

FOR SOMEONE ELSE

SUPPORTING SOMEONE HAVING A HARD TIME

You do not need the perfect words. You do need to show up.

WHAT NEXT?

[START HERE](#)

LISTEN BEFORE YOU FIX

When somebody you care about is struggling, it is natural to want to solve it.

Often the more useful first step is simpler: listen, take them seriously and help make the next thing manageable.

01

SAY

I'm here. You don't need to explain it perfectly.

02

ASK

What would help most right now - listening, company or something practical?

03

KEEP IT SMALL

Can I make you a drink? Sit with you? Make one phone call?

04

CHECK SAFETY

If you are worried they may be in immediate danger, treat that seriously and get proper help.

WORDS MATTER

THINGS THAT USUALLY DO NOT HELP

TRY NOT TO LEAD WITH:

- Other people have it worse.
- Everything happens for a reason.
- You just need to think positively.
- You need to get over it.
- At least...

TRY:

- That sounds hard.
- I believe you.
- You don't have to sort everything today.
- What do you need from me right now?
- Do you want me to stay with you while we work out the next step?

PRACTICAL HELP

DO NOT MAKE THEM MANAGE YOU AS WELL

If somebody is overwhelmed, 'let me know if you need anything' can accidentally give them another job.

Offer something specific instead.

01

FOOD

I'm going to the shop. Can I bring you something easy to eat?

02

COMPANY

Do you want me to sit with you for half an hour?

03

ADMIN

Want me to sit beside you while you make that call?

04

FOLLOW-UP

I'll check in tomorrow morning. You don't need to reply tonight.

WHEN A GUIDE ISN'T ENOUGH

GET PROPER HELP.

If you or someone else is in immediate danger in the UK, call 999 or go to A&E.

If you need urgent help for your mental health in England, call NHS 111 and select the mental health option.

Samaritans: 116 123 - free, day or night.

Childline: 0800 1111 - for children and young people in the UK.

These guides are not counselling, medical advice or a crisis service. They are simply a place to stop and work out a next step.

ANYWAY.

It mattered. This is where you are. What next?