

**C**ompany – would they like you to phone a friend?

**H**elp – can you do anything to help them feel safe?

**E**nvironment – is it quiet, calm & safe from danger?

**C**ultural or individual needs?

**K**eep updating & checking

**E**xplain everything. Ask for consent and their views

**D**on't **Discriminate** – treat all patients with equal dignity and respect

better **services**  
for people who **self-harm**

NATIONAL QUALITY IMPROVEMENT PROGRAMME

