

Guidance for programme participants on the NHS Clinical Entrepreneur Programme when supporting mental health difficulties and/or suicidal thoughts.

"Our day jobs in the NHS can sometimes feel really tough and although transforming patient care through innovation and entrepreneurship can be so impactful and personally rewarding, it can also be really demanding; physically, mentally and emotionally. That is why our team is dedicated to supporting your health and well-being throughout your journey with the NHS Clinical Entrepreneur Programme." - Professor Tony Young OBE, National Clinical Lead for Innovation at NHS England, and NHS Improvement; Professor of Medical Innovation and Entrepreneurship, Anglia Ruskin University; Consultant Urological Surgeon at Southend University Hospital and Associate Medical Director Mid and South Essex NHS Foundation Trust

The NHS Clinical Entrepreneur Programme team understands that mental and physical health is key to wellbeing, and therefore with the support from Emiliós Lemoniatis, Consultant Child and Adolescent Psychiatrist and Clinical lead for Health and Wellbeing on the NHS CEP, we will be developing a health and wellbeing offering to equip our Clinical Entrepreneurs, Crisis Entrepreneurs, HIP Health innovators and mentors with the skills needed to be able to support one another and themselves throughout their journeys.

This document highlights the escalation pathways which will support you whilst you are on the programme. As a programme participant/ mentor you may witness or hear certain things that could potentially cause you concern for someone's mental health and wellbeing. There is a variety of support available and a process to escalate concerns.

If the individual within the programme shows any signs of distress about their mental health you can raise their awareness by asking the right questions, sharing your concern, and signposting them to the relevant help and support with their agreement or by escalation. It is important to note, you are not a mental health specialist, and you are not expected to assess a staff member's mental health. However, it can be helpful to recognise the level a person may be during your conversation and in partnership with them, signpost to helpful resources.

If you are seriously concerned about a colleague's risk to themselves AND they have asked you not to share this information, then you must make a decision to disclose that information to other people or not. You need to bare-in-mind these issues:

- You are not in a clinical relationship with other programme participants- they are your programme colleagues, NOT your patients and therefore you do not have a professional confidentiality agreement with them. It is important to not confuse your programme participation with your professional role.
- You may choose to share information about them 'in their best interests'. When sharing information that you have been privy to be mindful about what and how much you share. The aim is to get the immediate help they need and avoid disclosing any personal or sensitive information.

Crisis - Help is available to support you in managing this situation. If they refuse you still have a duty of care/responsibility to get support for them as a programme colleague.

- Direct the individual to the local A&E department, please see a list of all accident and emergency services here: [Accident and Emergency Services- NHS UK](#)
- Help them connect with a responsible family member or friend.
- Call NHS 111, to ask for urgent support for example if A&E is not an option.
- Call 999 if the individual is in immediate danger.

Moderate severe mental health needs - Please contact or direct the individual to their local NHS trusts health and wellbeing service or occupational health service for support. This will include counselling contact numbers, support information and dedicated resources.

Mild Mental health needs - Support your colleague as well as you can. If you find yourself doing this regularly, training in supporting colleagues maybe helpful for you.

Suggest health and wellbeing self-help resources such as Sleepio, the national programme www.people.nhs.uk and /or your local occupational health department.

Help with suicidal thoughts

It is important to ask whether a distressed member of the programme is considering suicide or experiencing suicidal thoughts or fears harming others, so they get the help they need as soon as possible.

It's important to ask them about how they are feeling. It can help if you:

- **Ask open questions.** These are questions that invite someone to say more than 'yes' or 'no', such as 'How have you been feeling?' or 'What happened next?'
- **Give them time.** You might feel anxious to hear their answers, but it helps if you let them take the time they need.
- **Take them seriously.** People who talk about suicide do sometimes act on their feelings - it's a common myth that they don't. It's best to assume that they are telling the truth about feeling suicidal.
- **Try not to judge.** You might feel shocked, upset or frightened, but it's important not to blame the person for how they are feeling. They may have taken a big step by telling you.
- **Don't skirt around the topic.** There is still a taboo around talking about suicide which can make it even harder for people experiencing these feelings to open up and feel understood. Direct questions about suicide like 'Are you having suicidal thoughts?' or 'Have you felt like you want to end your life?' can help someone talk about how they are feeling and is not thought to make it worse or more likely to happen.

What they may tell you to express how they are thinking or feeling

- hopeless, like there is no point in living, there is no possibility of a better future
- helpless, like there is nothing that can happen to change things for the better
- tearful and overwhelmed by negative thoughts
- unbearable pain that they can't imagine ending
- useless, not wanted or not needed by others
- desperate, as if they have no other choice

- like everyone would be better off without them
- cut off from their body or physically numb
- fascinated by death.

How to raise concerns within the programme-

What to do if you are concerned a clinical entrepreneur/ programme participant tells you they want to commit suicide?

In an emergency, where an individual is at risk of self-harm - Call 111 Option 2 where a member of the Crisis Response Service can support you.

The NHS recommends that anyone feeling this way should talk to their GP to access help. **It is strongly recommended that they get in touch with their GP practice immediately.** If they refuse, ask them to contact their local occupational health department. If they continue to refuse you can contact the programme team for further support at CEP@aru.ac.uk.

Below are free helplines where clinical entrepreneurs/ programme participants can speak to someone if they are feeling alone and desperate. To get help to support you in managing this situation. You can also:

- Email the programme team for support at Cep@aru.ac.uk.
- Or you can take/ direct them to the local A&E department, please see a list of all accident and emergency services here: [Accident and Emergency Services- NHS UK](#)

General support

Helplines

Unless it says otherwise, **they're open 24 hours a day, every day.**

Samaritans – for everyone: Call 116 123 – you will be able to speak to someone immediately

Call **111** NHS out of hours

Call **999** if staff has already seriously harmed themselves – for example, by taking a drug overdose – ask for an ambulance or go straight to your nearest A&E.

Other services:

Campaign Against Living Miserably (CALM) – for men
Call 0800 58 58 58 – 5pm to midnight every day
Visit the webchat page

Papyrus/Hopelink – for people under 35

Call 0800 068 41 41 – Monday to Friday 9am to 10pm, weekends and bank holidays 2pm to 10pm
Text 07860 039967
Email: pat@papyrus-uk.org

Childline – for children and young people under 19

Call 0800 1111
<https://www.childline.org.uk/get-support/>

Digital Support

Stay Alive App: <https://www.prevent-suicide.org.uk/find-help-now/stay-alive-app/>

Really Important – How are you?

If the situation has left you with concerns, this is completely normal and very common. Even the most expert health care workers can be affected by a distressed or vulnerable programme colleague. It is important that you talk about how you feel and are affected.

Try and find someone or another Clinical Entrepreneur to discuss your feelings and thoughts, remembering confidentiality to avoid giving personal details. You can also speak with the programme team, your local trusts support resources, or a friend/family member outside of the programme.

Remember, you are there to offer support and whatever you have done is safer than just ignoring the situation and leaving the staff member with no options other than distress or suicidal thoughts.

Please contact the NHS Clinical Entrepreneur Programme Team at Cep.aru.ac.uk

Crisis Support

If an individual is experiencing suicidal thoughts or is at risk of seriously harming themselves, encourage them to talk to someone they trust.

To prepare for these conversations, we'd encourage everyone to participate in the following training:
<https://www.zerosuicidealliance.com/training>

If the individual still requires attention and is not safe to leave alone, **call 111, Option 2** to be connected to the local mental health crisis team.

Helplines

Samaritans (24 hours a day)-

- www.samaritans.org
- **116 123** (free from within the UK and Ireland).
- Email: jo@samaritans.org

Mind (Monday-Friday 9am to 6pm except bank holidays)-

- www.mind.org.uk
- **InfoLine: 0300 123 3393 to call, or text 86463**
- Email info@mind.org.uk

PAPYRUS UK (Every day of the year, 9am to midnight)-

- www.papyrus-uk.org
- **Helpline: 0800 068 4141**
- Text: 07860039967
- Email: pat@papyrus-uk.org

CALM (Every day of the year, 5pm to midnight)-

- www.thecalmzone.net
- **Helpline: 0800 58 58 58**
- Webchat: www.thecalmzone.net/help/webchat/

Emergency Information

NHS mental health services-

- Find information, advice and local services on the [NHS website](#).
- You can also get [advice from the NHS 111 phone service](#).

Re-think.org-

- **Helpline: 0300 123 3393**

Sane.org.uk-

- **Helpline: 0845 767 8000**

Fina a Helpline- [Mental Health Helplines](#)

Wales Helplines and support- [Click here- Wales](#)

Scotland helplines and support- [Click here- Scotland](#)

Northern Ireland helplines and support- [Click here- Northern Ireland](#)

UK Wide helplines and support- [Click here- UK Wide](#)

Accident and emergency service information near you: [Find Accident and emergency services - NHS \(www.nhs.uk\)](#)

999- Main emergency number

112- Directs you to 999 and can be accessed from any mobile phone from anywhere in the world.

111- National non-emergency medical number.

101- non-emergency number for the police.

Please contact the individual's local organisation or trust for occupational health and wellbeing support.

Occupational health & wellbeing referral

Learning and development support

NHS CEP Team- [Cep.aru.ac.uk](#)

Psychological first aid training

<https://www.futurelearn.com/courses/psychological-first-aid-covid-19>

Leadership support <https://people.nhs.uk/support-for-leaders/>

Counselling and Pastoral support

Please contact the individuals trust or organisation to identify the local pastoral and counselling support information.

Self-help resources

National NHS support offering www.people.nhs.uk

Please contact your local trusts health and wellbeing lead to explore the self-help resources further.