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**Sources of information and  
support for families, friends  
and colleagues who are  
concerned about someone who  
may be at risk of suicide**

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# Sources of information and support for families, friends and colleagues who are concerned about someone who may be at risk of suicide

If families, friends and colleagues become concerned that someone may be at risk of suicide it is important that they can get information and support as soon as possible.

If individuals are already under the care of mental health, primary care or social services, family, carers and friends should know how to contact the services and be appropriately involved in any care planning.

For individuals who are not known to services help is still available through many outlets. For example:

- local primary care, schools, colleges or social services;
- the POPYRUS HOPELineUK 0800 068 4141. HOPELineUK is a national telephone helpline service which was launched in 2005. The service is confidential and provides a source of support, practical advice and information to anyone concerned that a young person they know may be at risk of suicide. HOPELineUK aims to support and inform parents, carers, siblings, friends and professionals who are worried about the management of a child or young person who they suspect is exhibiting suicidal behaviour, has harmed themselves or has tried to end their own life. The service can also offer support, practical advice and information to callers who may themselves be feeling suicidal. <http://www.papyrus-uk.org/>;
- Childline 0800 11 11 is a free and confidential helpline for children and young people in the UK. They can also be contacted by email and provide messageboards [www.childline.org.uk/talk/Pages/Talk.aspx](http://www.childline.org.uk/talk/Pages/Talk.aspx);
- YoungMinds Parents' Helpline offers free confidential online and telephone support to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25. Call them on 0808 802 5544 (Monday to Friday 9.30am-4pm), email [parents@youngminds.org.uk](mailto:parents@youngminds.org.uk) or chat online (Monday to Friday 11am-1pm). [www.youngminds.org.uk/for\\_parents/parent\\_helpline](http://www.youngminds.org.uk/for_parents/parent_helpline);
- Samaritans is a registered charity that provides confidential, non-judgemental emotional support, 24 hours a day, 7 days a week, for people who are experiencing feelings of distress or despair, including those which could lead to suicide. In the UK, the Samaritans helpline service can be contacted on 08457 90900. Samaritans can also be contacted by email at [jo@samaritans.org](mailto:jo@samaritans.org), by letter

at Freepost RSRB-KKBY-CYJK, Chris, P.O. Box 90 90, Stirling FK8 2SA, or face-to-face by visiting a local branch;

- CALM, the Campaign Against Living Miserably, is a charity focused on reducing suicide in men aged under 35. CALM has a unique approach to engaging young men, using a distinctly non-medical inclusive approach in the way that it promotes its helpline and website. [www.thecalmzone.net](http://www.thecalmzone.net);
- SANE provides emotional support and specialist information to anyone affected by mental illness, including families, friends and carers. SANEline – 0845 767 8000, 6pm-11pm SANEmail – [www.sane.org.uk/what\\_we\\_do/support/email](http://www.sane.org.uk/what_we_do/support/email) SANE Support Forum - [www.sane.org.uk/what\\_we\\_do/supportforum](http://www.sane.org.uk/what_we_do/supportforum) [www.sane.org.uk](http://www.sane.org.uk);
- NHS Direct 0845 4647 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk);
- NHS Choices and Carers Direct, information and advice online [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect); and
- if very urgent, the emergency services.

Contact details and further information about other organisations is available in *Help is at Hand* available at:

[www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_115629](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_115629)

This document is being published alongside Preventing suicide in England: A cross-government outcomes strategy to save lives, launched in September 2012.