

Useful contacts:

Within Harmless, we have a variety of support available alongside 1-1 sessions, such as Keeping In Touch (KIT) clinics, evening mental health crisis drop-ins and text message support. You will be given a document that outlines what is available within your area.

For listening support, the Samaritans are available 24/7 for all ages on 116 123

If you are having thoughts of suicide and aged up to 35 or are concerned for a young person who might be, you can contact HOPELINEUK for confidential support and practical advice from 9am until midnight every day.

- Call: 0800 068 4141
- Text: 07860 039 967
- Email: pat@papyrus-uk.org

Childline is open 24 hours a day, 7 days a week for those aged up to 19. There is a variety of support available, such as a helpline, 1-2-1 online chat and email support

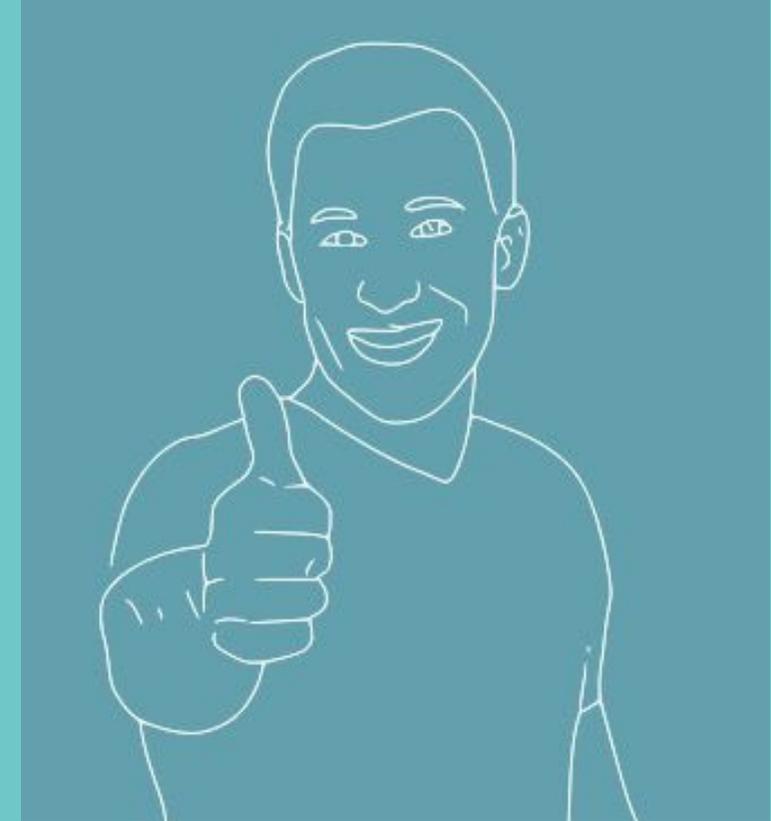
Helpline: 0800 1111
Website: Childline.org.uk

NHS direct
If you need urgent medical help, contact the NHS on 111 for advice and support.

Emergency services
If you are in immediate danger, please contact the emergency services on 999.

Onward referrals
Throughout contact with us, we want to ensure that we offer you the most suitable support. If we feel we are not the right place for you, we will support you to access the right help by making onward referrals and supporting you during transition periods.

Respect
Harmless will respect you and the decisions that you make. We will be realistic about what we can do to help you and we won't tell you that we can do something that we can't. We will keep our appointments with you and be on time, and we shall let you know with plenty of warning if we have to cancel or change anything.



What you can expect from us


support | information | training | consultancy



What to expect from US...

Opportunity

Harmless is a specialist self-harm provision offering two-tiers of intervention; stabilisation and a psychotherapeutic. Stabilisation involves practical and emotional support offered by clinical support workers. Psychotherapeutic is a person-centred psychotherapy delivered by a therapist.

Choice

We will support you to explore what options and choices are available to you with regards to the services and support that you can access with Harmless and other agencies.

Recovery

We believe that recovery is possible for everyone and we are here to help you achieve this. However, recovery is different for everyone. We won't tell you to stop self harming. But if this is something you want to do then we will support you to work towards it.

Confidentiality

All information you share with Harmless will remain confidential within the staff team. The only instance where we will consider breaching confidentiality is when we feel that you or someone else is at imminent risk of serious harm.

Self harm doesn't discriminate on the basis of gender, race, age, religion, disability or sexual orientation. Neither do we.



What we expect from you...

Keeping appointments

We expect you to keep your appointments and if you need to rearrange or cancel these that you will give us at least 24 hours' notice. You can do this by calling 0115 880 0280 or emailing: info@harmless.org.uk If you miss three appointments without contacting us you will be discharged.

Honesty

We would like you to be as honest as possible with us to allow us to help you. Please keep us informed as to any other services you are accessing. We shall ask for the contact details of these people/services.

Physical/psychological wellness

Please don't come to appointments under the influence of alcohol or drugs, or if you know you are not well enough or safe enough to do the hard emotional work that therapy and clinical support work will ask of you. If you are not well or safe enough we shall ask you to reschedule your appointment.

Respect

Just as you would expect us to offer you respect, we ask the same in return. Please treat the staff as you would like to be treated. Any incidences of aggressive, threatening or violent behaviour towards the staff will be taken seriously, and you will be asked to leave the service.