

Responding to a Concern about Someone's Mental Wellbeing

	Example Presentation	Potential Response
Excelling	Cheerful, joyful, energetic High performance Realising potential	Consider the 5 ways to wellbeing (see below) and encourage activities that promote integration, connection, and wellbeing
Maintaining	Positive / calm Performing Normal social activity Eating / sleeping normally	Consider the 5 ways to wellbeing and encourage activities that promote integration, connection, and wellbeing
Surviving	Worried / nervous Irritable Sad Trouble sleeping Distracted Withdrawn	Consider early interventions and/or referral Informal conversations and open listening, but do not engage beyond your comfort levels or training. Consider the 5 ways to wellbeing and encourage activities that promote integration, connection, and wellbeing.
Struggling	Anxious Low mood Tired Poor performance Poor sleep Poor appetite	Referral to relevant support Informal conversations and open listening, but do not engage beyond your comfort levels or training. Consider the 5 ways to wellbeing and encourage activities that promote integration, connection, and wellbeing.
Mental health problems	Very anxious Depressed Very poor sleep Absenteeism Exhausted Feeling unable to cope	Referral to relevant professional service Consider if a safeguarding referral is also necessary (see Safeguarding Referrals and Advice section) Consider logging a note, e.g. with your line manager or someone else. Open listening, but do not engage beyond comfort levels or training.
In mental health crisis or safeguarding risk	Potential serious threat to themselves / others: Extremely anxious Suicidal / self-harming Not sleeping / eating Hearing voices/ seeing things others can't	Immediate referral to relevant professional service Consider if a safeguarding referral is necessary (see Safeguarding Referrals and Advice section). Consider writing a note of any incident soon after it happens. Talk to your manager to support your own wellbeing.
Emergency situation	Immediate threat to themselves or others	Call 999 emergency support Notify relevant service leads as soon as is safe. Write up your own notes as soon as possible. Talk to your manager to support your own wellbeing.

Local Referral Pathways for Mental Health and Wellbeing Support

<p>Potential Early Interventions</p>	<p>Engage with activities in the community: e.g. sports clubs, faith groups, or consider volunteering - www.govolherts.org.uk.</p> <p>Physical activities: To help find a physical activity - www.movingmore.co.uk</p> <p>Togetherall: Online, clinically moderated, peer-to-peer support community, tools and resources www.togetherall.com</p> <p>New Leaf Recovery College: Free wellbeing courses and workshops www.newleafcollege.co.uk</p> <p>Cruse Bereavement Support: www.cruse.org.uk or 0808 808 1677</p> <p>CHUMS: Hertfordshire and West Essex suicide bereavement service: 01279 212170, www.chums.uk.com/hertfordshire-suicide-bereavement-service</p>
<p>Mental Health Referral Routes</p>	<p>GP: Everyone should be registered with a local surgery. People should discuss any existing health and mental health conditions with their GP - https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/</p> <p>Flourish: A specialist local community-based mental wellbeing support for refugees and asylum seekers aged 16+ www.hertsmindnetwork.org/services-for-adults/community-support/flourish/. Email referral form to flourish@hertsmindnetwork.org or phone 020 3727 3600.</p> <p>Mind's night-time support: call 01923 256 391 or email nightlight@hertsmindnetwork.org</p> <p>HPFT (NHS) Mental Health service: https://www.hpft-talkingtherapies.nhs.uk/ Not urgent: GP referral or Single Point of Access (SPA) hpft.spa@nhs.net or 0800 6444 101. Urgent: dial 111 and select option 2 or 0800 6444 101</p> <p>Samaritans: Call 116 123, free and available 24 hrs a day, 365 days a year www.samaritans.org</p> <p>Turning Point and ARMS Service: See Health section above</p>
<p>Support for children & young people</p>	<p>Early intervention / targeted support: see CYP section above.</p> <p>16+ and transitional age: Flourish works with these groups. See details above.</p> <p>Primary school age: Refer to school. Mental Health Lead can refer to Children's Wellbeing Practitioner Service, School Nursing, or SPA.</p> <p>Under 5s: Family Centre Service (hertsfamilycentres.org) 0300 123 7572 M-F 8–6pm</p> <p>UK Trauma Council resources - Resources for professionals Childhood Trauma, War and Conflict UK Trauma Council (youtube.com)</p> <p>Barnardo's Refugee Family Helpline: 0808 156 9877 RefugeeFamilyHelpline@barnardos.org.uk</p>

Suicide Prevention Training and Resources

Free Hertfordshire Training delivered by Samaritans

If you work in Hertfordshire, or support people who live in Hertfordshire, there is free training for frontline workers and volunteers. This will:

- equip you with practical skills to have supportive, controlled and effective conversations;
- help you to assess and respond to risk; and
- give you the information to signpost to relevant support services.

If you'd like to learn more, then please visit Eventbrite [Sign up for free Suicide Prevention Training | Eventbrite](#) or email SuicidePreventionHerts@hertfordshire.gov.uk.

Useful resources

A range of opportunities can be found at the Zero Suicide Alliance, include a 20-minute self-guided online module: [Free online training from Zero Suicide Alliance](#)

Solace, a charity based in Leeds, has produced a number of videos for new arrivals which are available in English, Albanian, Arabic, Farsi, Kurdish Sorani, Pashto or Tigrinya. The videos are aimed at supporting people experiencing stress or tension as a result of their refugee/asylum journey and will be of interest to anyone supporting these residents:

[Helpful resources for refugees and people seeking safety | Solace](#)

Suicide prevention resource hub

A range of information to help you understand and prevent suicide can be found here:

[Suicide Prevention Hub - Grassroots Suicide Prevention \(prevent-suicide.org.uk\)](#)

Reporting an incident

If you are aware of a serious incident in relation to mental health, please consider emailing SuicidePreventionHerts@hertfordshire.gov.uk, as well reporting to the police via [Report | Hertfordshire Constabulary \(herts.police.uk\)](#). If the incident took place in an asylum seeker hotel, please also copy in asylumsupport@hertfordshire.gov.uk. Please note that incidents can be reported anonymously if you are worried about releasing personal or confidential information.

The 5 Ways to Wellbeing:

