

Three Month Evaluation Survey of Living Matters – Suicide Alertness

January 2018

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An online survey was sent out to all participants who had attended the half day suicide alertness training – Living Matters over the period of July 2017- September 2017 who had agreed to further contact.

Participants were encouraged to complete the feedback with the incentive of a High Street voucher draw and there was a reminder email also sent out.

Fifty eight surveys were completed.

Findings were as follows with all raw data included in the appendix

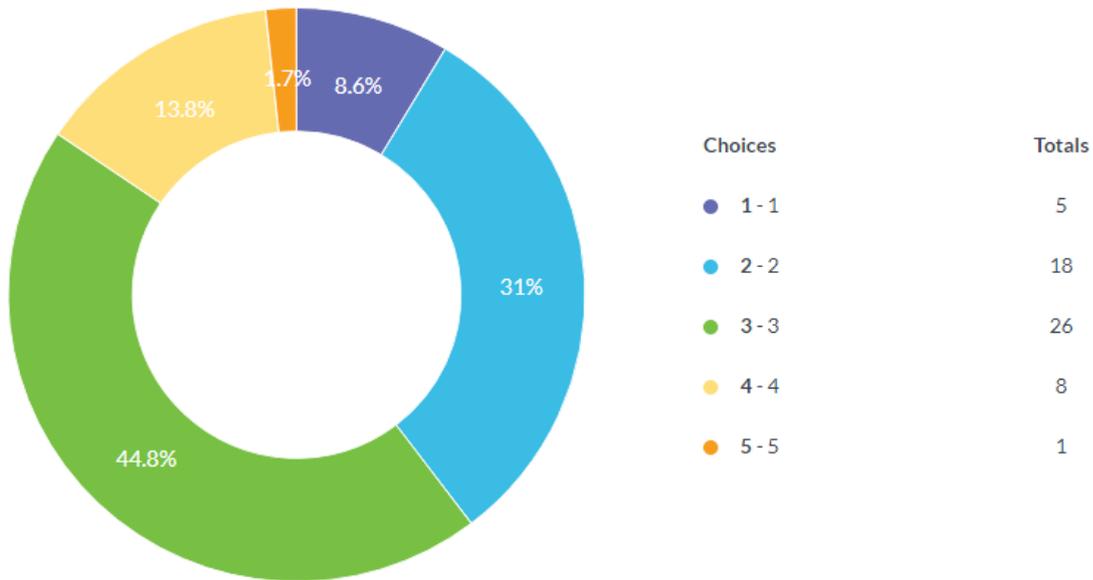
The survey consisted of the following questions:

1. How would you rate your knowledge prior to the start of the course?
2. How would you rate your knowledge now?
3. After the training, do you feel more confident in talking about suicide?
4. After the training, do you feel more comfortable in talking about suicide?
5. Are you more confident in asking directly about thoughts of suicide?
6. Are you more aware of the Cumbrian Picture?
7. Are you more aware of the pathways and resources available both locally and nationally?
8. Do you think there has been any change in your practice / behaviour since attending the course?
9. Do you have any impact examples of how your knowledge / understanding has affected your behaviour in any situation or examples of when you have used what you learned?
10. Are there any other actions you have put into practice (or plan to) as a result of the training?
11. Any improvements you could suggest:
12. Any other comments

Participants were asked to expand on Q3 – Q7 and Q8 – Q12 were purely qualitative responses

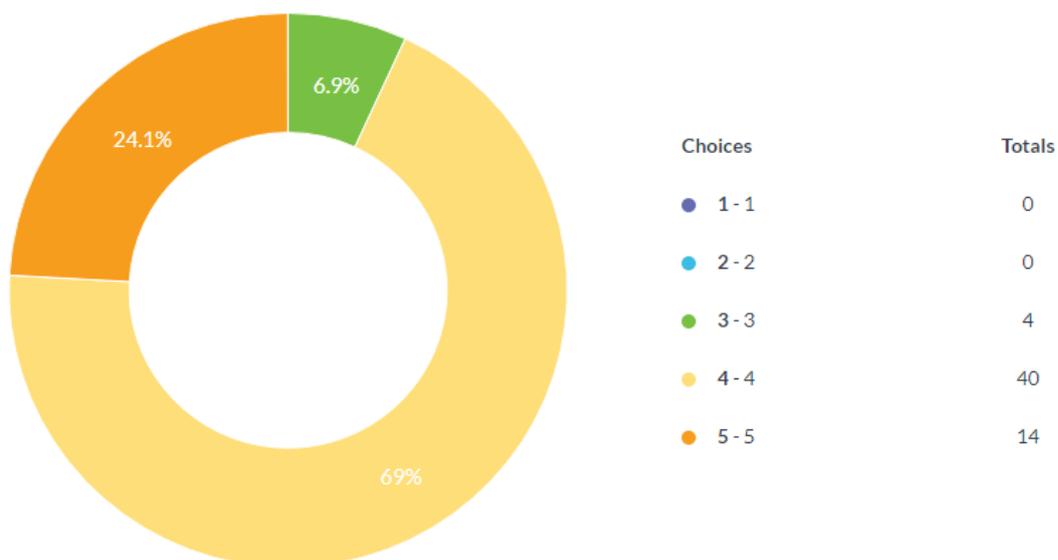
Q1 How would you rate your knowledge prior to the start of the course?

On a scale of 1 to 5, where 1 is poor and five is excellent

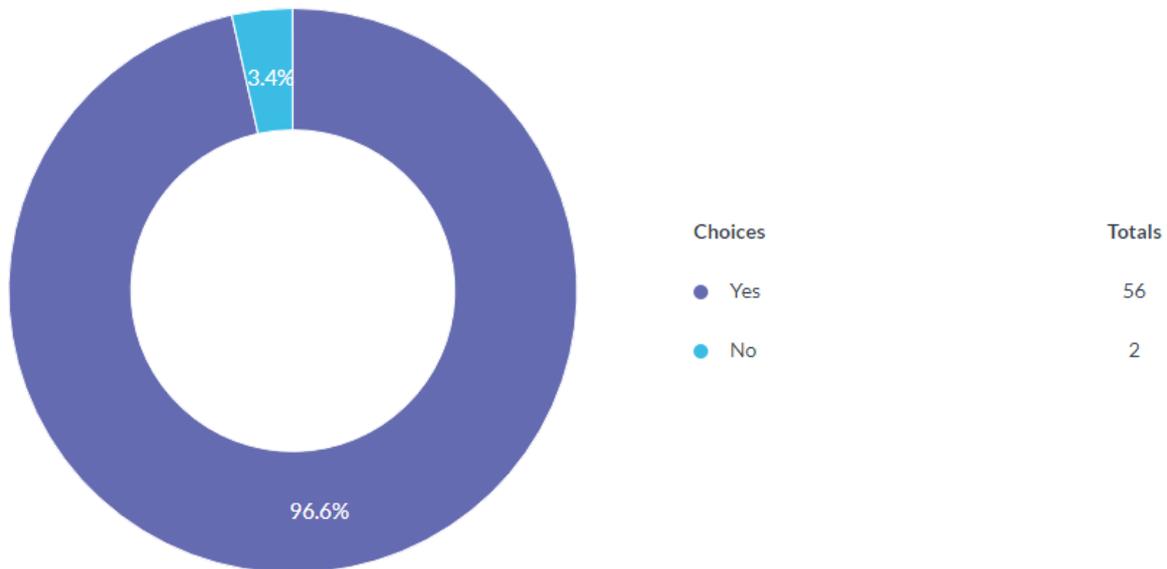


Q2 How would you rate your knowledge now

On a scale of 1 to 5, where 1 is poor and five is excellent



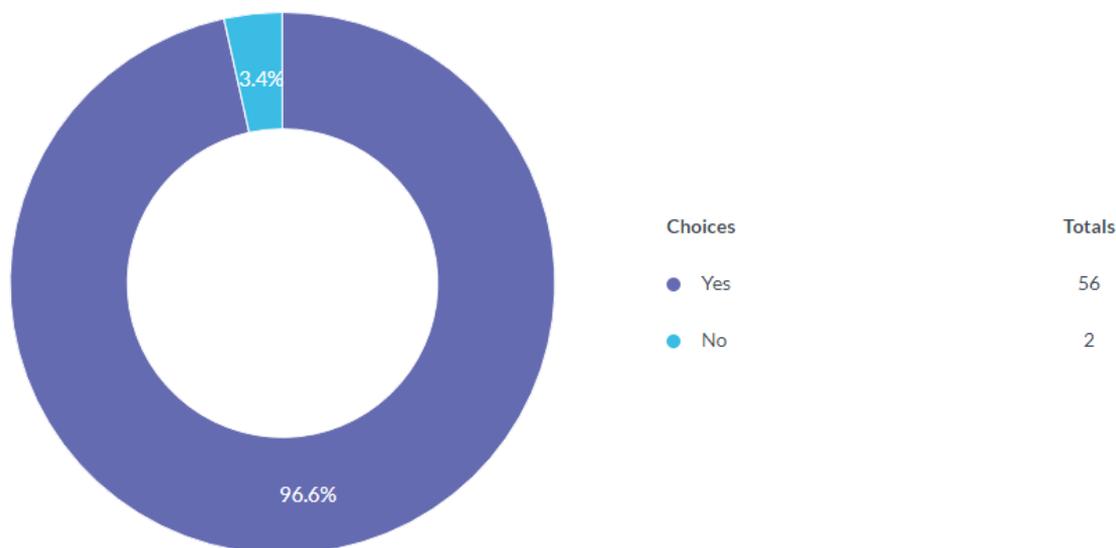
Q3 After the training, do you feel more confident in talking about suicide?



- I feel more comfortable now talking to customers who have mentioned in conversation for eg 'I wish I wasn't here anymore'
- I am more comfortable with the subject matter and able to confidently and sensitively discuss the risk of suicide with Customers and their Carers
- I felt before that asking questions of someone or speaking to them about suicide would upset them more and make things worse for them.
- The message from the course was that talking about suicide does not increase the risk of people taking their life. This gives me confidence to approach the subject - and the course also suggested words that could be used to ask people.
- I think there is a worry of 'getting it wrong' as suicide and mental health is such a sensitive subject. It was good to know I am on the right track with supporting my clients.
- I am a mental health nurse but do no longer have mandatory suicide awareness training since leaving the NHS. The training provided me with up to date information and data which was very useful and helps me to keep up my clinical skills training Thank you
- I have actually now been more confident when broaching the subject of suicide and suicidal thoughts with my customers.
- I now don't have the fear of making things worse possibly
- Before this training I would not discuss suicide with a customer and since this training I have discussed this on 1 occasion with someone as she was very low in mood.
- The key message that discussing suicide would not make anybody more likely to end their own life, or that you wouldn't but the idea into somebodies head who was low was a useful and reassuring message. I now feel more confident in discussing this subject.
- the stigma around asking about mental health and issues individuals have can make it difficult but the training gave me greater understanding and ways to approach this subject and demonstrated how important it was to ask the questions.

- I feel I have a better understanding of how to approach the question and what to do if I have concerns.
- I had always wanted to speak about my own experiences of suicide and after talking to Juliet, I now have the confidence to do so and it has been met very positively
- Course was very informative and provided information and confidence as to how to discuss this issue with customers.
- I was not aware of the scale of suicide concerns in the local area and of the wide range of people affected. I was also not aware of the invitations to talk beforehand and this will be very useful in my work as an advocate. I was also not aware of how to initiate or continue a conversation without shutting it down because I might be too uncomfortable with the subject matter.
- Its not taboo and you do not have to change the subject!
- I work in the mental health west division ASC as part of integrated team with CMHART, Discussing suicide is not easy at any time, however your point on people wanting to be asked directly instead of hedging around the issue was valuable
- I now feel like I would definitely have the conversation with someone if I was worried about them.
- I would feel more confident in my understanding of how someone might be presenting to others if feeling suicidal
- I would not be afraid to ask a person whether they were having suicidal thoughts as the training showed it is a very important question to ask to assess how vulnerable the person is and whether professional intervention is required
- It confirmed my feeling that it was better to be direct and ask people if they had thoughts of suicide
- I had an involvement with a client who committed suicide but was not aware of the signs and did not know how to look for or read signs that would alert me to this. The training session has made me aware of what to look for in the future.
- I am more comfortable asking clients about suicidal thoughts, as I know that talking about it, isn't going to put the suicidal thoughts in the persons head.
- I feel that I am now able to ask direct but tactful questions in order to establish if the person is at risk of harming themselves or taking their own life, whereas before I don't think I would have had the confidence to ask in such a way.
- I feel more confident in how to broach the subject with people - what language to use etc. I also feel more confident with what actions to take should someone make a disclosure.
- I have had calls from service users talking about suicide which i honestly had no idea how to react. Since attending this course i now feel confident in talking about the issue its definitely given me confidence

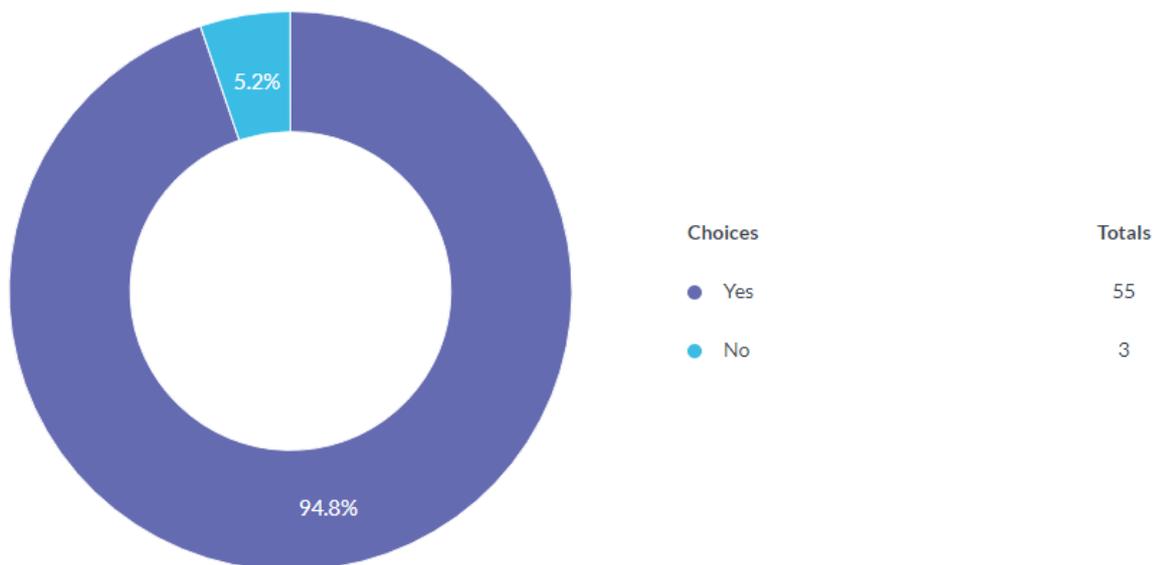
Q.4 After the training, do you feel more comfortable in talking about suicide?



- I have had to have many conversations as safeguarding lead and it has bolstered my confidence in trusting that my instincts are correct
- I was reassured during training that being direct with the client is the best way of dealing with this and therefore I would feel more comfortable about doing this.
- I thought it rude and intrusive to ask someone if they had suicidal thoughts or notions since the training I now know how to approach the questions with confidence.
- Having experienced loss myself I now feel that I have moved on to be able to talk in more general terms as opposed to my own experience
- I feel that rather than suicide being a taboo subject it has been presented as something which should be discussed and awareness should be raised and questions and dialogue should be entered into if we are going to help to prevent suicides.
- We learned that talking about suicidal thoughts probably reduces the risk of someone taking action. I have learned language to use when asking and some sources of information and support I could offer.
- I have gained a better insight as to my emotional responses to discussions about suicide and have built my resilience
- I understand that talking about suicide is beneficial to all parties concerned, it can help the individuals to seek help and support from others where before they may have felt they were alone or that no-one cared.
- I have always felt able to talk to people who were showing obvious signs of distress/unhappiness, but the course has helped me to be more focused and recognise other signs and triggers.

- The training taught me ways to approach the questions that would hopefully enable an individual to be open and honest.
- I am more comfortable knowing the most appropriate terminology to use.
- less likely to have a hang up about upsetting the person
- Am comfortable talking about suicide with service users the training was helpful to reinforce directness in asking the difficult question
- I feel like my emotions surrounding suicide are less tangled in my mind and I now have a clear process that I would go through if I needed to speak to someone about suicide.
- Happy to talk about this now and to listen. Spotting signs

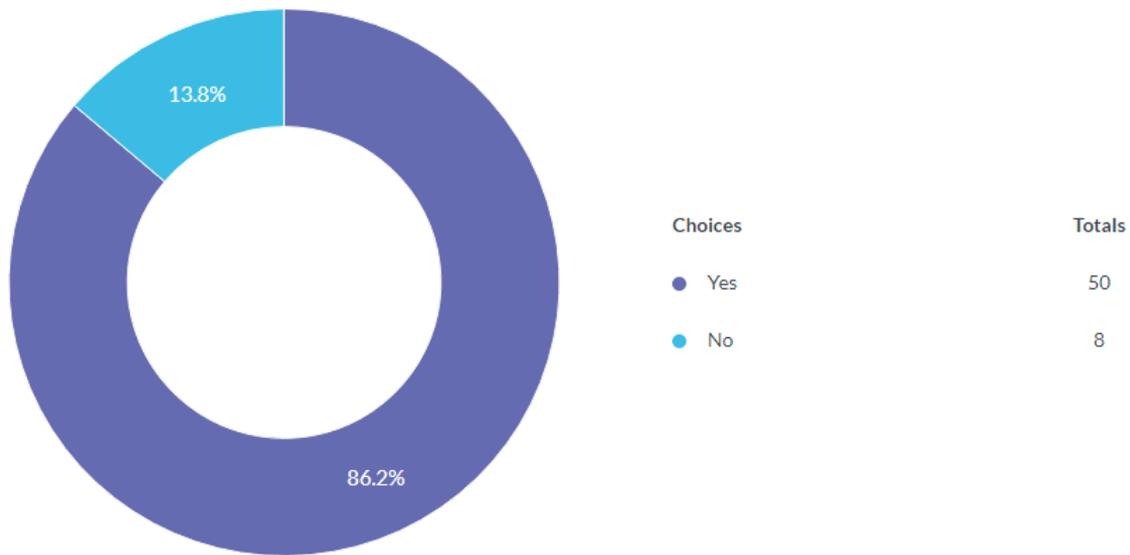
Q.5 Are you more confident in asking directly about thoughts of suicide?



- I have had to put this into practise regularly and feel no concerns about having to be direct as know it is in best interests of all.
- I was reassured during the training that this is the best way of dealing with people with suicidal thoughts.
- I am more confident in the right language to use and about asking straight outright instead of breezing over it or using ambiguous language.
- Beforehand, suicide felt like a taboo subject that I dare not approach in case I helped the person make their mind up to do it, I feel more comfortable now in knowing that this is not the case.
- I was recently able to directly ask a customer when they had expressed they wanted to end it all, and discuss how and why also to remind what their protective factors are.
- I would be more able to recognise and understand the invitations
- I have the confidence now from the training just to be more sure in myself and ask outright, not beat about the bush.
- I feel that I would be more articulate and unambiguous than I was before attending the course.
- working in a transparent and honest way . Knowing its OK to ask a client directly if they have thoughts of suicide.
- I think this is always a difficult subject area but the training has developed my confidence to be able to approach and ask if I felt this was necessary

- I have to talk about suicide daily and how to word the discussion was always a sticking point for me. The training gave me confidence in talking about suicide.
- I've done this several times in our support groups since the training
- Beforehand, suicide felt like a taboo subject that I dare not approach in case I helped the person make their mind up to do it, I feel more comfortable now in knowing that this is not the case.
- I find it easier to ask about suicidal thoughts
- I would say I still would find it very hard to broach the subject with a close friend or family. The course helped but there is always that fear that you have got it wrong.
- I was recently able to directly ask a customer when they had expressed they wanted to end it all, and discuss how and why also to remind what their protective factors are.
- I was reassured during the training that this is the best way of dealing with people with suicidal thoughts.
- Previously this was one question most of us avoided asking but we now feel confident in asking this
- As previously mentioned I now realise it could be more damaging not to ask, and I feel that I am more aware of the support I can offer to those who are at risk of taking their own life.
- I am more confident in the right language to use and about asking straight outright instead of breezing over it or using ambiguous language.
- I before hand would of skirted around this issue. Now after having this training ask if people are going to hurt themselves

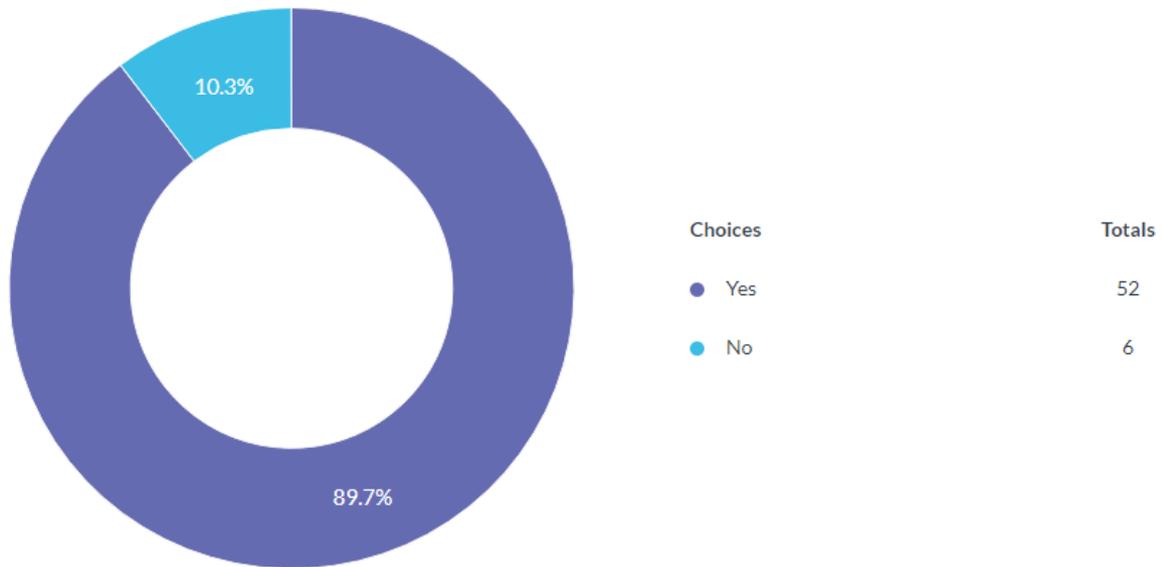
Q.6 Are you more aware of the Cumbrian Picture?



- I had no idea of the scale of suicide in my locality until it was explained in the session. I was shocked and upset that there are so many people, especially younger people who are struggling
- Useful facts and figures for the area- very useful as highlights issues and makes them more relevant.
- I am more aware of suicide rates in Cumbria and what factors may impact on this. Also, I am more aware of services in Cumbria and how to access/refer to these
- The stats were really sobering particularly those for middle age men.
- Looked at statistics for our area and the resources available.
- Did not realise that Cumbria's statistics are considerably higher than the national average.
- Yes, unfortunately as sad as it is, it happens and it brings it home when it is in your area.
- I am aware of local sources of assistance - from First steps, crisis teams, GPs - and literature that can be given out and websites to direct people to, such as leaflets and postcards available in Mind charity shops.

Please note: that participants included national safeguarding leads and other staff for BAE Systems therefore the Cumbrian picture was not covered in such detail in these sessions

Q.7 Are you more aware of the pathways and resources available both locally and nationally?



- Great to get up to date contact information
- Crisis services and local counselling services were discussed. As well as online resources.
- the training provided good insight into the work and services that are available on a local and national basis
- lots of other organisations at the training shared information with us and also the hand out that was given after the training has lots of useful numbers and contacts in it.
- The list of Mental Health resources are so helpful
- I am more aware of it and the hand-out with all the possible directions is a great help.
- I did have some awareness of the pathways, but since the training I wasn't aware that you can refer to so many different resources.

Q.8 Do you think there has been any change in your practice / behaviour since attending the course?

- Yes, I feel more confident in understanding why it is important to talk about suicide and ask directly about suicidal thoughts
- I have given out a lot of leaflets and cards to people. I have directly asked patients about suicidal thoughts and plans. I have acted as a link person between patients and GPs. I am more aware when there are signals from patients and friends that they may be thinking of suicide. I am more willing to open up the subject in conversation.
- Yes, definitely being more noseey? Much more focus on past risk
- Yes, I think I have more of an open attitude towards suicide as before it was more of a taboo subject that no one discussed.
- To be more open with asking the questions if they are relevant and a greater awareness of the services that individuals can be referred to or signposted to should they need the help and support
- Yes. I feel I am more vigilant about considering whether or not a person may be experiencing these thoughts and feel more confident in approaching the subject.
- I am more alert in picking up behavioural changes of a person.
- Absolutely! The information I learnt has shaped the advice I give to others and has led to me being more open about my own experiences
- Yes, now can provide more information and guidance to people and pick up on cues provided regarding the state of their mental health.
- I keep direct questions in mind.
- Yes, I think that this is a whole community issue and I'm willing to do my bit in terms of encouraging more people to understand how to approach this issue.
- Definitely as I have and will continue to be able to ask those difficult questions.
- I am more aware of vulnerable clients.
- Absolutely. I now feel I could cope with difficult calls and have done.
- I am better able to sensitively but frankly raise suicide when pertinent and gain a better understanding of the Customer's perspectives and thoughts.

Q.9 Do you have any impact examples of how your knowledge / understanding has affected your behaviour in any situation or examples of when you have used what you learned?

- As yet not had to use them at work but on a personal level I have use the knowledge gained from the training with a close friend
- I have drawn up an action plan for a patient that was having suicidal thoughts. I have supported other members of staff when they have had patients who were having suicidal thoughts. I have presented the information from the course as a training session.
- A young person (18) had been disengaging from college and support, I advised the personal advisor to talk to the young person about how they were feeling, and suggested they mention suicide, if they feel she was not forthcoming with how she was feeling. This worked and she disclosed she had thought about ending her life. The young person is now talking more freely about her feelings and she has accepted extra support. She is now re engaging with college and her friends.
- I am now more sympathetic towards people and can openly ask about suicidal thoughts and self-harm.
- I've asked several women if they're having thoughts about suicide during our support groups since the training. I'm much more confident to ask and I feel I know what to do if they do need further help.
- I can now speak openly about my experience.
- I attended a customer who was very low in mood and tearful, I sat and spoke to her and asked her if she had any suicidal thoughts which she said she didn't have. She advised She found it beneficial to talk openly to someone and they listened.
- My daughter suffers from depression and has had some very bad times. I now feel much better able to be upfront with her and less scared of talking to her when she is very low. I also feel much more confident at work about raising the subject of suicide prevention whereas previously it was possibly 'brushed under the carpet' or mentioned in hushed tones.
- My customer stated they wished to end it all and I was able to ask did they mean they intended to commit suicide also in which manor and gain information as to why, had I not asked the additional information would not have been gained as the person wanted to talk it through.
- I run a bereavement support group and I have had to ask this question of 2 ladies who separately were expressing the wish to join their husbands and who didn't see any relief from the pain of their loss. By actually asking them both whether they had or were or are contemplating suicide we have been able to steer them from those thoughts with help and support.
- We have one staff member who has been off with depression and with whom I had a conversation where he admitted he was thinking of ending things.
- Yes. I had a gentleman telling me he was going to hurt himself, prior to this training I would have shied away from the subject but knowing now that can make things worse. I asked more questions and found out he had made plans to hang himself so I called the police.

Q10. Are there any other actions you have put into practice (or plan to) as a result of the training?

- To use the training at work and also outside work where needed.
- I plan to pass on the information I learned to a new team that I am working with.
- I talk about suicide in my supervisions with the social workers and personal advisors, particularly if they have a young person who is behaving differently. quieter, putting things into order etc.
- Would like to do the next level of training will discuss in appraisal with manager.
- As a result of this training I took part in the 2-day Mental Health First Aid training which was also excellent and informative.
- Discussion in team meetings. Advise in supervision to others.
- I am in touch with the Katherine McGleenan from CPFT to see how we can support the county suicide prevention strategy; we have suicide alertness planned in Feb and YMHFA on a rolling programme.
- Planning to act as a champion for SSE.
- We have added the referral information to our folders as a source of help. It's made us more aware of what's available.
- Be helpfully noseey!
- As part of the Care Act assessment we carry out, the section regarding mental health is often skimmed over as people don't wish to be as open about their issues. I feel more confident with discussing the area of mental health with individuals now.

Q.11 Any improvements you could suggest:

- Maybe make the training a full day, it was very interesting, and I thought that it was a lot to get through in half a day.
- No, it was just right.
- Given the time gap between the training and to date and from what I can recall, I am not able to suggest any improvements. I thought the course was excellent and delivered by an enthusiastic trainer. The fact that you can deliver this free is great and will benefit a great number of people and businesses. I would like to discuss the option of further training during 2018. Thank you
- A longer session as the training felt a little rushed in the time slot allocated and it was a very interesting and informative session to learn great lessons and knowledge from.
- At times the session felt a little rushed, although I appreciate it was hard to include the amount of content that was covered. Perhaps give more time to allow discussion around individual case studies as I felt the attendees gained a lot from this. Although having said that I am not sure what you would take out to allow for this.
- No - the course was brilliant and Juliet was most engaging. I could have listened to her for much longer!
- None. The training was great and Juliet was really helpful and insightful.
- More interactive.
- Refresher and email reminders.
- Suicide is such an important subject and I felt the course was a little rushed towards the end. Perhaps give participants more time to integrate the learning.
- I think it's great bearing in mind it's free however it could be a little less fact based and more about how to talk about the subject when someone else or yourself has those feelings.
- It would be good if there was some training to help people grow beyond harmful acts.

Q.12 Any other comments:

- Thank you for offering the training.
- Fantastic training, would recommend.
- Keep up the great work, Juliet!
- I must admit I was a little apprehensive before I attended but any fears were soon laid to rest as it was a down to earth and realistic approach. A well delivered session that was presented at the right level and with inclusion of the humour (which I wasn't expecting).
- session was informative and helpful as a refresher for myself and an introduction to suicide training for others.
- A worthwhile morning
- Really useful training and I thought the trainer was really knowledgeable and was excellent and made this a very interesting training course. I thought that it was really good to have the contact information for other organisations which I will be able to refer to if I work with someone who needs this support.
- The trainer was very professional and knowledgeable and made me feel much more at ease talking about suicide with others.
- Thanks for the course our trainer was ace

