



How to support someone struggling with their mental health

Take them somewhere quiet

People struggling with their mental health can be quite emotional. If someone wants to talk, take them to a calm and quiet space that makes them feel comfortable. If you're at work, take them off site or agree to talk after work.

Think about your body language

If you sit down to talk, avoid sitting opposite them if you can. Sitting opposite someone can create a tense atmosphere, instead try and sit next to them and mirror their body language.



Cover confidentiality

Before you begin talking to them, remind the person that anything they tell you will be in confidence and won't be shared with anyone, unless they pose a danger to themselves or someone else.

Focus on listening, not talking

Listen to the person, don't interrupt them and don't worry about filling silences.



Reassure them

If someone gets upset, stay calm and reassure them that it is ok to be upset and that there is nothing to be sorry or embarrassed about.

Point them to other sources of support

Call Samaritans on 116 123.

Ambulance staff can contact SHOUTUK 24 hours a day by texting BLUELIGHT to 85258.

Members of the UK's ambulance community may be able to receive free counselling from TASC. For more information about TASC's services and eligibility criteria visit www.theasc.org.uk

If someone is feeling suicidal, seek professional help and don't leave them on their own.

What if someone doesn't want to talk?

If you know someone is struggling with their mental health but they don't want to talk, ask them questions such as 'how are you feeling' and 'how long have you felt this way'. Don't pressure them to give any information. Instead, ask them if there is anything you can do to help.

