

Supporting staff in distress and crisis Information Sheet



It's OK to feel strong emotions, worry or anxiety about things, and it's also OK to check in with people who we think or see are feeling like that - these resources may be of help if you're feeling distressed, or are reaching out to someone who is.

Crisis Support - All support line services listed below are free

If there is risk of harm to the individual or others, immediate help should be sought by **calling 999**.

National Wellbeing Helpline for everyone working in health and social care services 24/7. Phone 0800 111 4191

NHS 24 Mental Health Hub offer urgent mental health assessment and support 24/7. Phone 111

Samaritans offer 24-hour immediate telephone support. Tel 0330 094 5717 (Aberdeen Samaritans). Tel: 116 123. Or email jo@samaritans.org (email response within 24 hours).

Your **GP** can offer assessment, referral and signposting for services and resources for mental and physical health concerns.

Shout offer a 24/7 free text service for support. Text 85258

BMA Wellbeing Support offer a dedicated 24-hour support line open to all doctors and medical students plus partners and dependents. Tel 0330 123 1245 [Your wellbeing \(bma.org.uk\)](http://Yourwellbeing(bma.org.uk)) and [Counselling and peer support for doctors and medical students \(bma.org.uk\)](http://Counsellingandpeer supportfordoctorsandmedicalstudents(bma.org.uk))

Breathing Space offer a helpline and webchat Monday – Thursday 6pm-2am, Friday 6pm-6am. Tel 0800 83 85 87. Webchat: www.breathingspace.scot/

Grampian Women's Aid offer a confidential, specialist service to women and children who have experienced domestic abuse. A 24-hour national Domestic Abuse & Forced marriage helpline is available at 0800 027 1234.

Papyrus offer suicide prevention advice from 9am-Midnight daily by phone and email to individuals <35 years old. Tel: 0800 068 4141. Email: pat@papyrus-uk.org

Campaign Against Living Miserably (CALM) offer confidential and free support by phone and webchat for men from 5pm-Midnight daily. Tel 0800 58 58 58. Weblink: <https://www.thecalmzone.net/help/webchat/>

Stay Alive – Suicide Prevention resource app. <https://www.stayalive.app/>

Prevent App – List of contact points for suicide <https://www.preventsuicideapp.com/suicide.html>

Resources on how to notice and reach out to someone that might need support



<https://www.samh.org.uk/about-mental-health/suicide/suicide-prevention>

<https://www.papyrus-uk.org/help-advice-resources/>

In house support

NHS Practitioner Health: Health and social care staff with professional registration can access a national mental health support service which offers telephone/video consultations. The Workforce Specialist Service (WSS), delivered by NHS Practitioner Health, is a national confidential, multidisciplinary mental health treatment service with expertise in treating regulated health and social services professionals [The Workforce Specialist Service \(WSS\) - National Wellbeing Hub for those working in Health and Social Care](#)

Go Health Services Wellbeing Hub: The service offers time-limited counselling, CBT and Psychology sessions specifically for staff experiencing difficulties in their personal and or professional lives which may be impacting on their workplace functioning. Staff can complete an online referral via the link or by phone at 01224 5(55749). <https://gohealthservices.scot.nhs.uk/wellbeing>

Psychological Resilience Hub: 1-3 telephone support sessions accessed via online self-referral form. Referrals are screened to assess urgency and level of intervention required. <https://www.nhsgrampian.org/covid-19/information-for-nhs-grampian-staff/subpages/mental-health-andpsychological-wellbeing-support-for-staff/>

Chaplaincy Service: Confidential and independent support from skilled listener Chaplains who can assist you in reflecting on the circumstances you have found yourself in and help you with coping strategies. Phone 01224 553316 or for out of hours call the switchboard to page the on-call Chaplain on 880349.

Support for teams in Acute: Psychological support for teams is available through part-time psychologists. RACH/ W&C: gram.paediatric-psychology@nhs.scot ARI: gram.support.acute@nhs.scot

TRiM Support for traumatic events: Where a staff member or team has witnessed or been involved in a potentially traumatic incident, TRiM practitioners offer a structured discussion to review normal psychological stress reactions, self-care and identify any further support required. Email: gram.trim@nhs.scot

Other support services

Our Frontline: 24/7 emotional support, by call or text with trained volunteers, or online resources, to all the workers who have been on the frontline throughout the COVID-19 pandemic. <https://www.mentalhealthatwork.org.uk/ourfrontline/>

Frontline 19: National telephone/video psychological support service for frontline/patient-facing workers. Staff are assigned to a practitioner within 7 days of self-referral. <https://www.frontline19.com/>

Carers UK Information and Support: Information and guidance to unpaid carers. Telephone helpline open Monday-Friday 9am-6pm: 0808 808 7777 or contact by email: advice@carersuk.org

Man Chat: Charity run weekly mental health meeting for men in Grampian <https://www.facebook.com/ManChatAbz>

Doctors in distress Support Groups: Confidential, specialist-led groups to share experiences with peers. Email: contact@doctors-in-distress.org.uk

Switchboard LGBT+ Helpline: An information, support and referral service for anyone who identifies as LGBT+. Phone line and webchat open 10am-10pm daily. Tel 0300 330 0630. Webchat <https://switchboard.lgbt/>

Living Life: is a service offering support through guided self-help and cognitive behavioural therapy.
Phone line open Mon-Fri 1pm-9pm. Tel 0800 328 9655.

For more information please visit <https://www.nhsgrampian.org/your-health/wecare/>