

Crisis Intervention:

How to take action when you think someone is in crisis

When we are concerned about someone, we are often afraid to intervene and feel it's our responsibility to solve their problems. If you are worried that someone might be struggling with their mental health, below you will find how to approach the situation as well as how to identify where your responsibility ends.



How to identify someone in a crisis:

- Lack of focus
- Agitated
- Rapid mood swings
- Isolation / Withdrawal
- Abusive behaviour
- Increased substance abuse
- Giving away personal possessions

Ask

1. Notice behaviour changes.
2. Don't overcomplicate it; "are you ok?" is sufficient.
3. Ask twice.
4. Show compassion.
5. Find an environment that feels natural and safe for both of you.

Listen

1. Be an active listener.
2. Zero judgement.
3. Avoid interrupting.
4. Be aware of body language.

*This might be something they've never shared before, therefore just saying it out loud can be hugely beneficial for them.

Signpost

1. Remember you are not a 'therapist'.
2. Signpost to professional support.
3. Signpost to internal support.
4. Offer them optional support.

Your role stops when you have done what you can. Professional help and guidance may often be needed and **further UK support can be found here:**

Shout text service:

85258

Papyrus hotline:

0800 068 41 41 (10am – 10pm)

If in crisis:

999

Calm hotline:

0800 58 58 58 (5pm – midnight)

Samaritans:

116 123 (24/7)