



Supporting someone in distress

Guidance on how to support someone experiencing distress and information about services that are there to help.

Telephone Numbers

Medical Centres

HMS Neptune - 01436 674321 ext 6801

HMS Nelson - 02392 724190

HMS Drake - 01752 555410

Project Regain (Marines) and Rebalance (Maternity)

Self-referral to DCMH - 01206 817057

Naval Service Family and People Support

01436 672798

Samaritans (24hour)

116 123

jo@samaritans.org

Combat Stress 24-hour helpline

0800 323 444

National Health Service (NHS)

111 or A&E

Local Services

Scotland

Jean's Bothy

Local mental health support group. Currently holding online sessions, chill and chat, mindfulness or you can speak with the staff.

01436 679218 jeansbothy@enable.org.uk

Males Tales

A support group for men held in the Drumfork Centre (Helensburgh) every second Monday. Contact on the email below for further information.

malestales@yahoo.com

Dumbarton Area Council on Alcohol

An alcohol service for West Dunbartonshire, provide support to individuals or loved one's who are affected by alcohol. Provide one-to-one counselling and advice, groups and other activities.

01389 731456 daca.org.uk/

Domestic abuse support Scotland

mygov.scot/domestic-abuse/staying-safe

Portsmouth

Positive Minds

A new service in Portsmouth to provide support with housing, money, relationships, work, bereavement, leaving the armed forces or living away from home at university – or suffering low mood, anxiety, or a feeling of hopelessness.

02392-824795

positivemindsportsmouth.org.uk/

PARCS

Provide counselling and support to promote healthy relationships and alleviate the physical, emotional and psychological distress associated with interpersonal trauma including rape and sexual abuse/exploitation.

02392-669513 parcs.org.uk

Home Start

Life-changing events can happen to anyone. That is why Home-Start is ready to support families through their toughest times.

02392 170180 home-start.org.uk

Stop Domestic Abuse

Portsmouth based outreach and support service for those experiencing domestic abuse.

02392 065494

saferportsmouth.org.uk/domestic-abuse/

Plymouth

The Zone

Offer a range of services and support for young people with their mental health.

01752 206626 thezoneplymouth.co.uk

Plymouth Domestic Abuse Service (PDAS)

0800 458 2558 sanctuary-supported-living.co.uk

The Survivor Pathway

Online resource for anyone wanting to know more about sexual violence services in the South West

survivorpathway.org.uk/plymouth/other-services/

Harbour

Provides support with drug and alcohol misuse; supporting individuals to make changes and live a healthier, fulfilled life.

01752 434343 harbour.org.uk

Relationship and family support

Ripple Pond

A UK wide self-help support network for the adult family members of physically or emotionally injured Service Personnel and Veterans.

0333 9001028 <https://theripplepond.org/>

Relate counselling

Free, confidential face to face, online and telephone counselling to serving and former personnel and their families.

<https://www.relate.org.uk/dorset-south-wiltshire/support-armed-forces>

Building stronger families

A free, self-directed online learning programme supporting naval couples and families. The website provides confidential and easily accessible advice to help families overcome the challenges associated with service life.

rnrmc.org.uk/relationship-support

<https://www.royalnavy.mod.uk/community-and-support/advice-and-support/health-and-wellbeing>

Story book waves

A project that allows serving parents to record a bedtime story, it is then put onto a CD and sent to the children.

Email info@storybookwaves.org for further information.

When a person goes away workbook

To help open a dialogue with children and reassure them that the family member leaving will also return.

<https://www.royalnavy.mod.uk/-/media/royal-navy-responsive/documents/>

The experience of parental absence guide

Produced by the Naval Families Federation details the experience of absence and separation. Providing strategies to support families.

<https://nff.org.uk/wp-content/uploads/2019/02/Parental-Absence-Resource.pdf>

Support with thoughts of suicide

Samaritans

Suicide prevention and peer support in the Armed Forces

media.samaritans.org/documents/Samaritans_Armed_Forces_guide_2019.pdf

Rethink Mental Illness

Supporting someone with suicidal thoughts factsheet

rethink.org/advice-and-information/carers-hub/suicidal-thoughts-how-to-support-someone/

Rethink Mental Illness

Suicidal thoughts: How to cope

<https://www.rethink.org/advice-and-information/about-mental-illness/learn-more-about-symptoms/suicidal-thoughts-how-to-cope/>

#LIFTINGTHELID RMC

<https://theroyalmarinescharity.org.uk/lifting-the-lid/>

Support with alcohol use

AA – Online Groups

Cutting Down: A guide to controlled drinking for Armed Forces Personnel contains tips and ideas on how to cut down on your alcohol use to have more control and have a healthier relationship with alcohol. It can be accessed by searching on Defnet.

Drink Aware

Contains information on alcohol, impact of alcohol on health and relationship, advice on reducing alcohol use, drink tracker and tools to find out more about your own alcohol use.

drinkaware.co.uk/

Club Soda

Contains courses to help change your drinking, your way. Whether you want to cut down you, stop for a bit or quit.

<https://joinclubsoda.com/>

Drink Coach:

drinkcoach.org.uk/download-drinkcoach-app

SMART Recovery

Holds online meetings for service personnel and veterans to support people in building motivation to change and tools and techniques to support changes

smartrecovery.org.uk/

Online Zoom meetings held every Friday at 2pm. Join Zoom Meeting

Meeting ID: 983 4322 2178

Passcode: 94322

Support for gambling

National Gambling HelpLine

Call Free - 0808 8020 133

Live chat via

gamcare.org.uk

BeGambleAware

begambleaware.org

Gamblers Anonymous

gamblersanonymous.org.uk

The Gambling Therapy app

gamblingtherapy.org/en

The Gambling Therapy app; it is a free app that is designed to help those struggling with problem gambling by providing easy access information and support tools. The aim of the app is to help you identify and overcome problem gambling. Some features of the app are:

Self-assessment questionnaire

Live support

Mindfulness and self-help exercises

Links to blocking software

Support for stress

Stress Management Society

Taking you from Distress to De-stress

<https://www.stress.org.uk/>

NHS – Breathing exercises for stress

<https://www.nhs.uk/conditions/stress-anxiety-depression/ways-relieve-stress/>

Relaxation worksheet

<https://www.getselfhelp.co.uk/docs/Relaxation.pdf>

Self-help for Stress

<https://www.getselfhelp.co.uk/docs/StressSelfHelp.pdf>

Support for sleep

The Sleep Council
sleepcouncil.org.uk

Sleepstation
www.sleepstation.org.uk

Sleep Foundation
sleepfoundation.org

Domestic abuse charities

Mankind
mankind.org.uk

Refuge
refuge.org.uk

Women's aid
womensaid.org.uk

Financial advice

Citizens Advice

citizensadvice.org.uk

Other online resources

Headfit

help tools to enhance mood, drive and confidence, and help manage the stresses of everyday

headfit.org/home/

Togetherall

Online support for mental health and wellbeing

<https://togetherall.com/en-gb/>

SSAFA

ssafa.org.uk/

The Royal Marine Charity

theroyalmarinescharity.org.uk/can-we-help/

Royal Navy and Royal Marines Charity

<https://www.rnrmc.org.uk/>

Supporting someone in distress

Feeling understood is a big step towards relieving distress. When supporting someone, ask yourself 'how would I like someone to talk to me'?

Before engaging with someone who is in distress – check that you give this person the time and attention that they need right now. Be honest with the person about how much time you can spend with them, remember you can always arrange to meet again. Perhaps it may be better to find another appropriate person to support that individual.

Try to find a suitable environment, which can be difficult but find the best space that will provide a private and comfortable environment.

Acknowledge the importance of the situation for the person in distress. It is important to remain unjudgmental despite any thoughts you may have of the unimportance of the situation.

Body language is important to help show that you are engaged and listening. Maintain good eye contact and open body language.

Starting a conversation can be difficult but explaining that you want to hear what has been going on for them and that together you will work out the next steps. This could be signposting to NSFPS or the med centre.

Let the person talk. If they are silent, offer reassurance and let them know you are aware that it is difficult opening up and talking about what has been going on. Also ask open questions – this will help to develop the conversation.

Are you listening, hearing or waiting to talk?

Whilst they talk - encourage with nodding, intermittently summarising what they have said. This shows them you understand the problem and that you are listening. It is important to develop a shared understanding.

Resist the urge to be the problem solver- it is more empowering to guide the person into coming up with ideas.

Ending the conversation, if not finished then agree to meet another time. Involve the person in the plan moving forward and if appropriate set goals/tasks for the person to go work on before you meet again. Try not to make promises that you or others may not keep.

Also, if the problem is something you are unsure of or feel out of your depth that is okay. It may be helpful saying: 'If it's okay I'm going to speak to someone else about this to ensure you get the most appropriate help and support'.

It is important to speak about confidentiality as you may need to discuss the problem with others, particularly if risk is involved. Inform the person of your intentions and explain why.

