



Bwrdd Diogelu Caerdydd a'r Fro
Cardiff & Vale Safeguarding Board

Suicide Risk Advice and Guidance

This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg

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Intended audience

Staff within Cardiff Council and the Vale of Glamorgan Council, who see or speak to the public on a regular basis.

This document is written primarily to offer guidance to staff members on how to manage a risk of suicide when speaking to an individual.

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Immediate risk to life

If at any time during a conversation there appears to be an immediate risk i.e., the individual has done something to seriously harm themselves or has stated that they are planning to do something imminently, staff are to advise them that we will contact 999.

If you are on the phone to the individual, staff must ask of the location of the individual and advise them that we will contact 999, if it is safe to let them know.

When contacting 999, you should inform a manager immediately.

In situations where an individual terminates the call after making a imminent or immediate threat to their life or leaves the property/venue, contact 999 and inform them of the situation.

The staff member must document all details of the contact with the individual, as we could be asked to provide information of the call to 999.

Terms appropriately used to refer suicide:

Taken one's life
Death by suicide
Suicide attempt
Person at risk of suicide
Complete suicide
Person living with suicidal thoughts or behaviours

Phrases to avoid: *To ensure your choice of words does not negatively affect the individual.*

Commit suicide
Cry for help
Successful or unsuccessful suicide attempt
Suicide epidemic
Suicide prone
Suicide victim

No immediate risk – initial action

In any circumstances where an individual begins to talk about dying by suicide or harming themselves or makes a comment that could be interpreted as a threat to their life:

- *“I would rather kill myself than”.*
- *“There’s no way out so no point in living”.*
- *“I may as well kill myself”.*
- *“People would be better off without me”*

The staff member must advise the individual that they are concerned about what they have said/ shared. Advise that you care, need to keep them safe and need to get help for them. If there is an immediate risk or the individual has acted in a way to harm themselves, call 999.

If the individual responds advising that it was a “figure of speech” and that they did not mean what they said, the staff member should confirm that there is no immediate or current risk to life.

Individual: “I may as well kill myself.”

Staff member: “I am worried about you; I need to keep you safe and get help for you”

Individual: “I did not mean it; it was a figure of speech based on the situation”

Staff member: “Can I share some resources and contact details which can help if you ever feel like you are in a situation where you may harm yourself”?

The staff member receiving the disclosure should make every effort to reassure the individual that they are here to help and that they will try to assist as much as possible.

Should the individual make a second disclosure to their life, the staff member should ask the individual to remain on the phone or in the location with them. The immediacy of the risk should be explored and supported signposted to.

Handling Suicidal Conversations

The steps and skills to handling suicidal conversations are:

- Show you care.
- Have patience.
- Use open questions.
- Say it back to show active listening.
- Be confident in your actions.
- Be empathetic.

Asking the right questions and actively listening to the response ensures the individual feels heard and offers them the opportunity to share more information.

HELPFUL RESPONSES AND QUESTIONS

Thank you for sharing and trusting me with that information.

I appreciate that must have been difficult/upsetting/painful for you to share.

It is important that we talk about this, so we can think of ways to support you and keep you safe.

Are you safe right now?

How do you feel now you have told me?

What support do you have?

What support do you need?

You may also need to ask more personal and direct questions to understand if they are at immediate risk of harm.

ASK DIRECT QUESTIONS

Are you having thoughts of suicide?

Have you made a plan or thought about how you would do it?

Have you done anything to prepare for this and if so, please tell me more about this?

When are you planning to do this?

DIFFERENT WAYS TO SUPPORT AN INDIVIDUAL IN PERSON

Ask if there is anyone you can call to support them.

Ask if they would like to sit down somewhere private.

Ask them if they would like any water or a drink.

Map out with them different resources or services they could access.

Do not leave them alone.

YOUR ACTIONS

Call 999 when there is an immediate risk to life. Explain the situation clearly and be honest. (Ask Manager to assist)

Remain on the call or at the location with the individual and keep them talking.

Once the call has ended or 999 have arrived, speak to someone such as a manager or colleague. Acknowledge how difficult this may have been for you, take the time you need and debrief before continuing with your usual activities

Introduction of Right Care, Right Person model

Under the new model we will no longer contact 101 to conduct a welfare check.

Right Care, Right Person (RCRP) is an operational model developed by Humberside Police that changes the way the emergency services respond to calls involving concerns about mental health. It is in the process of being rolled out across the UK as part of ongoing work between police forces, health providers and Government.

It is aimed at making sure the right agency deals with health-related calls, instead of the police being the default first responder, as is currently the case in most areas. It has been shown to improve outcomes, reduce demand on all services, and make sure the right care is being delivered by the right person.

It does not stop the police continuing to perform their key role of keeping people safe and where there is a real and immediate risk to life or serious harm – whether that be a person seeking to harm themselves or to harm others – officers will respond swiftly as they currently do.

Signposting for Individuals

In any circumstance where an individual discloses mental health struggles or discloses that they are struggling with their health/ feelings. It is important you **do not** provide any medical advice, but you signpost to their GP or 111 Press 2.

Advise that they speak to their GP or 111 Press 2, and they will be able to provide further advice and guidance on managing their feelings and where the appropriate support is available.

111 Press 2 is a national phone line for mental health support, delivered by the NHS, it can be accessed by any individual who requires urgent mental health support or are unsure where to turn. It is accessible 24 hours a day, 7 days a week. By utilising this service, the individual in crisis establishes an immediate connection with practitioners who engage with them and conducts a triage assessment.

In some cases - consider offering assistance by dialling the number on their behalf, ensuring a warm transfer that connects the individual directly with a practitioner for the prompt and effective support they require

GP's will be able to make referrals to Community Mental Health Teams.

In situations where you feel Adult and Social services may be of assistance, you will be required to get consent from the individual to refer to adult and social services.

Additional Support

Depending on the individuals needs and circumstances you could refer them to the following organisations for further support:

Early Help Team – Cardiff Family Gateway - Call 03000 133 133

Vale of Glamorgan, Families First Advice Line – Call 0800 0327 322

Adult Care Services – Cardiff First point of contact team - Call 02920 234234

Vale of Glamorgan – Call 01466 700111

Live Fear Free Helpline – Provided support and guidance about violence against women, domestic abuse and sexual violence, 24/7. Call 0808 80 10 800, Text 07860 077333, Email info@livefearfreehelpline.wales, or [Live Chat](#).

C.A.L.L – Mental Health Helpline for Wales. Offering a confidential listening and support service. Call 0800 132 737 or Text 'Help' to 80166.

PAPYRUS – Charity dedicated to prevention of suicide and promotion of positive mental health for young people under the age of 35. Call 0800 068 4141, Text 88247, Email pat@papyrus-uk.org, open 24/7.

The Samaritans – Provides confidential emotional support for people who are experiencing feelings of distress, despair or suicidal thoughts. Call 116 123

Shout – Crisis Text Services for Mental Health. Text 85258

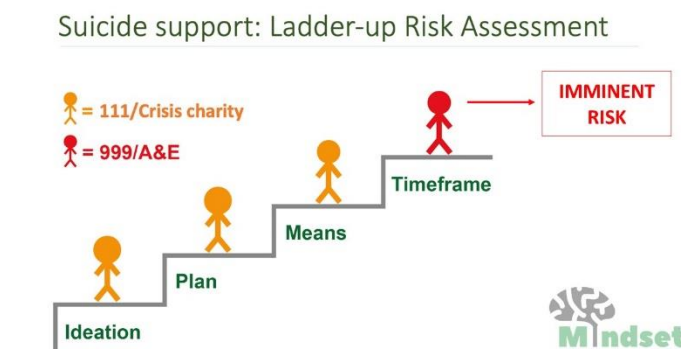
CALM – Helpline for anyone who needs to talk confidentially about a tough time they are experiencing. Call: 0800 58 58 58 between 5pm and Midnight, every day.

Mermaids – Provides help and guidance to trans young people and their families. Call: 0808 801 0400 Monday- Friday 9am to 9pm.

Welsh Refugee Council – Offer move on support, advice services for asylum seekers and English language lessons. Call: 0808 196 7273 to book an appointment.

BAWSO –Offers support services to people from Black and Ethnicity Minority and migrant victims of domestic abuse, sexual violence, female genital mutilation, forced marriage, so-called honour-based violence, modern slavery and human trafficking. Call: 0800 7318147 24/7.

In any situations where you feel the individual has not improved during your conversation and you feel there is an immediate risk, you should always ring 999.



Support for staff

- After informing your manager of the difficult conversation, take time away from your tasks to debrief.
- Speak to your manager or colleague about the conversation you had with the individual.
- Arrange a 1:1 with your manager.
- Arrange reflective practice (dependent on the provision in area of the council you work in)
- Do not go back to your task until you feel completely ready.
- Speak to the Employee Assistance Programme if you feel like this will be beneficial - A free telephone helpline available 24/7, 365 days a year. **Call 0800 023 9387 (Cardiff staff) or 0800 092 0987 (Vale of Glamorgan staff)**
- Canopi – A free, confidential, mental health and wellbeing support services for Social Care staff working in Wales. **Call 0800 058 2738, 9-5 Monday to Friday (excluding bank holidays)**
- PAPYRUS – offer professionals a debrief service with suicide prevention advisors. **Call 0800 068 4141, Text 88247 or Email pat@payprus-uk.org, available 24/7.**
- Occupation Health Team Vale of Glamorgan - [Occupational Health \(valeofglamorgan.gov.uk\)](http://OccupationalHealth.valeofglamorgan.gov.uk)
- Help is at Hand Cymru – Guide to support people affected by suicide [Help is at Hand Pages - NHS SSHP](#)
- Understanding Vicarious Trauma. [Vicarious trauma: signs and strategies for coping \(bma.org.uk\)](http://VicariousTrauma.bma.org.uk)

Training opportunities

Seek advice from managers on potential training opportunities to develop skill set on difficult conversations.

- Cardiff Council Internal: Cardiff Academy - Difficult Conversations Course
- Cardiff Council Internal: Cardiff Academy Module – Corporate Safeguarding
- Cardiff Council Internal: Cardiff Academy Module – Modern Slavery
- Cardiff Council Internal: Adult Safeguarding Level 1 and Level 2

- Cardiff Council Internal: - Violence Against Women Domestic Abuse and Sexual Violence
- Cardiff Council Internal: National Framework Training – Violence Against Women Domestic Abuse and Sexual Violence Group 2 and Group 3 Training.
- Vale of Glamorgan Council Internal: Difficult Conversations
- Vale of Glamorgan Council Internal: Employee Champions for Mental Health & Wellbeing.
- External: National Suicide and Self Harm Prevention Team Cymru - Free online learning opportunities and training - [About the Training Hub - NHS SSHP](#)
- External: New Pathways, Trauma Online Training
- External: Westminster Insight, Handling Suicidal Conversations Online Training
- External: MIND, Suicide Awareness and Prevention Online Training
- [20 minute suicide awareness training \(zerosuicidealliance.com\)](https://www.zerosuicidealliance.com/)

Key Safeguarding Contacts

If you believe a child or adult is in immediate danger, do something straight away - **contact 999** and tell the operator what is happening.

Cardiff Council

If you think or believe an adult is being abused, please contact the Adult Safeguarding Team on: **029 2233 0888 or safeguardingadults@cardiff.gov.uk**

If you think a child is at risk, not being looked after properly, or you have concerns about his or her welfare, please contact us on: **029 2053 6490 or CSMash@cardiff.gov.uk**

If you have concerns about an individual being radicalised, **speak to your DSP**, who can liaise with the Prevent team for advice. **A referral to Prevent can be made [here](#)**

If any concerns are outside of office hours, then call the Emergency Duty Team on: **029 2078 8570**

Vale of Glamorgan Council

If you think or believe an adult is being abused, please contact the Adult Safeguarding Team on **01446 700111 or AdultSafeguarding@valeofglamorgan.gov.uk**

If you think a child is at risk, not being looked after properly, or you have concerns about his or her welfare, please contact us on: **01446 725 202 or dutymarfs@valeofglamorgan.gov.uk**

If any concerns are outside of office hours then call the Emergency Duty Team on: **029 2078 8570**