



*If you don't feel you can keep yourself safe over this holiday period, please reach out for help and support to stay safe*



**If you feel you cannot cope and that you cannot keep yourself safe**, and that your life is at immediate risk **please call 999**, or ask someone else to contact 999 for you, or ask them to take you to A&E immediately. You can go to Ipswich Hospital, Heath Road, Ipswich or to West Suffolk Hospital, Bury St Edmunds. Both Hospitals have a Psychiatric Liaison Team, based in A&E.

The A & E triage nurse will talk to you as part of their assessment and should call the A&E mental health assessment team, known as the Psychiatric Liaison Team, who will come and see you in A&E, to assess your mental health and wellbeing needs.

**If you need some support right now, but don't want to go to A&E, you can:**

- Contact the First Response Service (FRS) for Suffolk and Norfolk, run by Norfolk and Suffolk NHS Foundation Trust (NSFT) on **0808 196 3494**
- Call the Samaritans on **116 123**. This number will not show up on your bill.

If you are receiving care from mental health services provided by Norfolk and Suffolk NHS trust, you can contact your care coordinator / Integrated Delivery Team (IDT) during normal working hours (9am-5pm)

### If you are having suicidal thoughts

If you are having thoughts of ending your life; or perhaps feeling that you just cannot carry on anymore, then please know that you are not alone. Many of us have had suicidal thoughts at some point in our lives. Having these feelings and thoughts is very much part of being human when we experience more psychological or emotional pain than we can manage at the moment. These feelings can sometimes feel overwhelming. They can feel as if they will never end.



But please know, from many of us who have lived through these dark times, that with time and support, we can begin to manage these difficult times and come to understand that suicidal feelings will pass. This is why it is really important that if thoughts and feelings to end your life become so strong, that you speak to someone and get help as soon as possible.



If you feel able to consider managing these feelings right now, there are some steps you can take to give yourself some distance between your thoughts and taking any immediate action.

Can you make a promise to yourself: "I will wait 24 hours and will not do anything to end my life during that time."

Thoughts and actions are two different things—your suicidal thoughts do not have to become a reality.

No one's pushing you to act on these thoughts immediately. Encourage yourself to wait. This will help to put some distance between your suicidal thoughts and suicidal action.

We know that suicidal thoughts can become even stronger if you use drugs or alcohol as 'self-medication'. They can also make us act more impulsively and can lead us to try to end our lives.

We know that it is really important to try not to use nonprescription drugs or alcohol when you feel hopeless or are thinking about suicide.

It's a good idea, if you feel these feelings beginning to keep yourself safe by removing things you could use to hurt yourself, such as pills, knives, alcohol etc. If you are unable to do so, go to a place where you can feel safe. If you are thinking of taking an overdose, you could give your medicines to someone who can return them to you one dose at a time as you need them, until you feel more able to keep yourself safe.

Many of us have found that the first step to coping with suicidal thoughts and feelings is to share them with someone we trust. This may be a family member, friend, member of the clergy, teacher or family doctor/GP. Find someone you trust and let them know how bad things are. Because of COVID it may mean giving them a call rather than seeing them in person.

Please do not let fear, shame, or embarrassment prevent you from seeking help. And if the first person you reach out to doesn't seem to understand, try someone else. Just talking about how you got to this point in your life can release a lot of the pressure that's building up and help you find a way to cope. There is a very good chance that you can work through these feelings, no matter how much self-loathing, hopelessness, or isolation you are currently experiencing. Just give yourself the time needed and don't try to go it alone. You can help keep yourself safe by using the links and support both locally and nationally. All of these are on the Stay Alive App from Google Play store and App Store.

Thinking about suicide? Worried about someone?

# STAYALIVE

Download on the App Store

GET IT ON Google Play

Download the award-winning #StayAlive app.  
Now upgraded for 2020 with a range of new features  
and access via web browser.

[www.stayalive.app](http://www.stayalive.app)

Suffolk user forum  
your voice for mental and physical health

GRASSROOTS  
preventing suicide together

CROVA  
82%

PATIENT SAFETY AWARDS  
WINNER

*There are people and organisations you can talk to who offer different support via advice lines, text and online chat*

For Adults;



**NSFT First Response Service** is a 24/7 helpline offering immediate advice, support and signposting for people with mental health difficulties. If you are experiencing something that makes you feel unsafe, distressed or worried about your mental health you can now call the helpline on **0808 196 3494**. [www.nsft.nhs.uk/Find-help/Pages/Helpline.aspx](http://www.nsft.nhs.uk/Find-help/Pages/Helpline.aspx)

**Samaritans** telephone is available on **116 123** and open 24/7. Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. [www.samaritans.org](http://www.samaritans.org)

**SHOUT** a 24/7 text line on on **852258**. SHOUT can help with a range of issues including anxiety, depression, suicidal thoughts, relationship problems, bullying or if you're feeling overwhelmed. [www.giveusashout.org](http://www.giveusashout.org)

**Stop It Now** – Are you concerned about your thoughts or behaviour towards children or another person's? Call **0808 1000 900** for advice, support and information. [www.stopitnow.org.uk](http://www.stopitnow.org.uk)

## YANA

Help for those in farming who may be affected by stress and depression

Call **0300 323 0400** if you are involved with farming or another rural business in any way and are feeling low or if you are worried about a member of your family, a colleague or a friend, YANA can help. They are open 365 days a year and check their phones and emails daily. [www.yanahelp.org](http://www.yanahelp.org)

## Farming Community Network (FCN)

Call **03000 111 999 7am to 11pm** every day of the year. You can call the FCN helpline and talk to a sympathetic person who understands farmers and rural life: [www.fcn.org.uk](http://www.fcn.org.uk)

## Mind Infoline

Call **0300 123 3393** (9am-6pm Monday to Friday) Closed 25 & 28 Dec & 1 Jan. Mind provides confidential mental health information services. The Infoline gives information on types of mental distress, where to get help, drug treatments, alternative therapies and advocacy. [www.mind.org.uk](http://www.mind.org.uk)

## Rethink Mental Illness

Advice Line Closed 25 & 28 Dec. Call **0300 5000 927** (9.30am-4pm Monday to Friday). The Rethink Mental Illness advice and information service offers practical help on a wide range of topics such as The Mental Health Act, community care, welfare benefits, and carers rights. We also offer general information on living with mental illness, medication and care. [www.rethink.org](http://www.rethink.org)

## Saneline – Mental Health Helpline

Although the usual SANEline number (**0300 304 7000**) cannot operate at the moment, you can leave a message on **07984 967 708** giving your first name and a contact number, and one of their professionals or senior volunteers will call you back as soon as practicable. You can also email SANE at [support@sane.org.uk](mailto:support@sane.org.uk), and they will respond as soon as possible. Normal Support Forum and Textcare services are still open.

[www.sane.org.uk/what\\_we\\_do/support/helpline](http://www.sane.org.uk/what_we_do/support/helpline)

**Silver Line** - Call **0800 470 8090**, open 24/7 all year round. The Silver Line is the only free confidential helpline providing information, friendship and advice to older people.

**Suffolk Family Carers (SFC)** - Closed 25th to 29th December

For many looking after an ill, older or disabled relative is “just something you do”. However not recognising yourself as carrying out a caring role can be a real barrier to accessing the vital help available. SFC help Carers from as young as five to get the support they need to live fuller lives. Suffolk Family Carers is available 7 days a week to help.

Contact them on: **01473 835477** or online: [www.suffolkfamilycarers.org/contact-us](http://www.suffolkfamilycarers.org/contact-us)

### Suffolk Wellbeing

Call [0300 123 1503](tel:03001231503) 8am – 8pm Closed 25/26th Dec and 1st Jan  
Wellbeing Suffolk and Wellbeing Norfolk & Waveney and offer help and support to improve wellbeing and manage stress, low mood and anxiety. [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

### Survivors of Bereavement by Suicide (SoBS)

Call [0300 111 5065](tel:03001115065) (9am to 9pm 7 days a week including over the Christmas/New Year period) SoBS exist to meet the needs and overcome the isolation experienced by people over 18 who have been bereaved by suicide. [www.uksobs.org](http://www.uksobs.org)

### Survivors in Transition (SiT)

Support for survivors of childhood sexual abuse. Call [07765 052282](tel:07765052282) / [01473 232499](tel:01473232499). SiT are open as usual until Christmas Eve when they are open 9am-12pm and then closed until 4th January. [www.survivorsintransition.co.uk](http://www.survivorsintransition.co.uk)

### Amparo

Call [0330 088 9255](tel:03300889255) The AMPARO service, operated by Listening Ear, works in close partnership with the police, coroner service and other partners to offer support following notification of a suspected suicide, including 1-2-1 individual support, practical help and signposting to local services that can help.

[www.healthysuffolk.org.uk/projects/suffolk-lives-matter](http://www.healthysuffolk.org.uk/projects/suffolk-lives-matter)

### Citizens Advice

Call [0800 144 8848](tel:08001448848) 9am-5pm closed public holidays for general support around debt, benefits, housing, relationships and a range of other services.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### CALM (Campaign Against Living Miserably)

Call [0800 585858](tel:0800585858) (5pm to midnight every day). A charity dedicated to preventing male suicides, webchat is also available via their website. [www.thecalmzone.net](http://www.thecalmzone.net)

### ISCRE (Ipswich and Suffolk Council for Racial Equality)

ISCRE's purpose is to embed human rights and equality values in the hearts and minds of organisations and individuals primarily in Suffolk. & Suffolk Law Centre offering free legal advice call [01473 408111](tel:01473408111). [www.iscre.org.uk](http://www.iscre.org.uk)

### Health Foundation

Provides a range of content designed to give you more information about mental health and to help you to look after your mental health. They have podcasts, videos, inspiring stories and information about getting help if you're struggling.

[www.mentalhealth.org.uk/your-mental-health](http://www.mentalhealth.org.uk/your-mental-health)

## Living life to the Full

Free online courses covering low mood, stress and resilience. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more. Our courses are free for individuals using them in their own lives. [www.lltff.com](http://www.lltff.com)

## Norfolk & Suffolk Victim Care

Call **0300 303 3706** If you've been a victim or witness of crime. NSVC here to help providing telephone support to anyone impacted by crime Mon-Fri between 8am-5pm on. For support outside of these hours call the Victim Support 24 hour line on **0808 168 9111**. [www.nsvictimcare.org](http://www.nsvictimcare.org)

## NHS Five Steps to Mental Wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life. You can visit the five steps to mental wellbeing website here: [www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing](http://www.nhs.uk/conditions/stress-anxiety-depression/improve-mental-wellbeing) or the Healthy Suffolk 5 ways to wellbeing, here: [www.healthysuffolk.org.uk/projects/5-ways-to-wellbeing](http://www.healthysuffolk.org.uk/projects/5-ways-to-wellbeing).

## Boloh

Call **0800 1512 605**. A COVID helpline for Black, Asian and Minority Ethnic family Covid-19. [helpline.barnardos.org.uk](http://helpline.barnardos.org.uk)

## Suffolk Night Owls (SNO)

SNO is a telephone, text and email support service run by Suffolk Mind. It is available in Suffolk to anyone who needs emotional support including those with complex emotional needs. [www.suffolkmind.org.uk/services/suffolk-night-owls-telephone-support-line](http://www.suffolkmind.org.uk/services/suffolk-night-owls-telephone-support-line)

## Switchboard

The Switchboard LGBT Helpline is open every day 10 a.m. to 10 p.m. on **0300 330 0630**. A safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing. [www.switchboard.lgbt](http://www.switchboard.lgbt)

## National Debt Line

Helping people across the UK to tackle their debts and manage their money wisely. For free debt advice call **0808 808 4000**. [www.nationaldebtline.org](http://www.nationaldebtline.org)

## COVID-19 Testing

Need a COVID-19 test? Call **119** to get a free NHS COVID-19 testing kit sent to your door.

## For Children;



### **KOOTH (Age 11-25)**

Chat to the helpful team about anything that's on your mind. Message them or have a live chat. [www.kooth.com](http://www.kooth.com)

### **Suffolk Children and Young People's Emotional Wellbeing Hub**

The festive season can also be a difficult time for children, young people and families. Suffolk's Emotional Wellbeing Hub, provides a unique, one-stop point of information and support for people concerned about the mental health or emotional wellbeing of anyone aged up to 25. [www.suffolk.gov.uk/children-families-and-learning/suffolk-children-and-young-peoples-emotional-wellbeing-hub](http://www.suffolk.gov.uk/children-families-and-learning/suffolk-children-and-young-peoples-emotional-wellbeing-hub)

### **4YP**

12-25 year old's call office **01473 252607**. If urgent call **07506 861487** 9-5pm. Suffolk Young People's Health Project (also known as 4YP) is a local charity which provides and coordinates services that improve the social, emotional, and physical health and wellbeing of young people in Suffolk, aged 12-25. They're closed from 23rd December at 11pm to the 4th January [www.4yp.org.uk](http://www.4yp.org.uk)

### **The Source**

Information and advice for young people in Suffolk. Email contact only via [thesource@suffolk.gov.uk](mailto:thesource@suffolk.gov.uk). [www.thesource.me.uk](http://www.thesource.me.uk)

### Papyrus & Hope Line UK

9am – midnight every day of the year call [0800 068 41 41](tel:08000684141) text, [07860 039967](tel:07860039967) or email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org). If you are under 35 and having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and practical advice. [www.papyrus-uk.org/hopelineuk](http://www.papyrus-uk.org/hopelineuk)

### Childline

The free 24-hour helpline on [0800 1111](tel:08001111) is for children and young people in the UK. Children and young people can call to talk about any problem. Counsellors are always here to help you sort it out. [www.childline.org.uk](http://www.childline.org.uk)

### TOPE Line

Abuse support in Suffolk & Norfolk on [0808 168 1154](tel:08081681154). Confidential, specialist support for young people (13+) in Suffolk and Norfolk who are or have experienced abuse. TOPE is a self-referral service for young people aged 13+. [www.tope.org.uk](http://www.tope.org.uk)



### Worried about a child or young person? Call this free helpline for confidential, expert advice...

The Young Minds Parents Helpline is available to offer advice to anyone worried about a child or young person under 25. You may have questions about a child's behaviour, emotional wellbeing, or mental health condition. You may have a child who's already been admitted to CAMHS and have questions about their treatment or want to know what to say to your GP when you visit them.

Call the Parents Helpline on: [0808 802 5544](tel:08088025544).