How to Support Someone with Their Mental Health

(A simple guide to being stigma-free)

1. Start with Listening

- Give them your full attention.
- Don't interrupt or rush them.
- Show you care by using open, gentle body language.

Remember: You don't need to have all the answers — just being there matters.

2. Be Non-Judgemental

- Avoid making assumptions about how they feel.
- Don't use dismissive phrases like *"You'll get over it"*.
- Respect their experience — everyone's journey is unique.

3. Use Supportive Language

- Say things like: *"I'm here for you"* or *"That sounds tough, thank you for sharing with me"*.
- Avoid stigmatising words (e.g. "crazy," "weak").
- Encourage, don't label.

4. Offer Practical Support

- Ask: *"Is there anything I can do to help right now?"*
- Offer to go with them to appointments, or help find information.
- Offer to cook for them or do simple jobs around the house.

5. Respect Privacy

- Keep what they share confidential unless there's a serious risk of harm.
- Let them choose how much they want to disclose.

6. Signpost to Help

Encourage them to reach out for further support when they're ready:

- **Darlington Mind Services**: darlingtonmind.com/services
- GP or other health professionals
- National helplines -

NHS Direct

Telephone: 111

Select option (2) for mental health

Durham Tees Valley Listening Service

0800 046 1313 (24 hours)

Samaritans (UK)

Telephone: 116 123 (24 hours)

Calmer

Text ‘CALMER’ to 85258 to connect with Shout for a text conversation that’s free, confidential and available 24/7.

7. Look After Yourself Too

Supporting others can be emotionally demanding.

- Take time for your own wellbeing.
- Reach out for support if you need it – 01325 283169 / contactus@darlingtonmind.com



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