

PQS2 – Part 2 of the Pharmacy Quality Scheme 2020/21:

Suicide awareness and action plan

Devon and Torbay local resources (Plymouth to follow)

The biggest section of PQS part 2 this year is the section ('domain') covering **Prevention**, which represents 40% of the total value of your PQS2 claim.

Within 'Prevention' lies the topic of **Suicide awareness and action plan**

and included within this piece of work is a requirement to include **the action to take if anyone reports to staff that they have suicidal feelings.**

Many of the tools and skills needed for this are covered in the obligatory training for all patient facing staff provided by the Zero Suicide Alliance (ZSA) but you will need information on local services and contacts that you can refer people to in order to be better equipped in this area.

The information below has been put together in conjunction with Devon Partnership NHS Trust to help you know what services are available in the Devon and Torbay areas should you need to refer anyone for further help. Services in Plymouth are covered by a separate document (**to be completed**).

Services for Adults

Services below cover all areas of Devon with exception of Plymouth.

- **Talkworks (Devon Partnership NHS Trust (DPT) Service):**

Talkworks is the DPT primary care depression and anxiety service for people aged 18 and over who are:

- struggling to cope
- feeling low or anxious
- feeling overwhelmed by thoughts and feelings
- living with a health condition that is making them feel worried and frustrated

Psychological therapy (delivered via telephone or digital platform during COVID-19 pandemic) helping people to develop tools and techniques to improve mental and physical wellbeing.

Suitable for: those who may be experiencing suicidal thoughts as part of low mood/anxiety but have not harmed themselves and do not have plans or intent to act on thoughts of suicide or self-harm.

Referral:

- Self-referral welcome on-line or by telephone
- Referral by GP or other professional

Telephone: **0300 555 3344** – central number for all localities www.talkworks.dpt.nhs.uk

- **Mental Health Matters 24/7 Helpline and Webchat:**

- This service provides emotional support, advice and guidance.
- Trained counsellors.
- Website provides resources for self-help and advice and access to webchat.

Telephone: **0800 470 0317** www.mhm.org.uk

- **The Moorings Out of Hours Service:**

The Moorings offers out of hours support for those aged 16 and over to those feeling distressed, frightened, overwhelmed. The venues are open for face to face contact and are located in Exeter, Barnstaple and Torquay.

- Walk in service/crisis café; no need for referral.
- Offers a safe, comfortable, non-clinical environment providing information and emotional support.
- Trained mental health professionals available.
- The service also provides support in creating 'staying well and crisis plans' and supports access to other services and organisations that may be of use.
- Email and telephone support also available.

Barnstaple: Open: Thursday to Sunday, 18:00 to Midnight

The Voice Meeting Rooms
Belle Meadow Court
Albert Lane, Barnstaple
EX32 8RJ

Telephone: 07850 927 064

Email: Devonbarnstaple.mhm@nhs.net

Exeter: Open 18:00 to midnight every day including weekends and bank holidays

St Leonards GP Practice
Althelstan Road, Exeter
EX1 1 SB

Telephone: 07990 790 920

Email: devonexeter.mhm@nhs.net

Torbay: Open 18:00 to midnight every day including weekends and bank holidays.

Torbay Business Centre
Lymington Road,
Torquay. TQ1 4BD

Telephone: 07483 991 848

Email: devontorquay.mhm@nhs.net

- **DPT Access and First Response Service**

This is for those people experiencing mental health distress or those worried about someone else's emotional state where help is needed quickly. For example, someone with active suicidal thoughts who has a clear plan or means.

Quick access to DPT NHS mental health services:

- Urgent Mental Health Helpline.
- Open 24/7.
- No referral necessary.

Telephone: **0300 555 5000**

- **Access to DPT Mental Health Assessment at Emergency Department**

- For those who have either harmed themselves or who are experiencing mental health crisis and dangerous and imminent thoughts of suicide who are unable to engage with the Access and First Response Service.
- Emergency assessment is available 24/7 at the Emergency Departments in Torbay, Exeter and North Devon District General Hospitals.

Note: it is recommended that in every case, where people have access to a GP, pharmacy staff give advice to people to book an appointment with their GP.

Services for Children and Younger People

- **DPT Child and Adolescent Mental Health Services (CAMHS)**

- CAMHS Helpline: 03300 245 321 between 08:00 to 17:00
- Out of Hours: 0300 555 5000
- No referral necessary.

Other resources:

- **Papyrus**

- UK Charity for prevention of young suicide (under 35). Confidential support and advice to young people struggling with thoughts of suicide and anyone worried about a young person.
- Hopeline: 09:00 to midnight 0800 068 4141
- **www.papyrus-uk.org**
- Email: pat@papyrus-uk.org

- **Samaritans (all ages)**

- 24/7 – supportive conversation around a whole range of mental health issues and also offer a call back service and follow up calls. Service includes email and text.
- Telephone free: **116 123**
- jo@samaritans.org

- **Staying Safe.Net**

- Developed by 4 Mental Health with input from expert reference group and joint funded by NHS England.
- Website provides safety plan guidance tools to build hope, identify actions and strategies to resist suicidal thoughts and develop positive ways to cope with stress and emotional distress.
- **stayingsafe.net**

Note: it is recommended that in every case, where people have access to a GP, pharmacy staff give advice to people to book an appointment with their GP.