

**Safeguarding Concerns and Signposting Guidance**

**Accessing Services**

**Urgent Concerns and Immediate Risks**

For urgent concerns or matters where a child or adult with care and support needs is in immediate danger, phone 999. If the concern is an emergency, call the Police on 999.

If you are concerned about an immediate risk to the safety of a child or adult, please call Customer First on **0808 800 4005.**

**Advice on Whether a Referral is Needed**

For advice on whether a referral is needed, you should contact the MASH Professional Consultation Line on **0345 606 1499** or use the Webchat facility at the link below on the SSP Website [MASH](https://www.suffolksp.org.uk/concerned#gsc.tab=0). The Webchat facility is only for children not adults. **The Consultation Line number is not the number or link for Customer First.**

**Family Support Teams Consultation Line**

The Family Support Teams have a consultation line to help decide if an Early Help Assessment is right for a family's needs. (The term Common Assessment Framework is no longer in use and has been changed to Early Help Assessment.) The teams can also connect families to other local services and support. To contact your local Family Support Team, use the email or phone number below. The duty manager will aim to respond within 24 hours. To discuss an Early Help Assessment, contact your local team directly. Refer to the area map at the link below to find the right team.

[Contact the Family Support team - Suffolk County Council](https://www.suffolk.gov.uk/children-families-and-learning/eha/contact-the-family-support-team)

**Right Care, Right Person**

Suffolk Constabulary is working with Health and Social Care partners to roll out a new national policy to ensure that vulnerable people are given the right support from the right agency when they need it. ‘Right Care, Right Person’ was introduced in Suffolk on the 1st of October 2023 and is a model designed to ensure that when there are concerns for a person’s welfare linked to mental health, medical or social care issues, the right person with the right skills, training and expertise will respond. Care will now be provided by the agency that can best meet the individual’s needs. The threshold for Police intervention will be:

* There is an immediate risk to life or serious harm to an identified person.
* Immediate harm – it is obvious to the Police that there is a risk to life presently, at this moment or in the immediate future, or has already occurred.
* Serious harm – there is a risk of significant harm to the person concerned, this can be physical harm, serious neglect issues, significant mental health symptoms, all of which would amount to the suffering of potential significant injuries or psychological harm.

The current timeline of the phased introduction of ‘Right Care, Right Person’ is – Phase 1 Concern for Welfare October 2023, Phase 2 ‘Walk Outs’ of health care facilities/mental health establishments January 2024, Phase 3 Transportation – non secure/secure ambulances Spring 2024, Phase 4 Mental Health Act Section 136 Summer 2024.

More information can be found at the link below.

[Suffolk Police - Right Care, Right Person](https://www.suffolk.police.uk/news/suffolk/news/features/2023/october/right-care-right-person/)

**The VCFSE Sector**

Community Action Suffolk is the main VCFSE organisation in Suffolk. CAS ensure that the voluntary and faith sectors are supported, safe and sustainable.

[Community Action Suffolk](https://www.communityactionsuffolk.org.uk/)

**Suffolk InfoLink**

Suffolk’s Community Directory for activities, services, and events across Suffolk

[Suffolk InfoLink](https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/home.page)

**Escalation Process in Suffolk**

The SSP Escalation Process sets out the routes and process to escalate professional concerns where there are fears that a difference of opinion may be getting in the way of keeping a vulnerable adult or child safe.

[Escalation Process](https://www.suffolksp.org.uk/policy-directory/dk4y523sgwg4zdb-k8nhy-ljr7a-sbgyn-ed9mm-nc8ar-9jwmt-j8h5c?rq=Escalation%20Policy#gsc.tab=0)

**Mental Health**

NHS 111 option 2 is for anyone who needs urgent mental health support. The helpline is available 24 hours a day, 7 days a week for all ages.

**Suicide Support**

**When We Listen, We Can Save Lives.**

Suffolk User Forum have produced a 3 minute [LISTEN - For Suicide Prevention - YouTube](https://www.youtube.com/watch?v=8E6hNCiiywA) video that uses the initials L-I-S-T-E-N as an easy to remember structure of how to respond if you are concerned about someone who is distressed or is suicidal.

**The better equipped we are, the more confident we will feel to make a difference.**

* There is a free online module that will help you feel better equipped.   
  [20 minute suicide awareness training (zerosuicidealliance.com)](https://www.zerosuicidealliance.com/suicide-awareness-training)
* Or there is NHS England training at <https://www.minded.org.uk/Component/Details/653238> (or search for Minded.org.uk suicide prevention)   
  You can use your HEE log in to access these modules.
* For those on the front line there is Suicide First Aid Training that can be provided locally by [My Life – Mental Health Charity (mylifeorg.uk)](https://mylifeorg.uk/)

**Useful Resources.**

* [http://www.rethink.org/ advice-and-information/carers-hub/suicidal-thoughts-how-to-support-someone](http://www.rethink.org/%20advice-and-information/carers-hub/suicidal-thoughts-how-to-support-someone)
* [www.mind.org.uk/media-a/6144/supporting-someone-who-feels-suicidal-2020.pdf](http://www.mind.org.uk/media-a/6144/supporting-someone-who-feels-suicidal-2020.pdf)
* <https://www.stayalive.app/>

**Accessing Support**

If you, a colleague, or a patient need to access support then here are some options that may help:

* If anyone is in imminent danger, then phone 999.
* NHS 111 option 2 is a helpline for people of all ages who need urgent mental health support. The helpline is available all day, every day.
* Steam House Café’s offer open access mental health support in your High Street in Ipswich and Bury St Edmunds.
* Wellbeing Suffolk - Free online courses covering low mood, stress, and resiliency. Work out why you feel as you do, how to tackle problems, build confidence, get going again, feel happier, stay calm, tackle upsetting thinking and more. The courses are free for individuals using them in their own lives. This website is for people living in the Suffolk area, [Mental Health Essex - NHS Talking Therapy Services - Therapy For You](https://www.therapyforyou.co.uk/) offers the same in North East Essex.
* Calm - Calm’s mission is to make the world happier and healthier and is the number one app for sleep, meditation and relaxation. They have many helpful ways to help you reduce your stress and anxiety levels. To view more about Calm, visit their website at [www.calm.com](http://www.calm.com).
* SHOUT 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It is a place to go if you’re struggling to cope and you need immediate help. Text 85258.
* Living Life to the Full for Adults. In just eight sessions this free online course can help you make a difference to your life. With associated downloadable worksheets, learn how to sort out your feelings when you feel low, worried, or hopeless and learn skills that tackle problems in your life. For more information visit their website at [Living Life to the Full - Suffolk Ordinary Lives](https://suffolkordinarylives.co.uk/living-life-to-the-full/)
* Support for NHS Staff -a range of support offers to suit a range of different needs. More information can be found at [www.people.nhs.uk/help](http://www.people.nhs.uk/help)

If you have been impacted by a suicide, there is a Bereaved by Suicide Service in Suffolk and Northeast Essex that can support anyone form the age of 4 upwards. To get in touch call 01473 322683 or email [SNEE.bereavedbysuicide@victimsupport.org.uk](mailto:SNEE.bereavedbysuicide@victimsupport.org.uk). There is also a local charity that runs support groups for people who have been bereaved by suicide. Details can be found here [Hope after Suicide Loss](https://hopeaftersuicideloss.org.uk/)