

Conversations about mental health - The Listener

You don't have to be an expert to talk about mental health. Follow the simple steps below to help you.



THE WHERE AND WHEN

Find an appropriate time and space to talk



THE WHAT

Simply listen. Don't rush to advise them, listen to what they have to say and ask if they already know what would help them.



THE HOW

Think about maintaining good eye contact, be patient and don't act shocked by anything they say.



SIGNPOST

If you think they may need help from a service or their GP, why not offer you support to do this.



FOLLOW UP

Keep in touch afterwards and check in on them to see how they are.

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If you think you need to direct them to further support, the below national organisations may be able to help.



WEBSITES

Mind

www.mind.org.uk/information-support/helplines

Samaritans

<https://www.samaritans.org>

Lancashire & South Cumbria NHS Foundation Trust

<https://www.lscft.nhs.uk/crisis>



PHONE NUMBERS

Mind Infoline

Telephone: 0300 123 3393 (9am-6pm Monday to Friday)
or text 86463

Samaritans

Telephone: 116 123 (24 hours a day, free to call)

Lancashire & South Cumbria NHS Foundation Trust

The newly launched telephone support service is available
24 hours a day, 7 days a week, by calling 0800 953 0110

PLEASE NOTE: If the person is in a crisis and in need of medical attention, you should call 999 and ask for an ambulance to take them to A&E. If the person is presenting a danger to themselves or members of the public you should contact the police on 999.