

# Supporting Staff in Distress and Crisis

It's OK to feel strong emotions, worry or anxiety about things, and it's also OK to check in with people who we think or see are feeling like that - these resources may be of help if you're feeling distressed, or are reaching out to someone who is.

## Crisis Support - All support line services listed below are free

**Call 999 for immediate assistance** if there is risk of harm to an individual or others.

**National Wellbeing Helpline** offers a 24/7 compassionate listening service, operated by NHS24, which everyone working in health and social care can access. **Phone 0800 111 4191**

**NHS24 Mental Health Hub** offers urgent mental health support 24/7. **Phone 111** and choose the mental health option to speak with a Psychological Wellbeing Practitioner (PWP).

**Samaritans** offers a 24-hour emotional support helpline. **Phone 116 123** free from any phone. **Phone 0330 094 5717** local call charges apply. **Email [jo@samaritans.org](mailto:jo@samaritans.org)** (email response within 24 hours).

Your **GP** can offer assessment, referral and signposting for services and resources for mental and physical health concerns.

**Shout** offers a free 24/7 text messaging service for anyone experiencing a mental health crisis. **Text 'SHOUT' to 85258** to be connected to a trained volunteer who will listen and provide support.

**BMA** offers a dedicated 24-hour wellbeing support line open to all doctors, medical students, partners and dependents. **Phone 0330 123 1245** [Your.wellbeing\(bma.org.uk\)](http://Your.wellbeing(bma.org.uk)) and [Counselling and peer support for doctors and medical students \(bma.org.uk\)](http://Counselling.and.peer.support.for.doctors.and.medical.students(bma.org.uk).).

**Breathing Space** offers a helpline and webchat where you can speak to a Breathing Space advisor. The phone line is available 24 hours at weekends (6pm Friday – 6am Monday) and 6pm to 2am (Monday – Thursday). **Phone 0800 83 85 87. Textphone 18001 0800 22 44 88. Webchat [Need to talk?](#)** Alternatively, download the [Relay UK app](#).

**Grampian Women's Aid** offers a free, confidential and non-judgemental, specialist service to women, children and young people in Aberdeen and Aberdeenshire who have experienced domestic abuse. To access any of the services **Phone 01224 593381** or **Email [info@grampianwomensaid.com](mailto:info@grampianwomensaid.com)** Phone lines are open Monday - Friday, 09:30-16:00. You can leave a telephone message at any time.

**Moray Women's Aid** provides women, children and young people who experience domestic abuse a wide range of services including Refuge and Dispersed accommodation, 1-1 emotional and practical support, Advocacy, Counselling, Drop –in sessions and a Children and Young Person's Project across all areas of Moray. To access any of the services **Phone 01343548549** or **Email [admin@moraywomensaid.co.uk](mailto:admin@moraywomensaid.co.uk)** Phone lines are open Monday-Friday, 09:30-16:30

**Papyrus HOPELINE247** offers safe, non-judgement suicide prevention advice for people under 35 years of age. **Phone 0800 068 4141. Text 88247. Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)** The phone service is open 24 hours per day, every day of the year including weekends and bank holidays. The text and email service have the same opening times, but it may take up to 24 hours to receive a reply.

**Campaign against Living Miserably (CALM)** offers free, confidential support by to anyone affected by suicide or suicidal thoughts. Open 5pm - midnight every day. **Phone 0800 58 58 58. Webchat <https://www.thecalmzone.net/suicide-prevention-helpline#open-chatbot> WhatsApp <https://www.thecalmzone.net/whatsapp>**

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**Stay Alive** – Suicide Prevention resource app. <https://www.stayalive.app/>

**Prevent Suicide North-East Scotland** is a Suicide Prevention App and website aimed at users in Aberdeen City and Aberdeenshire. It provides helpful info for those affected in any way by suicide, extensive contact details for services in Aberdeen city and Aberdeenshire as well as providing users with the ability to create their own safety plan. Get the App [here](#). List of local services [here](#).

## Resources on how to notice and reach out to someone who might need support



### Scottish Action for Mental Health

<https://www.samh.org.uk/about-mental-health/suicide/suicide-prevention>

### Papyrus

#### Prevention of Young Suicide

<https://www.papyrus-uk.org/help-and-advice-resources/>

## In-House Support

**Go Health Services Wellbeing Hub** offers time-limited Counselling, Cognitive Behavioural Therapy and Psychology sessions specifically for staff experiencing difficulties in their personal and or professional lives which may be impacting on their workplace functioning. Staff can complete an online referral via the link <https://gohealthservices.scot.nhs.uk/wellbeing>. **Phone 01224 553 663 or email [gram.ohs@nhs.scot](mailto:gram.ohs@nhs.scot)** .

**Spiritual Care** offers confidential and independent support from skilled listeners who allow you the space to be seen, heard and process what is going on for you. **Phone 01224 553316. Out of hours, phone the switchboard 0345 456 6000** available 08:30-20:30

**Psychological Support for Teams:** Psychological support for teams can be available and should be requested through team lead/manager by contacting either [olumurewa.akintola@nhs.scot](mailto:olumurewa.akintola@nhs.scot) or [Julie.stephen5@nhs.scot](mailto:Julie.stephen5@nhs.scot)

**Trauma Support Management (TRiM)** offers structured, specialist support for staff members or teams who have witnessed or been involved in a potentially traumatic incident. TRiM practitioners offer a structured discussion to review normal psychological stress reactions, self-care and identify any further support required. **Email [gram.trim@nhs.scot](mailto:gram.trim@nhs.scot)**

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## Other Support Services

**Mind:** Mind is a safe space for you to talk about mental health. Advisors are trained to listen to you and help you find specialist support if you need it. Mind Support Line 0300 102 1234 [Call for support and information | Helplines | Mind](#)

**Frontline 19:** National telephone/video psychological support service for frontline/patient-facing workers. Staff are assigned to a practitioner within 7 days of self-referral. <https://www.frontline19.com/>

**NHS Practitioner Health:** Health and social care staff with professional registration can access a national mental health support service which offers telephone/video consultations. The Workforce Specialist Service (WSS), delivered by NHS Practitioner Health, is a national confidential, multidisciplinary mental health treatment service with expertise in treating regulated health and social services professionals. [The Workforce Specialist Service \(WSS\) - National Wellbeing Hub for those working in Health and Social Care](#)

**Carers UK Information and Support:** Information and guidance to unpaid carers. Telephone helpline open Monday-Friday 9am-6pm (including Bank Holidays): 0808 808 7777 or contact by email: [advice@carersuk.org](mailto:advice@carersuk.org)

**Men in Mind:** Local men's peer to peer mental health support group. Meetings are held weekly across Aberdeen. Visit their Facebook page for latest updates: [Men In Mind | Aberdeen | Facebook](#)

**Doctors in distress Support Groups:** Confidential, specialist-led groups to share experiences with peers. Email: [contact@doctors-in-distress.org.uk](mailto:contact@doctors-in-distress.org.uk)

**Switchboard LGBT+ Helpline:** An information, support and referral service for anyone who identifies as LGBT+. Phone line and webchat open 10am-10pm daily. Tel 0800 0119 100. Webchat <https://switchboard.lgbt/>

**Living Life** offers a free, confidential support service based on cognitive behavioural therapy. When you call you will be offered an assessment and may then be offered a series of telephone appointments with a self-help coach or therapist. Tel 0800 328 9655 (Mon - Fri 9am to 9pm). Visit the [website](#) for more information.

For more information, please email [gram.wcd@nhs.scot](mailto:gram.wcd@nhs.scot)