Mental Health Signposting Document

In our teaching and training we develop and support people, but "what if" someone tells you they are not coping, or you become concerned by their words, or actions.

What would you say?

What would you do?

This document is a briefing tool on mental health signposting.

The first part of the document is a description of how to signpost and how to support and enable someone to access help.

The second part of the document is contact details for mental health service providers and organisations. It is not an exhaustive list and provides space for you to add the details of organisations in your area.

This briefing tool is written as a guide to help you signpost someone who is not coping, or in crisis to the right help and is not a substitute for awareness, or signposting training provided by many organisations.

We all have physical health and mental health and we need to be mindful of both.

What if someone tells you….?

"I'm struggling"

"I can't cope"

"I don't want to be here anymore"

Would you know what to say, what to do and where to find help?

Everyone has mental health and we all have a mixture of good days, not so good days and days where our mental health doesn't bother us at all.

When someone has a physical injury, you can normally see the signs and symptoms, but it is not always so easy with someone's mental health.

What is a mental health problem?

Common mental health problems include anxiety, depression, obsessive compulsive disorder, phobias, panic attacks, bipolar disorder, schizophrenia, eating disorders, alcohol and substance dependency and dementia.

What is signposting?

Signposting means pointing the way to useful information. You can signpost to:

- Web chat
- Telephone helplines
- Social media contacts
- Apps
- Face-to-face services including support groups

Don't assume you are an expert on personal problems. Sometimes being there for someone means being able to signpost to trained and qualified specialists who can help.

Do:

- Listen
- Explore issues and encourage them to prioritise their thoughts
- Build confidence and increase motivation to seek help
- Help to find information on websites
- Signpost to experts

Don't:

- Tell people what you would do if you were in their place; focus on the person you are listening to, **it is all about them**.
- Promise anything about support that may be available, or say that everything will be fine
- Provide personal counselling, or mentoring advice unless you are trained
- Give information, or advice about complex topics such as finance, or health. These need a personalised expert approach.

If you are helping someone, remember:

- It is not about you, but about them.
- You should always signpost on issues to do with health problems.
- It is about the individual and their own circumstances. Each person needs personalised assessment and advice.
- Expert information and advice changes frequently.

Tips for supporting people

- Take time to ask them how they are doing and listen.
- Make a cup of tea, or do other small acts of kindness.
- Look out for changes, when someone doesn't seem like themselves.
- Acknowledge feelings and ask if there is any way you can help.
- Educate yourself by reading about mental health issues on the websites and other resources listed below.

Where to find expert help

If you think that someone needs urgent help with mental health problems, this is what SANE, recommends they do.

- For general crisis support, advise them to: call or text a friend or family member.
- Call SANEline - a specialist mental health helpline 0300 304 7000 6pm–11pm.
- Call Samaritans listening service any time 116 123.
- Call NHS 111 by dialling 111.
- Go to the local Accident and Emergency department if they are feeling suicidal or if they have self-harmed and are concerned about it.

If they already have contact with mental health services, advise them to:

- Contact the local Community Mental Health Team (CMHT).
- Contact their crisis team if they have one.

If they are not in contact with mental health services as it is the first time they have been in crisis, advise them to:

- Contact the out of hours GP service. Google 'Out of hours GP in (your location).'
- Phone their GP surgery and the answerphone message will advise who to contact in an emergency.
- Make an appointment with their regular GP, as this is usually the first point of contact for anyone concerned about their mental health.

For People Who Need Help From the NHS

GPs

They can advise about appropriate treatment for mental health conditions such as depression and anxiety, and provide access to professionals who can provide talking therapies, such as counselling and cognitive behavioural therapy (CBT).

NHS

www.nhs.uk/Livewell/mentalhealth has pages about mental health and a list of mental health helplines. You can search for local face to-face and telephone services.

There is a helpful list of ten stress-busting tips. Stress is not a mental illness but excessive stress can lead to a range of problems. There are many causes of stress and these tips would provide a good basis for an initial discussion. The tips include getting support from a range of professionals.

There is a link to **Every Mind Matters** to create an individual **Mind Plan**.

NHS WellMind is a free NHS mental health and wellbeing app designed to help you with stress, anxiety and depression. The app includes advice, tips and tools to improve your mental health and boost your wellbeing.

Other Organisations

Citizens Advice

www.citizensadvice.org.uk/healthcare provide a free fact sheet, Help with Mental Health Problems. Your local CAB offers free impartial confidential advice, either face-to-face, web chat, or telephone on 03444 111 444. Visit the CAB website to search for your nearest local service.

Mind

www.mind.org.uk/information-support the website has an A to Z of information and advice on a range of mental health topics. You can call the Mind Infoline on 0300 123 3393, or email them on info@mind.org.uk . A range of languages are available. There are also local branches of Mind, some of which provide face-to-face services.

MoodTools

www.moodtools.org is an app designed to help combat depression and alleviate negative moods, aiding anyone's road to recovery.

Re-think mental illness

www.rethink.org does not provide emergency help, but has an advice line 0300 5000 927, or will reply to emails info@rethink.org Re-think also provides local support groups and mental health services.

Samaritans

www.samaritans.org provide a safe place for anyone who is struggling to cope, 24/7. Call free on 116 123, email jo@samaritans.org or visit the website to find details of the nearest branch.

SANE

www.sane.org.uk offers information and emotional support to anyone affected by mental health problems.   Sane offer emotional support by text via **Text Care,** online support in the SANE mental health forum and help by telephone 0300 304 7000.

Local Services

Wherever you live there will be local helplines and face-to-face services. These will vary depending on the area you live in, so you may need to do some research in order to signpost effectively. If you can? Visit, or telephone them to find out what is available.

Organisation_____

Services Provided_____

Address _____
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Telephone_____

Email_____

Website_____

Contact name_____

Organisation_____

Services Provided_____

Address _____
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Email_____

Website_____

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