

Treatment manual



Brief Education Supported Treatment

What should I expect from this intervention?

How often will we meet?

- We will meet for six sessions
- Each session will be about an hour long

The focus of the sessions will be on understanding your emotions and how they may make you act sometimes.

What will I do in each session?

We will work our way through a number of worksheets which will work as a guide to each session. This will help to make sure that we cover everything that we need to over the six sessions, to try to make them as useful to you as possible.

The worksheets will cover:

- What emotions you experience and what happens when you do
- What mentalisation is and how we use this
- What emotional instability is and how it might affect you
- What happens when mentalisation breaks down
- What we can do when this happens and what other people can do to help
- How to develop a plan to support you when things are difficult

Agendas

At the start of each session we will set an agenda or plan together. Please feel free to add things to the agenda that you want to cover.

In between sessions

There may be some things for you to do or practice between sessions. This will help you to start to make some changes outside the sessions, to use the ideas that you have learnt in the sessions and apply this to other areas of your life.

Any questions?



Session 1

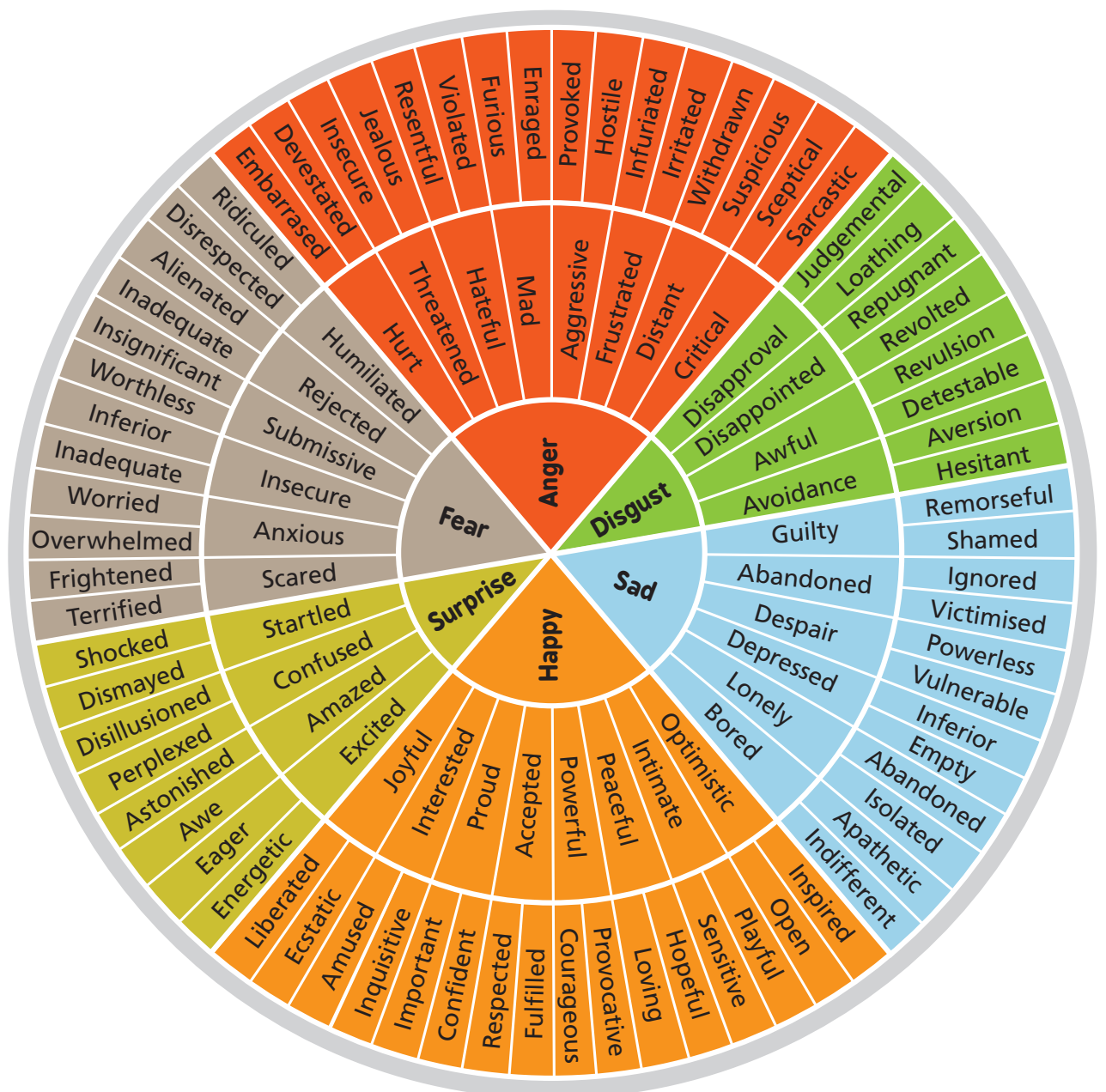
Aim – To recognise different emotions and how they affect you.

Today's agenda:

1. Introduction to the sessions
2. What are emotions and why do we have them?
3. How to recognise different emotions
4. How my emotions affect me and the things I do
5. Anything else?

What are emotions and why do we have them?

Take a look at the emotion wheel. Which ones seem familiar to you?



Choose one emotion you would like to think about in more detail.

Have a think about what happens to you when you experience this emotion;

- What thoughts do you have?
- How do you feel?
- What happens in your body?
- What happens to your facial expressions?
- What type of things do you do?

Although some emotions can seem difficult, emotions are actually very important and helpful to us. Some of the reasons we have emotions are:

- **Protection** – One of the basic functions of emotion is to protect us. If we are threatened, we have an immediate response which serves to give us the best chance of survival.
- **Communication** – Emotions help us to communicate with other people. They help us to understand what is happening for someone else, and for other people to understand what is happening for us (we will talk about this more in Session 2 when we talk about mentalisation).
- **Motivation** – Emotions encourage us to act, to do something which will help relieve emotions you do not want or to create emotions you do want.
- **Enjoyment** – When we don't have to protect ourselves, or strive for survival, we can be happy, rest and enjoy ourselves.

We all have lots of different emotions. Our emotions change during the day depending on what is happening, how we feel, what we are doing and what we are thinking.

Our emotions are always changing.



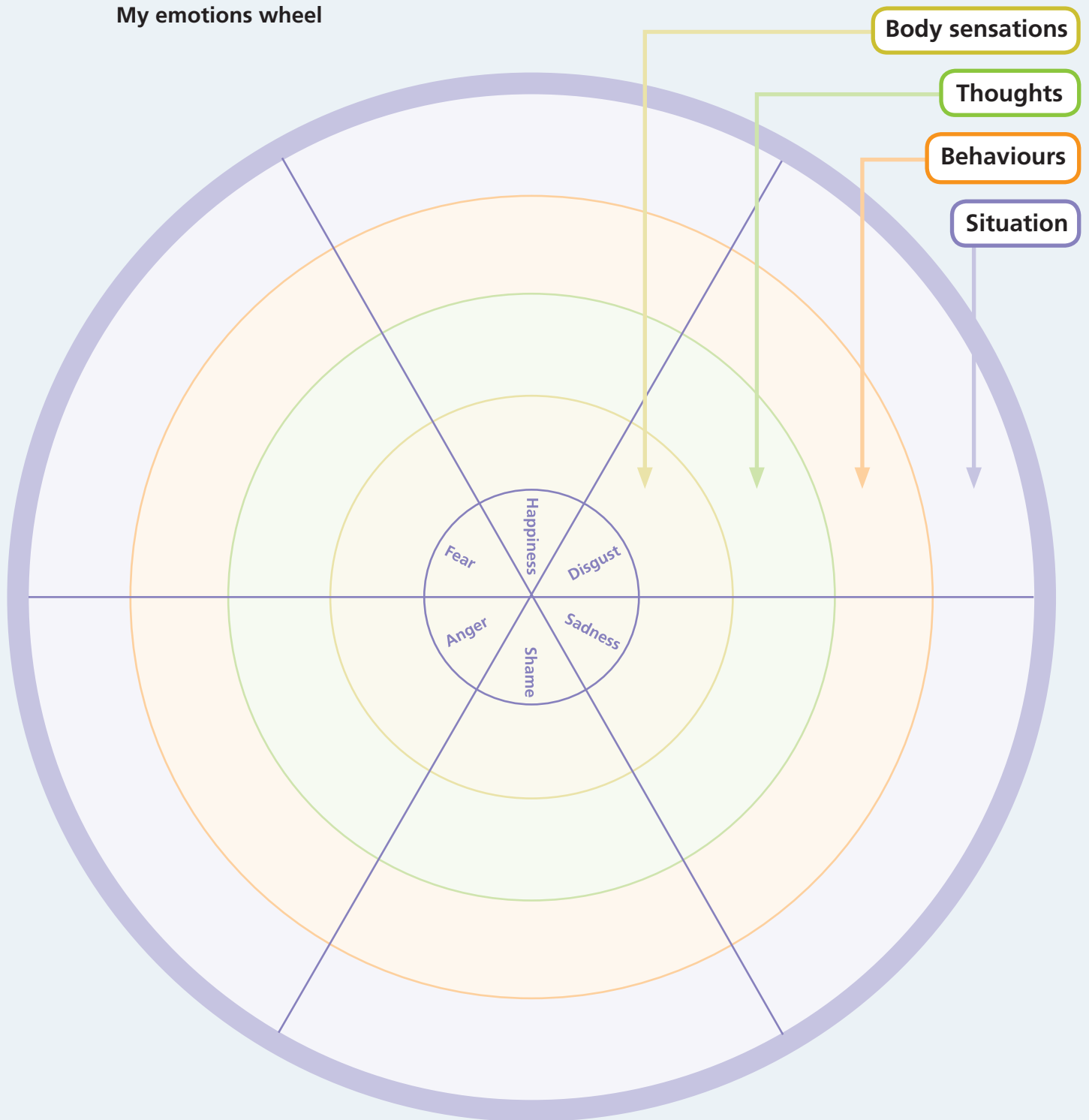
Some emotions can feel more difficult than others.

Think about the emotions in the wheel below and try to fill in the spaces for:

- Thoughts (What goes through your mind when you feel this way?)
- Body Sensations (What happens in your body?)
- Behaviours (What sort of things do you do?)

Start with happiness, and then choose some others to complete.

My emotions wheel



Session review:

- How did you find the session today?
- How was the content?
- What was helpful?
- How was the pace?
- What was less helpful?
- Any questions?

Let's choose something to practice this week

One suggestion:

Use the emotions wheel to help you identify what you're feeling in different situations. You might want to fill in further examples on the wheel.

Notes

[illegible]

Session 2

Aim - To understand what the word 'mentalisation' means

Today's agenda:

1. How was last week's session? How has the week been?
2. Review of home practice
3. What is mentalisation
4. Having a go at mentalising
5. Looking at situations from your own life and your emotion wheel
6. Anything else?

Mentalisation Fact Sheet

Mentalisation is how we understand what other people do in terms of their thoughts and feelings. When you wonder what another person is thinking or feeling you are mentalising.



In order to do this you have to be curious about the other person's feelings or emotions and to know that there may be different answers.

Important to remember: The focus is on how they are feeling **not** what they are doing

We also mentalise our own thoughts and feelings which can help us understand why we might do some things which we talked about last week doing your "Emotions wheel".

Here is an example of mentalisation.

Situation: Struggling to focus in the classroom

You

What are you doing?

Sat in class struggling to concentrate and complete the work and fiddling with my pencil case.

What are you feeling?

Frustrated
Bored
Worried



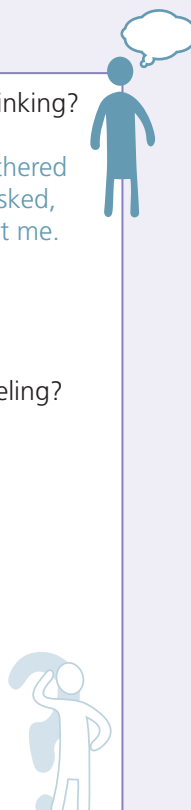
Teacher:

What are they thinking?

They can't be bothered to do what I've asked, they don't respect me.

What are they feeling?

Frustrated
Annoyed
Humiliated



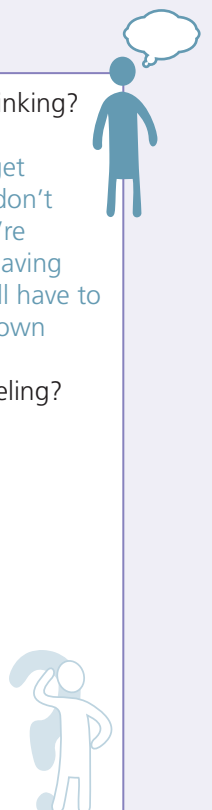
Friend:

What are they thinking?

You're going to get detention if you don't do the work. We're supposed to be having lunch together. I'll have to eat lunch on my own

What are they feeling?








Worried
Annoyed



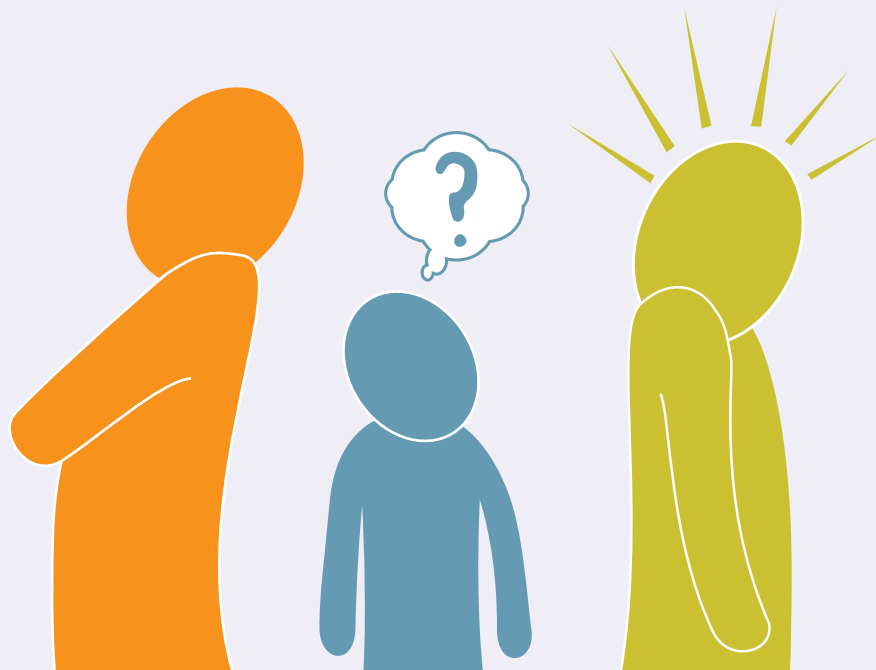
Having a go at mentalising

Let's think about the example for "Happiness" from your emotions wheel.

Situation:




You	Name:	Name:
<div style="text-align: right; margin-bottom: 20px;"></div> <div style="margin-bottom: 20px;">What are you doing?</div> <div>What are you feeling?</div>	<div style="text-align: right; margin-bottom: 20px;"></div> <div style="margin-bottom: 20px;">What are they thinking?</div> <div>What are they feeling?</div>	<div style="text-align: right; margin-bottom: 20px;"></div> <div style="margin-bottom: 20px;">What are they thinking?</div> <div>What are they feeling?</div>
 		

Sometimes mentalising goes wrong for all of us. This is most likely to happen when we are feeling very upset or worried or angry. When this happens other people stop making sense to us and it can be hard to know how we feel inside. At these times we tend to act on our feelings to try and manage them.



Let's think about an example when you felt sad or angry and self-harmed. What was going on?

Situation:

You	Name:	Name:
What are you doing?	What are they thinking?	What are they thinking?
What are you feeling?	What are they feeling?	What are they feeling?
		

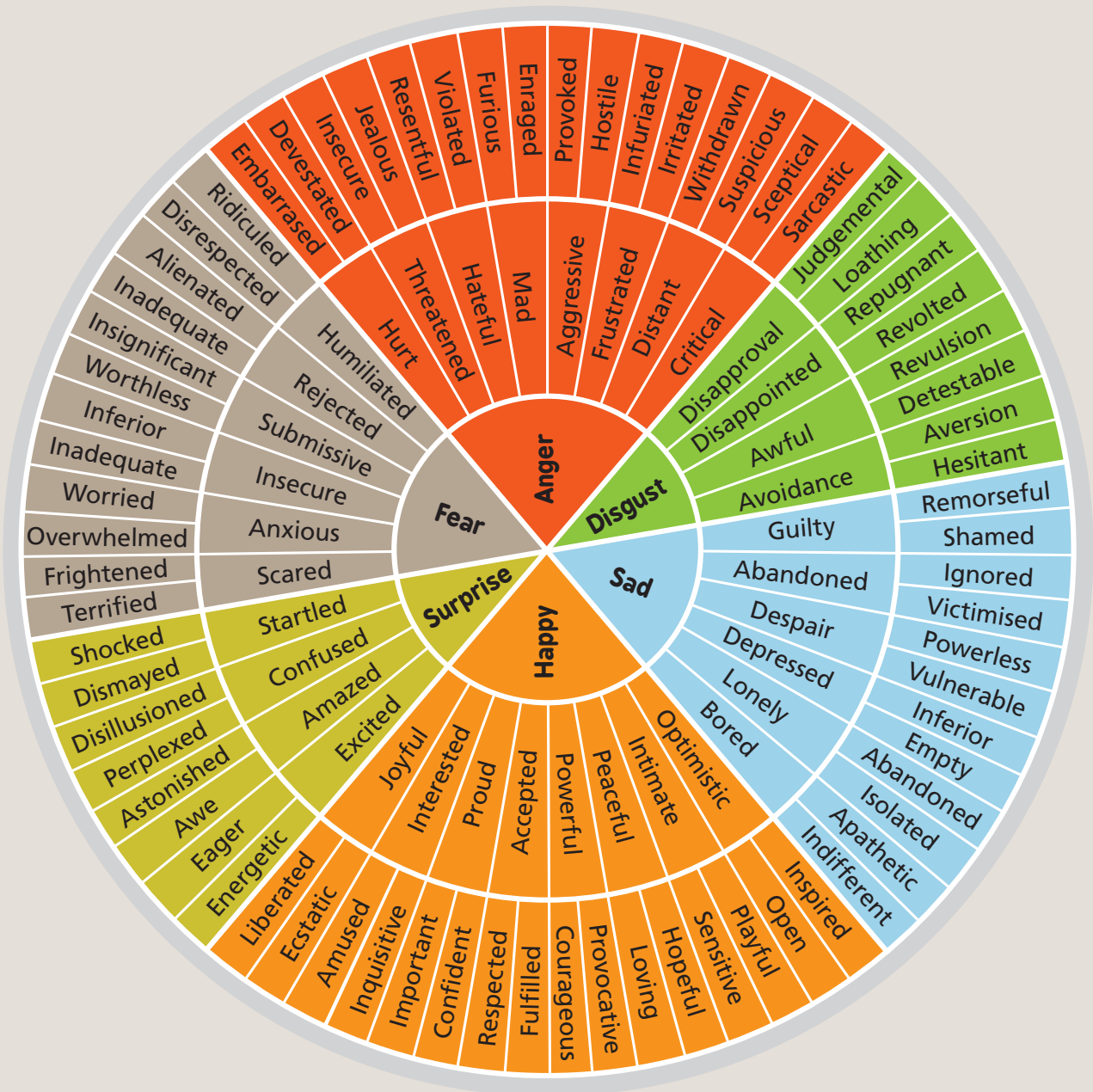
Session review:

- How did you find the session today?
- How was the content?
- What was helpful?
- How was the pace?
- What was less helpful?
- Any questions?

Let's choose something to practice this week

One suggestion:

Have a go at writing down an example of when you think mentalisation went really well, or an example of when it did not go so well.



Notes

Session 3

Aim – to understand emotional instability.

Today's agenda:

1. How was last week's session / the week been?
2. Review of home practice
3. What do I do when my emotions become difficult to manage?
4. What do we mean when we talk about emotional instability?
5. What are the early features of emotionally unstable personality disorder?
6. How does emotional instability affect me?

How do I deal with emotions?

Take a look back at the emotion wheel you completed in Session 1. Spend some time thinking about the behaviours you show when you experience each of these emotions.

- **How do you feel about these behaviours?**
- **What happens to you and to other people when you behave this way?**

What are the features of emotional instability (EI) and how do they affect me?

It is often helpful to go through the symptoms and features of emotional instability.

Some of the issues we are describing as EI can be part of something called Emotionally Unstable Personality Disorder (also known as Borderline Personality Disorder) which you may have heard about. People with an Emotionally Unstable Personality Disorder will have lots of these issues over a longer period of time.

For some people, it's a relief to know that there's a name for their problems and they're not alone. For others, of course, being given a "label" like this is pretty difficult to swallow. But I hope we can discuss this too.

As yet there is not a full explanation for why some people have EI and others do not. Probably, however, one of the most important reasons is related to difficult things that have happened to people during their life. Many people who suffer from EI have had very difficult lives indeed.

Look through the ten features of emotional instability below and put a tick next to the ones which relate to you. Feel free to talk about the features or ask any questions you might have.

Features of Emotional Instability



Fear of abandonment. When it seems as though important people might go away you can feel frantic and sometimes try everything you can think of to get the person back. You may feel profoundly lonely, abandoned or isolated.



Interpersonal instability. Relationships with other people are always very strong. It seems as though everyone is either a really important good person who you want to get close to or a rotten bad person who is threatening you. Sometimes the same person can seem both good and bad in the same day even. This can cause people who support you to have intense feelings of frustration, anger or hopelessness and even to behave in extreme ways towards you.



Unstable sense of self. It is terribly hard for you to know what you want to do, who you really are and what your true wishes and feelings are. You may find it difficult to make up your mind about what direction to take in life, what job to get, or whom to have relationships with.



Mood instability. It seems as though you can never tell what mood you will be in. You can be up one minute and then miserable the next. This can result in feeling empty, bored or blank most of the time or desperately asking for more than another person is able to give. You may feel you have to isolate yourself in order to cope.



Waves of feeling awful. A particularly nasty feeling is a wave of misery, self-disgust and agitation that just comes out of nowhere and lasts a few hours or a day or so. At such times it is hard to function and you feel you cannot bear it and would do anything to take the feeling away. You may use street drugs or alcohol to numb or manage the feelings.



Self as “bad”, “evil” or “disgusting”. You have a strong inner feeling that you are bad or wicked or disgusting in some way. Even if other people say that this is not so you feel that this is just because other people have not realised it yet. You may often feel threatened or criticised even when this is not justified.



Problems with anger. Sometimes you get incredibly angry and even have outbursts of fury which may lead to you suffering from the reactions of others. Damage to relationships with friends and carers may be caused by outbursts of rage or intense involvement and then sudden detachment or rejection.



Impulsivity. Lots of times you suddenly get it into your head to do things that you later regret and which, when you think about it later, seem to be quite dangerous or damaging. You may impulsively make important decisions, which you later bitterly regret; or do things that are seriously irresponsible, or even illegal, even though you know this is a bad idea.



Suicidal behaviour. You have made previous efforts to end your life or behaved in such a way as to put your life at risk with the thought that it might end. You might have taken overdoses of medication because you wanted to kill yourself. There may be times when you don't care if you live or die.



Self-harm. You use self-harm to end bad feelings or to punish yourself or to communicate how bad you are feeling. Examples of this might include cutting, burning or hitting yourself.

Now see if you can write in some examples of how these features relate to you on the diagram below. You don't have to include all the features, just ones that seem relevant to you. There is a filled in example on the page after.

How Emotional Instability relates to me

Let's have a think about how emotional instability relates to you



Example of how the features of emotional instability relate to me.



If you have time, have a think together about how practicing mentalisation might be helpful when you are experiencing some of the features of EI.

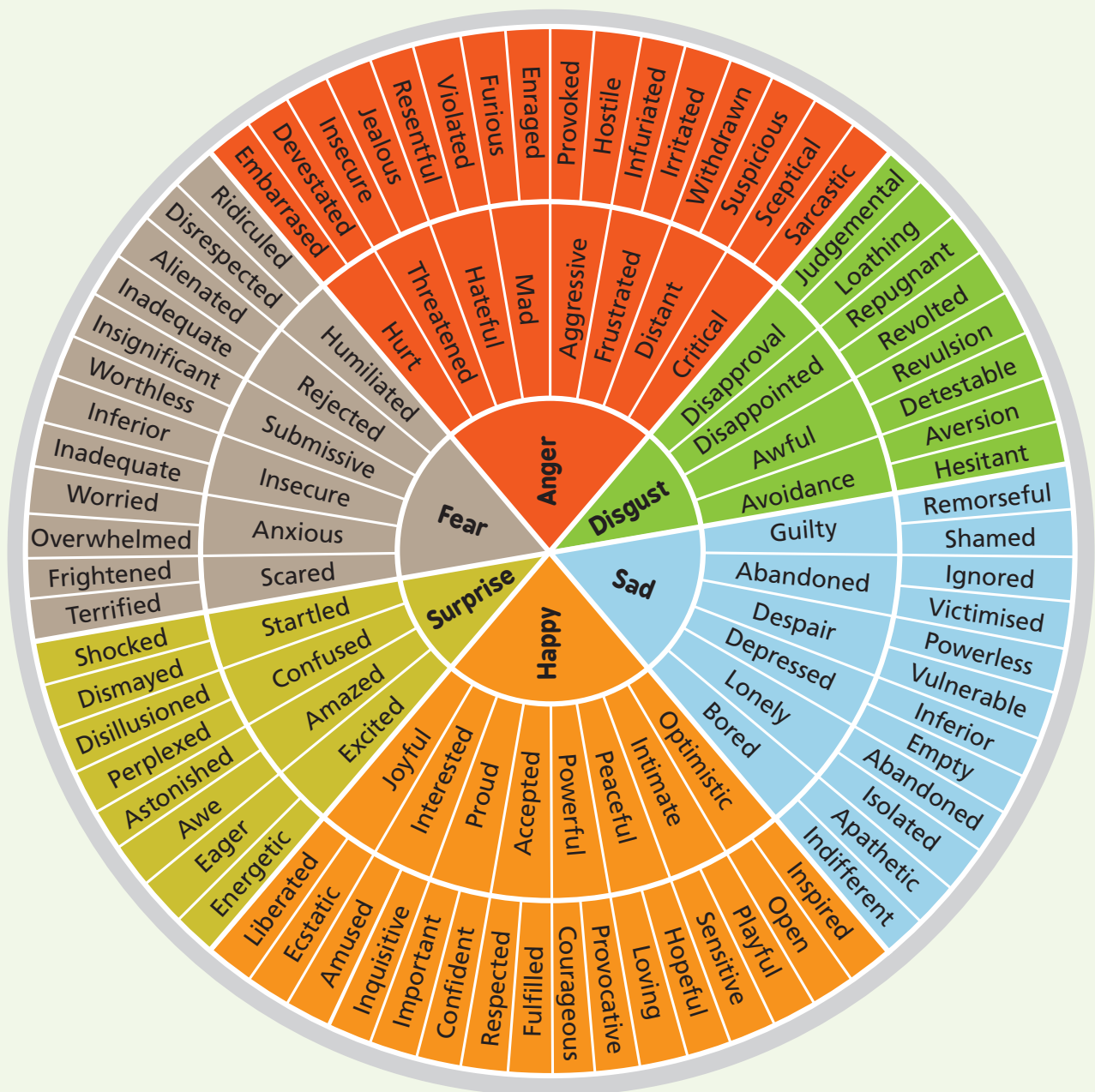
Session review:

- How did you find the session today?
- How was the content?
- What was helpful?
- How was the pace?
- What was less helpful?
- Any questions?

Let's choose something to practice this week

One suggestion:

Between now and the next session can you notice situations where the features of emotional instability you identified today are problematic for you? Could effective mentalising help you in these situations?



Notes

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Session 4

Aim – to think about what helps when mentalisation goes wrong.

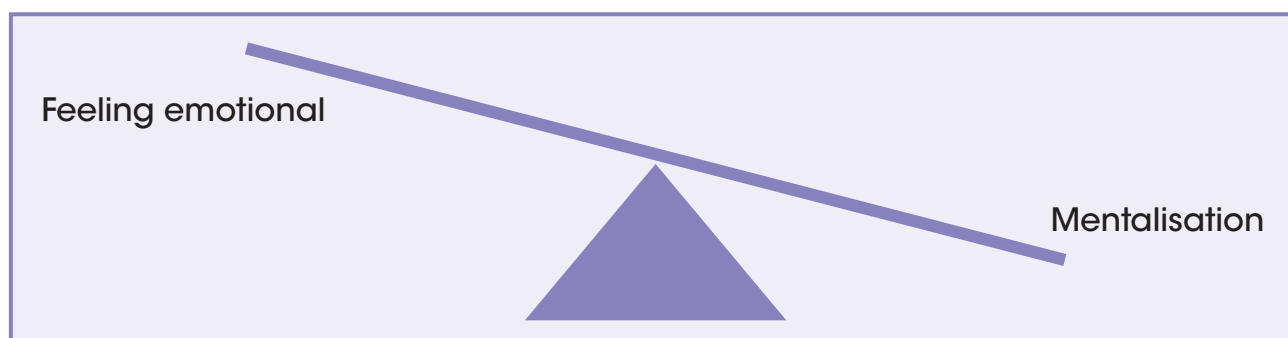
Today's agenda:

1. How was last week's session / the week been?
2. Review of home practice
3. Thinking about when mentalising goes wrong and why
4. What might help when things go wrong?
5. Anything else?

Take a look at pages 3-5 of our leaflet about emotional instability. The work we do in this session will help to further explain the information in this part of the leaflet.

Why does mentalisation go wrong?

When we become distressed or upset by things we start to lose the ability to mentalise and the more upset we become the worse this gets. This can end up being a bit like a seesaw.



When we stop being able to mentalise we cannot think straight, we feel emotional and act to reduce this rather than anything else. And at these times we might get angry, cry, run away or even self-harm in order to reduce our levels of distress.

Can you think of some times when this might have happened?

If we look at the boxes you filled in during Session 2 how do you think the other people are managing? Are they mentalising you well?

Sometimes this pattern of mentalising break down can become a bit of a stuck cycle.

When this happens we can try to find ways to help our ability to mentalise start up again. A helpful starting place is the STOPP technique which you can practice so it gets easier to do.

Stopp

Take a breath

Observe:

What am I thinking?
What am I reacting to?
What am I feeling in my body?

Pull back:

Put in some perspective.
See the bigger picture.
Is this fact or opinion? How would someone else see this?

Practise what works:

What's the best thing to do for me, for others,
for this situation?



You can even download the STOPP app at:

<https://play.google.com/store/apps/details?id=stopp.submarine.gg&hl=en>

Let's think about a time when things have gone wrong and try to understand what was going on.

Here is an example of mentalisation breakdown...

Situation: Get a text from friend to say they can't meet up anymore.

So I think... They don't like me. I'm not worth spending time with.

So I... Self-harm

I feel... Lonely, rejected, sad

Which makes me feel... Alone, Sad

So I... Go to my room, isolate myself

A situation when mentalisation went wrong for you...

Situation:

If we were to look at this situation with the other people in it what might they be thinking or doing?
What could they do that would help you feel better?

- How did you find the session today?
- How was the content?
- What was helpful?
- How was the pace?
- What was less helpful?
- Any questions?

One suggestion:

This circular diagram illustrates 48 emotions, organized into five primary categories, each represented by a colored wedge. The emotions are further categorized into sub-wedges, creating a hierarchical structure. The categories and their associated emotions are as follows:

- Anger (Red Wedge):**
 - Threatened
 - Hurt
 - Humiliated
 - Rejected
 - Submissive
 - Insecure
 - Anxious
 - Scared
 - Startled
 - Confused
 - Amazed
 - Excited
 - Joyful
 - Interested
 - Proud
 - Accepted
 - Powerful
 - Peaceful
 - Intimate
 - Optimistic
 - Bored
 - Lonely
 - Depressed
 - Despair
 - Abandoned
 - Guilty
 - Avoidance
 - Awful
 - Disappointed
 - Disapproval
 - Critical
 - Distant
 - Frustrated
 - Aggressive
 - Mad
 - Hateful
- Disgust (Green Wedge):**
 - Violated
 - Furious
 - Enraged
 - Provoked
 - Hostile
 - Infuriated
 - Irritated
 - Withdrawn
 - Suspicious
 - Sceptical
 - Sarcastic
 - Judgemental
 - Loathing
 - Repugnant
 - Revolted
 - Revulsion
 - Detestable
 - Aversion
 - Hesitant
 - Remorseful
 - Shamed
 - Ignored
 - Victimised
 - Powerless
 - Vulnerable
 - Inferior
 - Empty
 - Abandoned
 - Isolated
 - Apathetic
 - Indifferent
 - Inspired
 - Open
 - Playful
 - Sensitive
 - Hopeful
 - Loving
 - Provocative
 - Courageous
 - Fulfilled
 - Respected
 - Confident
 - Important
 - Inquisitive
 - Amused
 - Ecstatic
 - Liberated
 - Energetic
 - Awe
 - Astonished
 - Perplexed
 - Disillusioned
 - Dismayed
 - Shocked
 - Terrified
 - Frightened
 - Overwhelmed
 - Worried
 - Inadequate
 - Inferior
 - Worthless
 - Insignificant
 - Inadequate
 - Alienated
 - Disrespected
 - Ridiculed
 - Embarrassed
 - Devestated
 - Insecure
 - Jealous
 - Re resentful
- Sad (Blue Wedge):**
 - Violated
 - Furious
 - Enraged
 - Provoked
 - Hostile
 - Infuriated
 - Irritated
 - Withdrawn
 - Suspicious
 - Sceptical
 - Sarcastic
 - Judgemental
 - Loathing
 - Repugnant
 - Revolted
 - Revulsion
 - Detestable
 - Aversion
 - Hesitant
 - Remorseful
 - Shamed
 - Ignored
 - Victimised
 - Powerless
 - Vulnerable
 - Inferior
 - Empty
 - Abandoned
 - Isolated
 - Apathetic
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 - Worthless
 - Insignificant
 - Inadequate
 - Alienated
 - Disrespected
 - Ridiculed
 - Embarrassed
 - Devestated
 - Insecure
 - Jealous
 - Re resentful
- Happy (Orange Wedge):**
 - Violated
 - Furious
 - Enraged
 - Provoked
 - Hostile
 - Infuriated
 - Irritated
 - Withdrawn
 - Suspicious
 - Sceptical
 - Sarcastic
 - Judgemental
 - Loathing
 - Repugnant
 - Revolted
 - Revulsion
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 - Worthless
 - Insignificant
 - Inadequate
 - Alienated
 - Disrespected
 - Ridiculed
 - Embarrassed
 - Devestated
 - Insecure
 - Jealous
 - Re resentful
- Fear (Grey Wedge):**
 - Violated
 - Furious
 - Enraged
 - Provoked
 - Hostile
 - Infuriated
 - Irritated
 - Withdrawn
 - Suspicious
 - Sceptical
 - Sarcastic
 - Judgemental
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 - Re resentful

Notes

[illegible]

Session 5

Aim – to plan ways of helping you manage your emotions.

Today's agenda:

1. How was last week's session / how has the week been?
2. Review of home practice
3. What can I do when I am struggling with my emotions?
4. What can other people do to help me when I am struggling?
5. Making a plan to use when I am struggling
6. Anything else?

What can I do when I am struggling with my emotions?

Page five of our leaflet about emotional instability talks about self-help. The work we do in this session will help to further explain some forms of self-help to support you with managing emotions.

Take a look back at the work you completed last session.

Now spend some time thinking about what would have been helpful to you at this time. Think about:

- What helps me calm down when I am upset or angry?
- What can I do to help me calm down?
- What do I need from other people when I feel this way?

We have talked about how our ability to mentalise breaks down when we have intense emotions. In order to try and get back our ability to mentalise, we need some time to **stop** and **think**.

It is important that the people who are helping us take these steps too.

Stopp

Take a breath

Observe:

What am I thinking?
What am I reacting to?
What am I feeling in my body?

Pull back:

Put in some perspective.
See the bigger picture.
Is this fact or opinion? How would someone else see this?

Practise what works:

What's the best thing to do for me, for others,
for this situation?



We are going to practice some good ways of helping to slow down and reset mentalising.

These are good skills to practice when you are feeling calm so that you know how to use them when you really need them.

1. Grounding

Grounding is a way of helping you to gain some distance from your emotion by bringing your attention to what is happening in the present moment. The idea is to ground yourself in what is happening right now, rather than getting caught up in thoughts and feelings.

One simple way to do this is to say out loud one thing you can see, one thing you can hear and one thing you can feel.

For example:

I can see the table.

I can hear the clock tick.

I can feel the chair I am sitting on.

Repeat this three times.

2. Self-soothing

Finding ways to calm and soothe yourself can help you to cope with overwhelming emotions and feel more in control.

For example, Soothing techniques can use all of the senses.

For example:

Sight: Looking at a picture you really like or a photo from a happy memory.

Taste: Sucking on a sweet slowly and paying attention to the flavour.

Sound: Listening to your favourite music or calming sounds such as rain or the sea.

Smell: Finding a smell you like. A few drops of essential oil on a tissue or hanky which you can keep in your pocket. A favourite perfume or moisturiser.

Touch: Finding a texture you like. A smooth pebble, a soft blanket or cuddly toy or a squeeze ball.

Use the space below to think of something which you can use to activate each of your senses in a calming way.

Sight

Taste

Sound

Smell

Touch

Below is a list of more examples of grounding and self-soothing techniques

Open your eyes and put a light on (if it's dark).

Look around the room, notice the colours, the people, the shapes of things. Make it more real.

Listen to and really notice the sounds around you: the traffic, voices, washing machine, music etc.

Notice your body, the boundary of your skin, how your clothes feel on your skin, movement in your hair as you move your head, really feel the chair or floor supporting you - how that feels in your feet, your legs, your body.

Stand up and put your feet firmly on the ground

Move about: stretch, stamp your feet, jump up and down, dance, run on the spot, rub your arms and legs, clap your hands, walk, remind yourself where you are right now.

Use 5,4,3,2,1: Think about five things you can see, four things you can hear, three things you can touch (and touch them), two things you can smell or like the smell of, and one slow, deep breath.

Breathe mindfully: breathe deeply down to your belly; put your hand there (just above your navel) and breathe so that your hand gets pushed up and down. Imagine you have a balloon in your tummy, inflating it as you breathe in, and deflating as you breathe out. When we get scared, we breathe too quickly and shallowly and our body begins to panic because we're not getting enough oxygen. This causes dizziness, shakiness and more panic. Breathing slower and deeper will stop the panic.

Rub your arms and legs. If you have lost a sense of your body, rub your arms and legs so you can feel where your body starts and ends, the boundary of you. Wrap yourself in a blanket and feel it around you.

Walk, and really think about walking - mindfully. Notice the way your body moves, how your feet move and feel as you walk, notice your leg muscles, and the way your arms feel as they swing. Notice the movement in your hair, and the sensation of moving air on your skin. Notice the sensations of breathing as you walk.

Describe (and say out loud if appropriate) what you are doing right now, in great detail. Or describe doing a routine activity.

Try to think about different things, almost like playing mental games, for example: count backwards in 7s from 100, think of 10 different animals, 10 blue things, one animal or country for each letter of the alphabet, say the alphabet slowly, say the alphabet backwards etc.

Carry a grounding object with you. Some people carry a stone or other small object, perhaps which has personal meaning, to comfort and touch when you need to.

“Could I cope better when it all goes pear shaped?”

My Crisis Plan.

Have a think about some of the bad ways of coping that you use. Why do these not work?

The bad ways of coping I use are:

1.

2.

3.

They are bad because:

1.

2.

3.

Think about some of the good ways of coping that you already use. Why do these work?

The good ways of coping I use are:

1.

2.

3.

They are good ways because:

1.

2.

3.

Extra ways of coping I'd like to try:

1.

2.

3.

If you like, take a photo of the Crisis Plan, so you can use it more easily in the future.

Some people I could contact and ask for help and their phone numbers:

This could be...

A friend

Family member

School staff

Coach / leader

Helpline

Apps:



Clear fear



Stay alive



Calm

For helpline contact numbers and other information for who to contact in a crisis, have a look in Appendix.

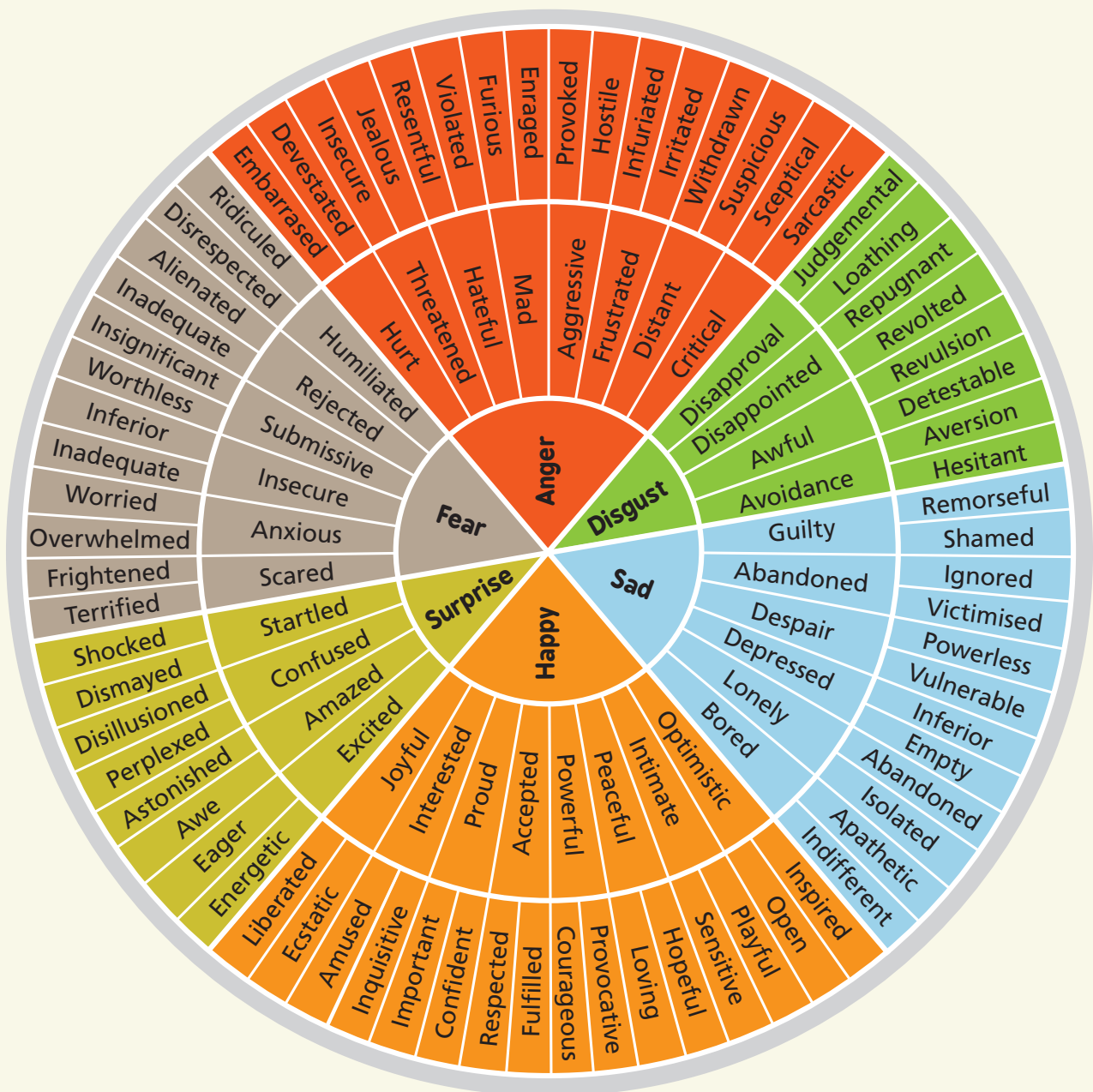
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- What was less helpful?
- How was the content?
- How was the pace?
- Any questions?

Let's choose something to practice this week

One suggestion

Practice grounding and self-soothing techniques – even on days when things are going okay! Identify your favourite techniques which work for you and practice those “good ways of coping”.



Notes

[illegible]

Session 6




Aim - To reflect on your Crisis Plan

Today's agenda:

1. How was last week's session / how has the week been?
2. Review home practice
3. Examples of when you have used your Crisis Plan and it has gone well
4. Examples of when you have used your Crisis Plan and it has not gone so well – what could we try next time?
5. Anything else?

Let's look at your example of when it went well:

Situation:

You	Name:	Name:
<p>What are you doing?</p> <p>What are you feeling?</p> <div data-bbox="260 1464 564 1518"></div>	<p>What are they thinking?</p> <p>What are they feeling?</p> <div data-bbox="890 1352 999 1518"></div>	<p>What are they thinking?</p> <p>What are they feeling?</p> <div data-bbox="1326 1352 1434 1518"></div>


Let's look at your example of when it did not go so well:

Situation:

You

What are you doing?


What are you feeling?



Name:

What are they thinking?


What are they feeling?



Name:

What are they thinking?


What are they feeling?



Name:



What are they thinking?

What are they feeling?



Let's review your Crisis Plan together.

How confident do you feel about continuing to use your Crisis Plan now our sessions have ended?

											
	1	2	3	4	5	6	7	8	9	10	

What would help increase your confidence with this?

- What could help you remember to use your Crisis Plan?
- Who could help you with this?
- Is there anything else you can think of that would help?

Session review:

• How did you find the session today?

• What was helpful?

• What was less helpful?

• How was the content?

• How was the pace?

• Any questions?

Let's choose something to practice this week

One suggestion:

Use your Crisis Plan.Keep mentalising. Identify someone you might be able to update with your progress.

Appendix

What can I do to improve my relationship with myself and others?

Self help

Self-help is a good way to start feeling better.

Reading and finding out about Emotional Instability (EI) can also be a good idea.

Almost all people feel better if they can start to get their lives in order. Thinking about how you spend your time, with whom you spend it, and whether your current arrangements work for you is always a good start. If you have EI then it is probably even more necessary to concentrate on leading an ordered and healthy life. This should include daily routines that enable you (throughout the week) to keep your life ticking over. These routines should have times built in to do things you enjoy, to eat well, to exercise. You should pay particular attention to organizing those times when you might otherwise be tempted to abuse drugs, alcohol or self-harm.

If these elements are not part of your life already you could think about such things as:

- **Making sure you have good friendships / taking steps to find friends and be with people**
- **What kinds of exercise might be possible for you to do on a regular basis?**
- **How you might change your shopping, cooking and eating habits in order to eat regular, healthy meals**
- **What are your self-harming habits and patterns and how you might change them?**

Help from others

General health services

Many people will only ever get help from local general services.

Your GP is a good person to talk to. You should take the time and trouble to find and relate to a GP whom you like and trust.

Talking freely with your GP about your problems is important.

Many people feel a bit frightened of their GP, or worried that if they have a disagreement then the GP will lose sympathy for them. This is often not the case and spending time getting a good relationship with your GP is important.

Accident and Emergency

Some people who harm themselves end up in Accident and Emergency departments. Sometimes they feel that they are not treated well there. This can happen but it is important not to make things worse by behaving in ways that make it difficult for Accident and Emergency staff to do their jobs. Being abusive or violent, or behaving in ways that are a result of being drunk, can all seriously damage the work of the Accident and Emergency department and may result in other patients getting poor treatment. You are entitled to treatment in Accident and Emergency, and if you need it you should claim it politely and firmly. If staff treat you rudely or unfairly then complain using the complaints systems – which all NHS services have. Complaints are taken very seriously.

Formal treatments

When people talk about “formal treatments” they usually mean either talking therapies (involving psychotherapy of some kind) or drug treatments. Speak to your GP if you’d like to find out more about formal treatments and how to access these.

Norwich Mind

Norwich Mind Mental Health Support Line provides emotional support, practical person-centred guidance and a listening service for individuals living with mental health problems and those supporting them in the community. It is open from 4pm until midnight, Monday to Friday, and 10am until midnight at weekends and is free to call on: **08088 020 288**.

The service welcomes people with a full range of mental health conditions, a range of severity, and both chronic and acute situations. It works in partnership with NSFT crisis and community mental health teams to help keep people safe.

In order to use the service you need to:

- **Be in contact with an NSFT team or the Wellbeing service, or**
- **Have been receiving support from them in the past 12 months, or**
- **Be supporting someone who has done one of the above**

Help in a crisis

There is an emergency. I am in immediate danger or other people are in danger.
Call **999** and request an ambulance and / or police.

• NSFT service user?

I am in crisis. I need support and advice urgently and I am already an Norfolk and Suffolk NHS Foundation Trust (NSFT) service user.

If you are a Trust service user you should have been given a contact number for when you are in crisis. If you cannot find this number, please contact the team you are seeing by calling them direct, or via your local Access and Assessment team in:

- **Suffolk. Ccall: 0300 123 1334**
- **Central and West Norfolk. Call: 0300 790 0371**
- **Great Yarmouth and Waveney. Call: 01493 337958**

• Not a NSFT service user?

I am in crisis. I need support and advice urgently but I am not a NSFT service user.

The following numbers are all available 24 hours a day, seven days a week, 365 days a year:

- **Samaritans offer confidential and non-judgemental emotional support whenever you need someone to talk to. Call: 116 123**
- **Childline offers a counselling service for children and young people.**
You can also call the helpline if you are an adult worried about a child. Call: 0800 1111
- **FRANK provides information and advice about drugs. Call: 0300 123 6600**
- **NHS 111 offers urgent medical help or advice when it isn't a life-threatening situation. Call: 111**

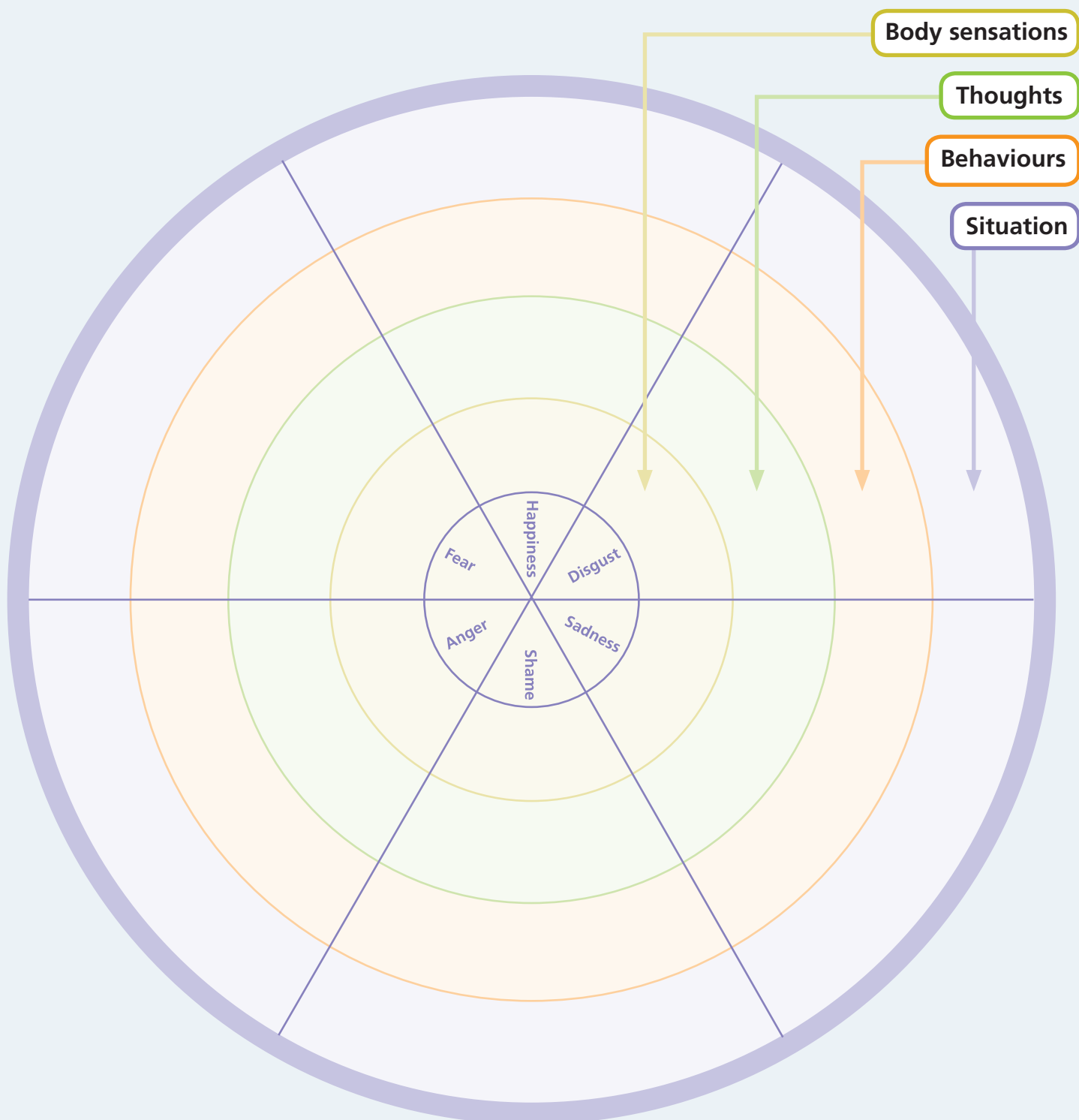
Not in a crisis but need support?

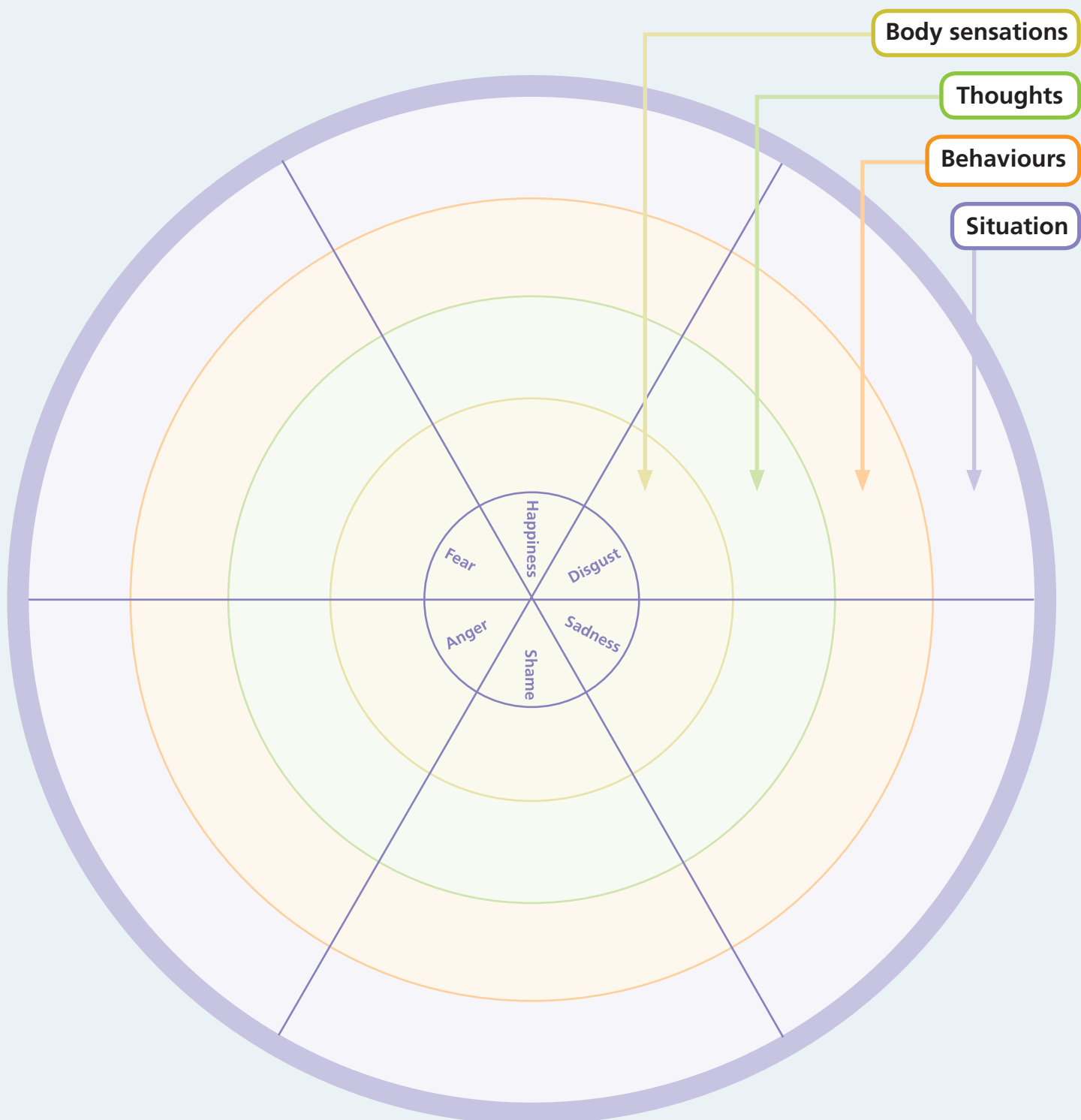
It isn't an emergency, but I am really struggling to cope with low mood, anxiety or stress.

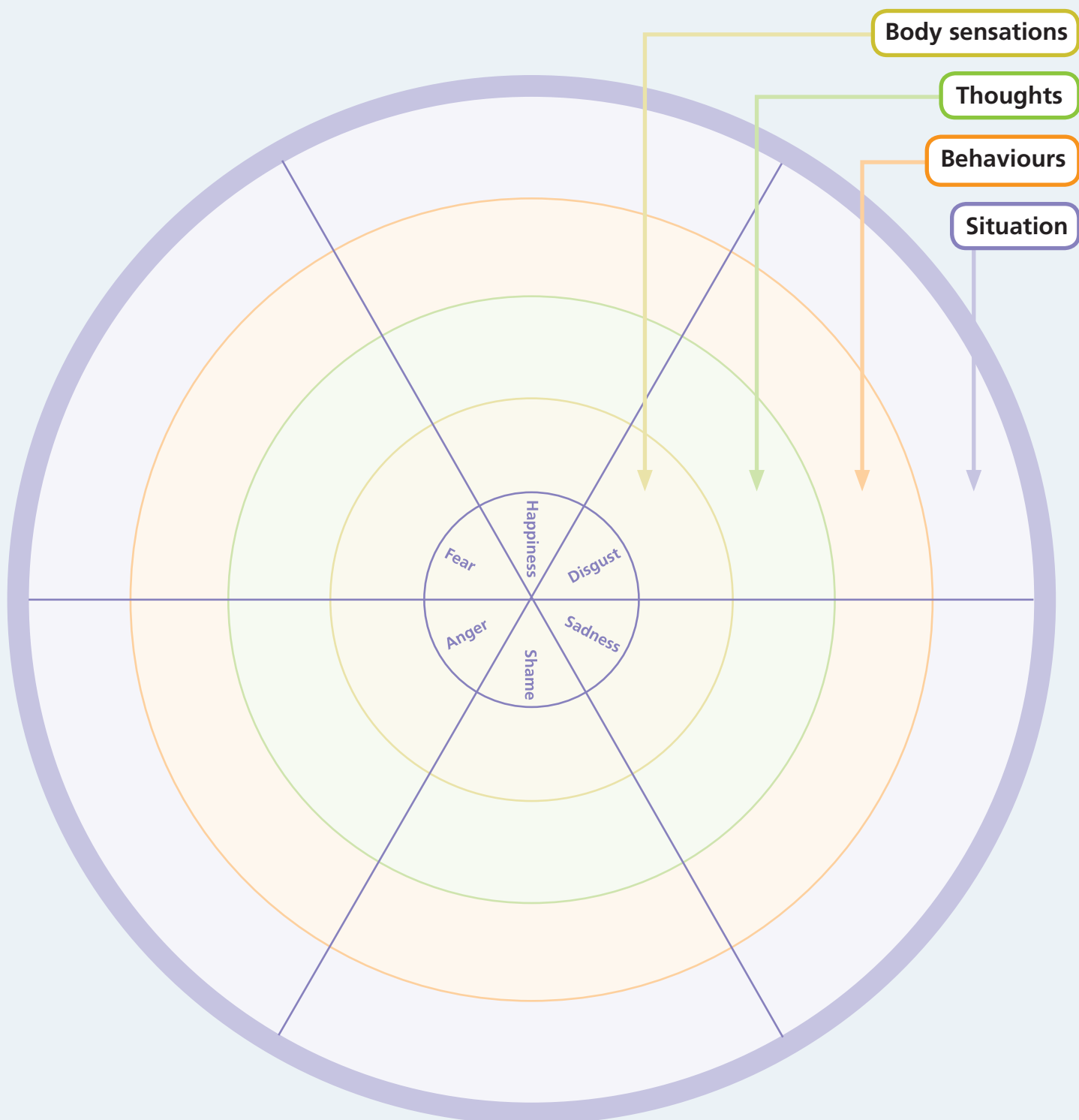
- If you are over 16 and experiencing low mood, stress or anxiety you can self-refer to our Wellbeing services by visiting our websites.

Visit: **www.wellbeingnands.co.uk** for information on wellbeing services available in your area or, alternatively, call: **0300 123 1503**.

- If you are under 18, you can self-refer to Point 1. Visit: **www.point-1.org.uk** or call **0800 977 4077**.
- If you have more complex problems, you should visit your GP and discuss how you are feeling with them. They can refer you into our services if appropriate.







Notes

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Norfolk and Suffolk NHS Foundation Trust values and celebrates the diversity of all the communities we serve. We are fully committed to ensuring that all people have equality of opportunity to access our service, irrespective of their age, gender, ethnicity, race, disability, religion or belief, sexual orientation, marital or civil partnership or social and economic status.

Patient Advice and Liaison Service (PALS)

NSFT PALS provides confidential advice, information and support, helping you to answer any questions you have about our services or about any health matters.



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact PALS and we will do our best to help.

Email: PALS@nsft.nhs.uk
or call PALS Freephone 0800 279 7257

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Working together for better mental health...



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