)

	<ul style="list-style-type: none"> • Have relevant telephone numbers to hand. • Ask the customer about their GP or health care team – find out about their location and contact arrangements. • If the situation is non-urgent (i.e. general distress but no immediate plans or means-to-hand) help the customer to contact their support team or encourage them to contact their GP immediately.
Summon Emergency help	<ul style="list-style-type: none"> • If the customer is distressed and is in immediate danger, summon emergency help. • You do not need their consent to do so, but it is important to advise the customer about what is happening and why. • Inform your Line Manager who should arrange contact with the emergency services. • Let the emergency services know the location and any other relevant details you have uncovered.
Review	<p>Whilst this experience can be upsetting, you need to look after yourself and be reassured that you have done all you can to help the customer. After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal.</p> <p>Seek support from your colleagues and Line Manager.</p> <p>Your Line Manager must review the incident with you. This is your opportunity to reflect on the event and ask to agree on any further support for you. As part of this process, you should also review your written records with your Line Manager and check that office procedures were operational and useful. Pass a copy of your notes to your Line Manager.</p> <p>Line Managers must retain the notes and issue a copy to the manager in your particular office who is responsible for developing and reviewing local plans.</p> <p>Managers should ensure that any member of staff who has managed an incident is provided with further opportunities to discuss the impact and how they are feeling.</p> <p>An independent, confidential counselling service is also available under the Employee Assistance Programme, if necessary.</p>