

Adult Suicide Prevention – Services available to support adults experiencing suicidal ideation

This document is aimed at staff working within agencies in Swindon and contains a summary of available help and support for adults who are experiencing suicidal ideation.

There have been a number of deaths in Swindon where adults have sadly taken their own lives, sometimes following a period of suicidal ideation and sometimes after one or more previous suicide attempts.

This document aims to signpost professionals in all agencies in Swindon to the help that can be accessed; and to support professionals to enable the adults to work with the services available.

It is advised that any staff working with individuals in these complex situations should ensure that they seek timely advice and support from their own organisation's safeguarding leads.

Multi-Agency Help Available

1. Primary Care (accessed via 111 out of hours)

Primary Care will support all adults who experience suicidal ideation and refer to other services where the adult meets the criteria, as well as signposting to national groups and online support. Where an adult is referred to another service, they will continue to work with the adults and will work in partnership with those other agencies to support the adults with their healthcare needs.

Social Prescribers: GPs can refer to social prescribers who work within their surgeries, who can connect people to the community groups and statutory services for practical and emotional support.

Professionals Meetings: The GP can organise a "professionals" meeting to which any agency known to be working with the individual can be invited.

2. A&E

Support is available should the patient present to A&E. Referrals by health practitioners to the mental health services should be made to the Intensive Services Team, or PCLS, rather than to A&E.

3. Police

Where an adult is identified to be at **immediate risk** of suicide, **please phone 999 as an emergency and request the police to attend.**

Section 136 of MHA - If the police find an adult to be suffering from a mental disorder and at immediate need of care and control then the person can be taken to a place of safety.

A "SOP" can be created for individual service users

Where an adult is known by services to be at high risk of suicide, a "standard operating procedure or SOP" can be added to their record on the police system. This "SOP" will flag up to the police about the background of the adult at the point that they are called to attend to an incident. The route to have a "SOP" placed on the system is through a multi-agency meeting with the police in attendance.

4. Avon and Wiltshire Partnership (AWP) (the Swindon adult mental health commissioned provider)

Intensive Services Team

Where it is identified that **a person is at imminent risk of taking their own life**, a referral should be made to the Intensive Services team. This team consists of experienced mental health staff who offer assessment and home treatment for people aged 16 years experiencing a mental health crisis, as an alternative to hospital admission. **The team operates 24 hours a day, 7 days a week.** This team does not provide an “emergency” service such as a 999 response. **A referral can be made to the Swindon Intensive Team, or the adult can self-refer by phoning this number: 01793 836820.**

LIFT Psychology – This service, run by AWP but held in GP surgeries, offers many types of support for a variety of issues, ranging from general stress to low self-esteem and anxiety. **Anyone can book a telephone appointment by calling 01793 836836 between 9am and 5pm.** During that telephone appointment the adult will be assessed as to which of the LIFT support options would be most appropriate. This may involve a series of one-to-one therapy sessions or group therapy.

Primary Care Liaison Service (PCLS) – This service provides a comprehensive and prioritised specialist mental health triage and face-to-face assessment service, and is open to referrals from all health and social care professionals. Its primary aim is to provide proportionate mental health interventions based upon presenting need with a view to ensure that the right interventions are offered first time, using a collaborative, multidisciplinary approach. This will reduce the likelihood of premature transition to secondary mental health care, and will support Primary Care to manage low to moderate mental health needs. If an individual goes on to require secondary mental health services this will be based on their needs and discussed with the referrer. **Referrals to PCLS are usually made by the GP but can also be made by another health or non-health professional, by self-referral, or by loved ones / carers, by phoning 01793 835787**

Secondary Mental Health Care

Where an adult has been triaged through the PCLS service described above as requiring secondary mental health care, they will be allocated to be under the care of a team within AWP and will usually be reviewed by a psychiatrist.

Professional Meetings – These meetings are only for adults currently under the care of AWP in Swindon. They are called on an ad-hoc basis dependant on clinical need, and can be requested by any agency and often involve a number of other agencies including at times the CCG. Although there is a weekly slot protected for a professional meeting they can also be arranged for any time that suit the professionals required to attend. These meetings are to discuss complex cases. Adults are not involved in these meetings.

Multi-Agency Crisis Care planning meeting – Adults must be under the care of AWP in Swindon. Any agency can request a referral for the MACCP meeting. The meeting is focussed around one adult. The aim of the meeting is to develop a care plan which provides background info and specific guidance for the adult and each agency on how best to support the person in a crisis situation. Plans are reviewed on a regular basis with those identified as being connected to the adult’s care/journey and reviewed with the adult themselves.

5. Turning Point

Turning Point is a service that works to support adults with their drug and alcohol use. This includes detoxification and rehabilitation, as well as support with their mental health, offending behaviour, unemployment issues and learning difficulties.

To refer to Turning Point please use this [online form](#).

Turning Point will support clients experiencing suicidal ideation in the following ways:

- **Staff Training** – All frontline workers and managers have completed suicide prevention training.
- **Signposting/Referrals** – Turning Point will follow best practice and inform the person's GP at the earliest opportunity following a disclosure of suicidal ideation. Persons experiencing suicidal thoughts will also be offered a referral to MIND/PCLS or the Crisis Team, and are given AWP Intensive Team and Samaritans phone numbers at assessment, and they are also in each individual's Care Plans. Self-referrals to LIFT Psychology are also encouraged.
- **Joint Working** – Forums to jointly support clients with Suicidal thoughts include the Dual Diagnosis Link Workers meeting, MDTs organised by, or attended by Turning Point – including the Risk Enablement Panel.
- **For Opiate Substitute Prescribed Clients & Alcohol Dependant Clients** – mental health is discussed with either the prescriber or nurse at each clinical appointment. Appropriate support/signposting/referrals are identified and sent to the client's GP with either actions for them to support, and/or actions for Turning Point to liaise with appropriate agencies.
- **Digital Interventions**
 - Turning Point offer a 24/7 accessible online Mindfulness programme which is available only to all clients of the service.
 - Understanding my drinking – 24/7 accessible support to help people reduce their alcohol use, plus group sessions
 - Reclaim – 24/7 accessible support for those using cocaine and cannabis and occasionally other drugs, plus group sessions
 - 5 Step – support for loved ones
 - Self-help guides available through the online platform
- **Peer Mentor Support** – Peer Mentors are available to support clients with Check-In phone calls and can discuss their own lived experience with clients who may be struggling with Low Mood/Suicidal thoughts.

6. Swindon & Gloucestershire Mind

Swindon & Gloucestershire Mind offers support for people living within the Swindon borough area aged 16 years and over. A summary of S&G Mind services is provided below:

- **Mind Line**

Mind Line provides a dedicated, confidential telephone advice information and signposting service for people who are experiencing a mental health problem. The service also provides support to carers, family and friends who may be supporting someone with a mental health problem. Our opening hours are currently Monday to Friday 9AM to 4PM but we will soon offer evening support from Wednesdays to Sundays, 4PM to 11PM. Call Us: 01793 547 150.

- **The Junction (Calming Café)**

The Junction is open 365 days a year 4PM-11PM and is situated within Swindon Town centre at the Town Hall. We offer:

- A safe, therapeutic, non-clinical environment for people who are experiencing/ recovering from a mental health crisis or experiencing emotional distress.
- Support for up to 14 evenings either via face to face or telephone. We help to promote recovery, resilience and wellbeing that focuses on specific outcomes via Safety and Support Planning via Five Ways to Wellbeing Model.

Adults can self-refer into the Junction service by accessing this [link](#), or by calling 01793 286506 or by emailing junction@sgmind.org.uk.

- **Self-Harmony (Self-Harm and Self-Injury Counselling)**

Self-Harmony is a 1:1 confidential and non-judgemental counselling service in a safe environment for people who self-harm and self-injure. Once counselling has ended people are encouraged to use the coping strategies and skills, they have developed during their therapy for a period of three months. However, if they need more counselling once the three months has elapsed, they can rerefer into the service.

People can self-refer into the Self-Harmony service by accessing this [link](#), or by calling 01793 432031 or by emailing counselling@sgmind.org.uk

- **Wellbeing Service**

The Wellbeing Service offers 1:1 wellbeing appointment with an allocated Wellbeing Coordinator. The Wellbeing Coordinator will support people experiencing suicidal ideation by developing safety plans, referrals to other services and 5 Ways to Wellbeing Plans. People can self-refer or be referred by a professional.

- **Steps Programme**

The Steps Programme is in partnership with the NHS Swindon Recovery Team (referrals can only be made by this team) and offers 3 strands of 'steps' support. Step Up support provides additional support due to a time of crisis or escalating mental health need. Step Down supports people when they are ready for discharge from secondary services and the Step Plan provides support on a specific area which may involve outreach in the community.

- **Autism Service**

We provide support to people with a possible or confirmed diagnosis of autism either with or without a mental health condition. This includes people on the pre or post diagnostic support waiting list with the NHS and support is based on person-centred advice, guidance, and information via a tailored 5 Ways to Wellbeing model adapted for people with Autism.

- **Young Persons Support**

We support people aged 16-25 years living within the Swindon Borough area with a self-referral pathway for young people. The person will be allocated a Young Persons Coordinator who will work with them as part of the wellbeing service offer. We also work in partnership with CAMHS to ease transitions between services as part of discharge, offering outreach appointments for up to 12 months.

- **Rough Sleeper Support**

We currently support people who are experiencing homelessness by offering appointments to support them with their mental health and wellbeing. The Recovery & Wellbeing Coordinator also supports individuals who have recently been housed but may be experiencing mental health problems and/or suicidal ideation by offering a solution focused approach.

7. Community Navigators (Public Health)

The Community Navigator service is designed to work alongside individuals to self-manage a long-term health condition, focusing on building connections and improving confidence and resilience. This short-term support provides 121 coaching, advice and signposting around behaviour change.

Community Navigators can receive referrals from health, social care, and communities, but are unable to accept referrals for individuals who have a CPN or a Recovery Worker. This is because it is confusing for the person to have two separate interventions, and because the Community Navigators do not have the skills to work with people who require a specialist intervention.

The Community Navigators will signpost to all of the services offered within this document as well as:

IPSUM (<https://www.ipsum.care/>) offer a wide range of wellbeing support through art therapy and 1-2-1 counselling for those experiencing suicidal thoughts and feelings.

To refer to a community navigator please use [this link](#)

8. Swindon and District Samaritans

A professional can signpost and adult to the Samaritans free on 116 123. An adult can also email jo@samaritans.org as this can be a calm and safe way to talk through what's on their mind.

Samaritans give people ways to cope and the skills to be there for others. They offer listening and support to people and communities in times of need.

9. Adult Safeguarding Team

The right pathway to support individuals who are experiencing mental health distress is through the NHS, either via the GP, 111, a walk-in centre, or A&E; individuals are likely to need support from medically trained professionals without delay. From there, if appropriate, the patient can be referred on to secondary mental health care services.

If professionals are experiencing difficulty in accessing what they feel is the appropriate support for an adult, they should consider using the escalation policy in the first instance. A multi-agency professionals meeting could also be arranged by any agency looking after an adult to discuss the risks and mitigations to those risks.

When the Adult Safeguarding Team receive a referral, the team review the referral, and make a decision based on the individual circumstances of the case. Where there are also safeguarding concerns, for example physical abuse, and a referral proceeds to a Section 42 Enquiry, an Enquiry Manager will be allocated to make these enquiries. This may involve organising Safeguarding Enquiry Planning Meetings or the creation of a multi-agency Safeguarding Adult Protection Plan.

To refer to the adult safeguarding team please phone 01793 463555 if urgent, or if not, use the online referral form: [Report a safeguarding concern about an adult at risk of, or experiencing, harm](#)

10. Risk Enablement Panel

The REP process will only be enacted when all other interventions have not produced an improvement in outcomes for the adults of concern. The role of the REP is to facilitate, develop engagement and risk management plans and monitor their effectiveness. The criteria for cases that can be put forward to the Risk Enablement Panel include the person concerned being deemed to have mental capacity, as different processes would need to be put in place if someone lacked capacity.

Overall the Risk Enablement Panel process is about concentrating on what can be achieved, rather than what cannot, and bringing together people from different departments and organisations to develop shared perceptions of risk.

REP Criteria

The Risk Enablement Panel is for those who are deemed to have capacity and:

- Section 42 Care Act 2014 Safeguarding criteria not met.
- Who are at risk due to self-neglect/self-harm (Fall outside Safeguarding S42 Criteria)
- With risk taking behaviours;
- Who are change resistant;
- Who refuse to engage with services;
- Who are 'frequent callers' to services and
- Where the agency is struggling to maintain a high-risk situation as a single agency.

To refer to the Risk Enablement Panel please click on the following link:

[Risk enablement and positive risk taking policy, procedures and guidance - Swindon Safeguarding Partnership](#) (The guidance document contains the referral form).

11. National Support

Other NHS support

<https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/help-for-suicidal-thoughts/>

Campaign Against Living Miserably (CALM)- National support for people who are suicidal. Advice and support as well as a free phone service 0800 58 58 58.

Shout- This is a 24/7 UK text service available for times when people feel they need immediate support. By texting 'SHOUT' to '85258' you can speak to a trained volunteer.

Stay Safe App- Free to download, tips and hints if feeling suicidal, links to numbers (local and national), stay safe plan.

Alcoholics Anonymous

[Alcoholics Anonymous Great Britain \(alcoholics-anonymous.org.uk\)](http://alcoholics-anonymous.org.uk)

Narcotics Anonymous

[Welcome to UKNA | UKNA | Narcotics Anonymous in the United Kingdom](http://ukna.org.uk)

Cocaine Anonymous

[Cocaine Anonymous CAUK Area](http://cauk.org.uk)

Gamblers Anonymous

[Gamblers Anonymous](http://gamblersanonymous.org.uk)

Overeaters Anonymous

[Overeaters Anonymous Great Britain | For anyone with eating issues \(oagb.org.uk\)](http://oagb.org.uk)

If anyone reading this document has any feedback about how it could be improved, details of other services in Swindon not currently included, or any other national support options, please email michelle.sharma@nhs.net