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Chris's House: <https://chrtshouse.org/our-story/>
 Mind: <https://www.mind.org.uk/need-urgent-help/>
 using-this-tool
 Age UK: <https://www.ageuk.org.uk>
 Papyrus - prevention of young suicide: <https://www.papyrus-uk.org/>
 Suicidal thoughts how to support someone: <https://www.rethink.org/advice-and-information/careers-hub/suicidal-thoughts-how-to-support-someone/>
 Breathing Space: <https://breathingspace.scot/Samaritans-https://www.samaritans.org/?nation=scotland>
 Book recommendation: *The Weight of Empires: Comfort and Hope for the Loss of a Loved One*, Patricia Elliott, sold on Amazon, written by a mother who lost her beloved son Bruce to suicide.

Help and Support

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Do not be put off by a negative response and, most importantly, don't feel you have to fill a silence

Sometimes it can feel intrusive and counter-intuitive to ask someone how they feel. You will soon be able to tell if someone is uncomfortable and doesn't want to engage with you at that level

You will be surprised at how willing people are to listen and how, sometimes, it is exactly what somebody needs to be able to share what is going on their mind



Have courage

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Check you have understood, but do not interrupt or offer a solution

Repeating something back to somebody is a really effective way to reassure them that they have your undivided attention and you can check to see that you are hearing what they want you to hear, not putting your own interpretation onto the conversation



Say it back

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An open-ended question means not jumping in with your own ideas about how the other person may be feeling

These questions do not impose a viewpoint and require a person to pause, think and reflect, and then hopefully expand

Avoid asking questions or saying something that closes down the conversation. Open-ended questions encourage them to talk, the conversation is a safe space that you are holding for them and nothing that you say is right or wrong. Try asking, 'how are you feeling today?'



Use open questions that need more than a yes/no answer, follow up with 'Tell me more.'

Have Patience

- It may take time and several attempts before a person is ready to open up
- Effective listening is about creating trust with the other person. The person sharing should not feel rushed, or they won't feel it's a safe environment
- If they have paused in their response, wait, as they may not have finished speaking. It might take them some time to formulate what they are saying, or they may find it difficult to articulate what they are feeling
- Through non-judgemental listening, you are allowing the person to relax into the conversation and to use it as a place to reflect or work through difficult emotions



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Pocket Guide: Suicide Prevention



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Pocket Guide: Suicide Prevention

World Suicide Prevention Day was established in 2003 by the International Association of Suicide Prevention and the World Health Organisation.

The theme Creating Hope Through Action is the triennial theme from 2021 – 2023. By creating hope through action, we can signal to people experiencing suicidal thoughts that there is hope and that we care and want to support them.

The Samaritans have a [self-help app](#) where you can record how you are feeling and can recommend self-help techniques or how to stay safe in a crisis.

They also use the acronym SHUSH.

SHUSH - active listening tips

- S** Show you care
- H** Have patience
- U** Use open questions
- S** Say it back
- H** Have courage



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Show you care

- Give them your full attention, maintain eye contact and be engaged
- When starting the conversation, resolve not to talk about yourself
- Keep a listening diary - just for a week. Record how many times you listened well, note what challenges and distracts you, and what you think went well
- Aim to learn at least one new thing about the person who is talking to you



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