

Mental Health Escalation Guidance for Managers



University Hospitals Sussex
NHS Foundation Trust

LOW MOOD

Your Support

- Hold a 121 to check in with your staff member (how are they feeling, what support do they need)
- Hold a development appraisal (including a welfare check)
- Managers' Mental Health First Aider training. Contact uhsussex.staffhealth@nhs.net for information
- Resources for supporting others on our leader toolkit on the Health and Wellbeing website

Online Resources & Tools

- **Vivup** – MyMindPal App, e-booklets www.vivupbenefits.co.uk/
- **Liggy Webb** Bitesize [Wellbeing Booklets Online Library](#)

Health & Wellbeing website

Support services and network groups:
www.uhsussex.nhs.uk/careers/working-with-us/wellbeing/

Spiritual Care

Chaplaincy team is available to advise, support and assist people of no particular religious faith.

- Call ext. 64122 RSCH
- Call ext. 68232 PRH
- Call ext. 35380 SRH
- Call ext. 84004 WGH

Confidential Listening Service

RSCH/PRH: Connections uhsussex.connection@nhs.net
SRH/WGH/SLH: Listening Ear uhsussex.staffhealth@nhs.net

STRESS/ANXIETY

Staff Psychological Support Service

(formally known as The Staff Counselling Service / HELP)
Available to staff - free, confidential:

- One-to-one counselling
- Psychotherapy
- EMDR (Eye Movement Desensitisation & Reprocessing)
- CBT (Cognitive Behaviour Therapy)

RSCH/PRH: ext. 63692
SRH/WGH/SLH: ext. 31624 SRH ext. 85356 WGH

24/7 Telephone & Online Support

Vivup - 24/7 telephone service
Call 0330 380 0658 or,
visit 'Support Services' on our Mental Wellbeing website for self-help tools, podcasts, debt advice and more

Policies and Employee Relations Helpline

- Health, Wellbeing and Attendance at Work Policy
- Flexible Working Policy
- Health & Wellbeing Checklist
- Complete a Stress Questionnaire
- Raising concerns <https://www.uhsussex.nhs.uk/careers/working-with-us/wellbeing/raising-concerns-speaking-up-pathways/>
- Managers' Mental Health Guidance
- Call the People Advisory Team helpline:
RSCH/PRH: ext. 67611
SRH/WGH/SLH: ext. 85722

Occupational Health

RSCH/PRH: ext. 64011
SRH/WGH/SLH (Optima Health): 01327 810269

IMMEDIATE ASSISTANCE

Mental Health Liaison via the Emergency Department

RSCH/PRH: Call ext. 64248
SRH/WGH/SLH: Call ext. 85252

Mental Health Rapid Response Service/

Will assess and refer to community / crisis / or emergency department.

Brighton and Hove: 0300 304 0078
East and West Sussex: 0800 0309 500

Samaritans

FREEPHONE 116 123 or 0845 90 90 90

You do not need to be suicidal to call

A voice on the end of the phone, to connect with, can be supportive and reassuring.

Our Department

Please add your information here, use the 'fill and sign' option in Adobe to add text.

Department name:

What support do we provide?

Emergency contact number:

Suicide Risk Protocol

Your colleague or direct report is suicidal

Do you feel the person is at immediate risk?
Have they told you of a plan or intention?

Yes

No

Is your colleague known to Community Mental Health Services?
Do they have a Mental Health Practitioner?

Yes

No

Ask your colleague to phone their Mental Health Practitioner to make an urgent appointment

Strongly advise staff member to phone their GP for an emergency appointment
Phone one of the resources overleaf under 'Immediate assistance'

Advise staff member to attend Mental Health Liaison for assessment at A&E or phone 999 on behalf of the staff member

OR

Phone Mental Health Liaison (RSCH/PRH: x64248 SRH/WGH/SLH: x85252)
Let them know a staff member will be attending alone/accompanied. If the staff member does not want to attend the hospital in which they work, strongly advise that they attend any other A&E.
If the staff member does not want to take any action but you believe there to be immediate danger phone 999

Strongly advise colleague to phone their GP as soon as possible to make an emergency appointment

Discuss support and resources: how is the person going to support themselves and how have they supported themselves in the past?
Ensure your colleague is given the contact information in the 'immediate assistance' section overleaf

If you are concerned that a member of staff is actively suicidal and you have been unable to contact them - a Duty of Care call by the Police may be an option. Contact the local police, show concern and ask if they can arrange a Duty of Care call with the individual

Ensure that you, as the manager or colleague, access support to debrief once this process has been followed. This is a stressful situation for you too. One of the lines of support within the Trust is the Staff Psychological Support Service