

## **Self-care when supporting individual's with complex needs or individuals in crisis:**

1. Take a break
2. Access Peer Support –
  - Do you have someone in your organisation that you go to for wellbeing support? If so contact them
  - Do you have a mental health first aider in your organisation? If so contact them.
  - Contact a mental health first aider from outside of your organisation. The VCSE Sector can email the following Mental Health First Aiders for support. They will call you back. Provide your name and a contact number:
    - Adam Johnston - [Adam.Johnston@nelincs.gov.uk](mailto:Adam.Johnston@nelincs.gov.uk)
    - Dan Pyrah – [dan.pyrah@nelincs.gov.uk](mailto:dan.pyrah@nelincs.gov.uk)
3. Access Supervision – your organisation may provide supervision, ask your line manager. The supervision process should provide a safe, supportive opportunity for individuals to engage in reflection in order to raise issues, explore problems, and discover new ways of handling both the situation and yourself
4. Consider contacting the NAViGO via the SPA 01472 256256, option 3. If you work or volunteer for a VCSE organisation supporting individual's in crisis, dealing regularly with difficult situations then you will be classed as a key worker. As a key worker you can be fast tracked to get support. What happens when you call 01472 256256 option 3:
  - You will be asked screening questions – answer them honestly and openly
  - If you are not asked if you are a keyworker advise them you are key worker
  - As a keywork you should be fast tracked for support
  - As a key worker if you have a close family member who is struggling and this is impacting on you, you can also ask for support that person also.
5. If you manage a team and would like to understand Navigo's offer further then Victoria Ayres, Clinical Lead – Adult Crisis Home Treatment Team and Single Point of Access 24/7 Telephone Support for Northern Lincolnshire, is happy to attend a team meeting. Contact Vicky via email to arrange [vicky.ayres@nhs.net](mailto:vicky.ayres@nhs.net)