

# TALKING ABOUT SAMARITANS

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**SAMARITANS**

# Samaritans' Vision is that fewer people die by suicide.

We work to achieve this vision by making it our **mission** to be

- ◉ Always available
- ◉ Reaching out to high risk groups and communities
- ◉ Working in partnerships
- ◉ Influencing public policy

**SAMARITANS**

# OUR VALUES

- Listening
- Confidentiality
- People making their own decisions
- Being non-judgemental
- Human contact

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# SAMARITANS EXPLAINED



WE ARE NOT ONLY THERE FOR PEOPLE WHO ARE SUICIDAL

WE ARE AVAILABLE  
24 HOURS A DAY

**SAMARITANS**

# WHY CONTACT SAMARITANS?

**TALK  
TO US**

If things are getting to you.

**SAMARITANS**

**WE'RE  
ALWAYS  
HERE**

Round the clock, every single  
day of the year.

**SAMARITANS**

**A SAFE  
PLACE**

We keep what you say  
between us.

**SAMARITANS**

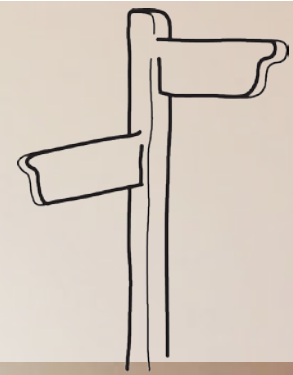
**BE  
YOUR  
SELF**

Whoever you are, however  
you feel, whatever life's  
done to you.

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**SAMARITANS**

# REFERRING TO SAMARITANS



## How it works

Ask the person if it's OK for you to refer them to Samaritans



If 'YES' get their contact details and availability



If 'NO', give them Samaritans contact details



You contact Samaritans and pass on relevant info



08457 90 90 90

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# 2015-2021 STRATEGY

## 🕒 Service

- Improve the quality and consistency of our services

## 🕒 Access

- Improve access to Samaritans services

## 🕒 Influence

- Have stronger and more effective external influence and connections with partners

## 🕒 Evidence

- Improve collection and application of evidence

The logo for Samaritans, featuring the word "SAMARITANS" in a bold, green, sans-serif font. The text is enclosed within a white rectangular box with a black border, which is slightly tilted and has a drop shadow effect.

**SAMARITANS**

# SAMARITANS

LEWISHAM, GREENWICH  
& SOUTHWARK

## LEWISHAM, GREENWICH & SOUTHWARK SAMARITANS



- o Supporting local communities since 1969.
- o Approximately 140 volunteers.
- o Anyone can call us, email us or text us.
- o Anyone can visit us in branch when it is open to visitors.
- o We are committed to outreach and developing partnerships.
- o Employs part time Community Outreach Manager.

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# SAMARITANS

LEWISHAM, GREENWICH  
& SOUTHWARK

## PARTNERSHIPS ARE KEY!

**ACCESS:** Support is provided outside the branch in targeted settings or to high risk groups. (Emotional Support Outside the Branch or ESOB)

- o St Mungos Broadway since October 2011.
- o 999 Club since April 2014.
- o Goldsmiths' Drop in trialled in the counselling service and currently within the library.
- o Secondary schools.
- o Community events.
- o Oxleas LGS Samaritans referral service.
- o Local prison Listener Scheme
- o National Rail awareness raising programme



# SAMARITANS

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LEWISHAM, GREENWICH  
& SOUTHWARK

## PARTNERSHIPS ARE KEY!

**INFLUENCE:** Have stronger more effective influence and connections with partners

- o Introduction to Samaritans sessions provided to CMHTs
- o Introduction to Samaritans sessions provided to approved premises staff
- o Introduction to Samaritans sessions provided to Goldsmiths library staff, carers organisations, social housing provider, other charities
- o 3<sup>rd</sup> party referral.
- o Complimentary working.



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# SAMARITANS

LEWISHAM, GREENWICH  
& SOUTHWARK

## PARTNERSHIPS ARE KEY!

**SERVICE:** To Improve the quality and consistency of our services

- o We develop briefing notes for all ESOB programmes
- o Train volunteers for new types of ESOB environment.
- o Maintain the same support structure for Samaritans in ESOB situation as in the branch.
- o Gather evidence from outreach.
- o Challenges: confidentiality and self disclosure, gathering evidence.



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## Referral Service

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### Background

- o Joint concern about people leaving emergency mental health assessment with no immediate available follow up.
- o People in distress who may or may not have a mental health diagnosis
- o Targeting people on discharge from services by Oxleas Mental Health Liaison Team

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## Referral Service

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LEWISHAM, GREENWICH  
& SOUTHWARK

### Process

- Individual assessed in A&E by Oxleas Mental Health Liaison Team.
- People in distress who may or may not have a mental health diagnosis
- Individual asked if they would like a call from Samaritans upon discharge.
- LGS call them within 48 hours of receiving faxed referral.
- Mental Health Liaison Team fax first name and phone number to LGS

Samaritans branch

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# Referral Service

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& SOUTHWARK

## Data Collection

- We collect name of referring staff
- No. of attempts at contact
- No. of follow up calls
- The type of call by category
- Once we have completed calls to an individual their name detached from this information.
- Data is shredded at the end of quarter.
- What remains is an anonymous spread sheet of data

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# Referral Service

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## Evaluation

- Project began in May 2013
- Received 230 referral between May 2013 and May 2015
- Received 138 referrals between 2014 and 2015 and made 532 calls in that time
- Gave emotional support to 36 people during initial contact (26% of those referred).
- In total made 61 emotional support calls in 2014- 15
- 25 people from the MHLT have referred since 2013.
- Fewer referrals from Drs than other practitioners
- Volunteers and MHLT staff feel the service is worthwhile

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# THANKS FOR YOUR TIME

- Precious Jeffers, Community Outreach Manager  
Lewisham, Greenwich and Southwark Samaritans
- Tel: 020 8692 3600
- Email: [precious.jeffers@lgssamaritans.org.uk](mailto:precious.jeffers@lgssamaritans.org.uk)
- Richard Otterway, Project and Partnerships  
Manager, Samaritans General Office
- Tel: 020 8394 8361
- Email: [r.otterway@samaritans.org](mailto:r.otterway@samaritans.org)

\*Please see our website for latest call charges.  
Samaritans is a registered charity.



# THANKS FOR YOUR TIME



**08457 90 90 90\* (UK)**  
**1850 60 90 90\* (ROI)**



**jo@samaritans.org**



**www.samaritans.org**



**Chris, PO Box 90 90**  
**Stirling FK8 2SA**



**visit us** – find your nearest  
branch on our website

\*Please see our website for latest call charges.  
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