

Mental Health – Crisis Plan

Sometimes at work, people may experience psychological distress. This may be in the form of a panic attack, intense feelings of being overwhelmed, a psychotic episode or even feeling suicidal. In these situations it is vital to get the appropriate clinical assistance for the individual as soon as possible. The attached diagram will highlight the best course of action regarding low, medium and high risk situations. For the purpose of this document risk ratings will be defined as:

Low: The individual is clearly distressed and requires help but has not disclosed suicidal thoughts or intentions (ask the question directly to be sure); you are concerned about their wellbeing

Medium: The individual is clearly distressed and has mentioned suicidal thoughts, although does not intend to harm themselves in the immediate or near future (ask the question directly to be sure).

High: You have reason to believe that the individual plans to seriously harm themselves or complete suicide or has taken steps to do so already; this requires urgent action.



As a colleague or manager in the workplace, you may unexpectedly find yourself in this situation. Every situation will be different and the appropriate actions to take will be based on specific circumstances and the individual's wishes. Decisions may include determining if the employee needs to book an urgent GP appointment, attend A&E as well as who needs to be contacted and how long to stay with them.

Low Risk

The individual is clearly distressed and requires help but has not disclosed suicidal thoughts or intentions (ask the question directly to be sure); you are concerned about their wellbeing.

Following actions advised:

Take the person to a quiet, safe place. Sometimes listening may be enough.

Encourage the individual to access NHS mental health services – this could be their GP or community mental health team (if already engaged with local mental health services) who will know their medical history and be able to direct them to the appropriate service.

Signpost to the Employee Assistance Programme (EAP) for psychological support **0800 358 4858** You could help them make the call if needed.

Ask if the individual would like someone to come and meet them to take them home (bear in mind they may be happier to stay at work if they feel Ok).

Encourage the individual to talk to someone they trust (friend, family member or a mental health helpline such as the Samaritans) and perhaps their manager or HR Direct if they have specific work related concerns

Medium Risk

The individual is clearly distressed and has mentioned suicidal thoughts, although does not intend to harm themselves in the immediate or near future (ask the question directly to be sure). In addition to the actions described for 'Low risk', you could also consider:

Signpost the individual to their GP in order to access their local Crisis Team if emergency support is needed. In some areas self-referrals to the Crisis Team are allowed too. Crisis Teams are groups of mental healthcare professionals, such as psychiatrists and mental health nurses, who work with people experiencing severe psychological and emotional distress.

If necessary, with the individual's consent, you could contact their GP or mental health team on their behalf to make an emergency appointment for that day (out of hours contacts will be available too). If the individual does not consent to this, but you now have serious concerns about them, the actions in the high risk box should be followed.

High Risk

You have reason to believe that the individual plans to seriously harm themselves or complete suicide, or has taken steps to do so already; this requires urgent action. Following actions advised without delay:

If the employee consents, arrange travel to the nearest A&E department via taxi or ambulance. Whilst in A&E the employee will be assessed by the psychiatric team and they will be able to decide the most appropriate action in terms of ongoing care

If an employee does not consent to be taken to A&E please contact 111 in order for a clinical assessment to be undertaken via phone. However if you believe the individual is at immediate risk contact 999.

What if an employee is not at work?

If an employee is absent from work and concerns have been raised regarding their welfare, the following steps can be taken:

- **Initiate/Maintain Contact:** Sometimes an individual may be feeling low, anxious or stressed and may need some time to recuperate at home. Checking in with someone and letting them know you are thinking of them or offering help and support can go a long way.
- **HR Welfare Check:** If an individual is absent from work, you have concerns about their wellbeing and feel it would be beneficial for a HR representative and line manager to visit the employee, a HR Welfare check can be conducted. Simply contact your local HR Business Partner to arrange this.
- **Police Welfare Check:** If an individual is absent from work and there are **immediate** concerns for their wellbeing, a police welfare check can be conducted. The police will attend an individual's address to check on their welfare and if necessary make onwards referrals to the relevant external agency. This can be arranged by calling 101 and speaking to a member of the police force who will take further details and assess the severity of risk.

Support Services in Network Rail

Service	Description	Contact Details
Optima Health	Our occupational health provider Optima Health can support an employee struggling with the psychological impact of returning to work after this extended period.	A referral can be made via www.myohportal.co.uk <u>COVID-19: Fitness for work helpline: 0330 008 5972 Open 9am to 5pm Monday to Friday</u>
Validium	Validium, Network Rail's Employee Assistance Programme service, is a valuable support for all Network Rail employees. This offers a 24/7 helpline for you to call about issues affecting you at home or in the workplace. The service is confidential so, unless you tell someone, no one will know you have contacted the service. You can contact the helpline as many times as you need for ad hoc counselling support. They can also speak to employees who are talking about feeling suicidal as well as managers and supervisors who may have a suicidal team member.	They are available 24 hours a day seven days a week and can be accessed using the details below: Telephone: 0800 358 4858 or 0330 332 9980 Network Rail dedicated portal: www.validium.com/vclub <ul style="list-style-type: none"> • Username: NetworkRail • Password: onlinesupport
HR Direct	HR Direct is a service for all people managers and band 1 and 2 employees. It provides you with professional support and guidance and includes a dedicated and secure website	Employees requiring information on policies, procedures and general people related information can call the employee helpline: 0844 371 0115 - Mon to Fri 09:00-17:00 - call back out of hours service.
Mental Wellbeing Hub	This resource provides educational material and resources for employees. Videos, briefing packs, posters, leaflets and more	https://ohw.hub.networkrail.co.uk/pages/mental-wellbeing.aspx
Regional Occupational Health and Wellbeing Manager	Your Occupational Health & Wellbeing Manager can provide guidance around what process is in place to support employees in your Region	Your HR Business Partner will be able to inform you the name and contact details of your Occupational Health Manager