

# SOLVE – SUICIDAL ADMISSION RESPONSE FRAMEWORK

(DR SIMON WALKER – WWW.SIMONFWALKER.COM)

*Responding to someone who has expressed mental health issues, suicidal ideation, or past trauma is very hard. These conversations can be unexpected, frightening, confusing, or inconvenient. It can be easy (and human) to be defensive or respond negatively by accident. This SOLVE guide is designed to help you respond best in this situation and protect yourself and others in that conversation. Be Kind, Be Safe, & SOLVE.*

## SUPPORT



**"I'm here to listen. Take your time."**

**"Thank you for Trusting me with this"**

First moments are crucial - clearly show Empathetic Acknowledgment using gentle, supportive phrases

## OPEN (LISTENING)



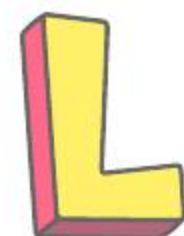
**"I hear you"**

**"That sounds really difficult"**

When someone reaches out to you, they may do so in many different ways - it is crucial to hear them and show you are listening using short responses and non-verbal cues, like nodding, and verbal affirmations



## LEGITIMIZE



**"You're not alone in feeling this; many people experience something similar."**

**"How can I help? Would you like me to help you find resources, or would you prefer to just talk?"**

Sometimes someone is looking for help, other times they just want to feel heard. Even the offer of talking is often enough to help them.



## VISUALISE NEXT STEPS

**"It might help to speak to a mental health professional; they can offer additional support."**

**"Can I help you find some support?"**

It is not your responsibility to resolve every problem, either immediately or in the future. Often the best option is showing willingness to share your time, but it is also ok to suggest further signposting.



## END SAFELY

**"Thank you for trusting me. I want to make sure you're supported—and I also need to look after myself."**

**"I may not be the best person to keep supporting you, but I can help you find someone who is."**

Being present can make a big difference—but it's okay to set limits. You're not their therapist. Offer kindness, be clear, and protect your own wellbeing. This helps both of you move forward safely.

**OFTEN THE BEST ACTION TO TAKE IS TO DIRECT THE PERSON TO SUITABLE SUPPORT - BELOW IS A SIGNPOST TRAFFIC LIGHT TO SUGGEST NEXT STEPS**

● **RED** Crisis / High Risk Suicidal thoughts, intent, or specific plan  
Direct to 999 Emergency, Crisis Team, Safeguarding Lead

● **AMBER** Concern / Ambiguity Vague distress, mentions of not coping, withdrawn behavior  
Direct to GP, Mental Health Services, Crisis Text Line

● **GREEN** Low-Level Support Low mood, anxiety, wants to talk, no mention of harm  
Direct to Online Support, Self-Help Resources, Wellbeing Hub

**Don't**

**REMEMBER:** Responding to these situations are difficult, even for trained professionals. It is ok and essential to self protect, but doing the following can be very harmful. Please take care of you and others.



Don't Just Walk Away - Instead use the steps above to respond and establish a boundary  
Don't Dismiss - Instead, regardless of personal view, use the steps above to listen and direct  
Don't Insult - Show compassion, and if you need to remove yourself - use the above steps  
Don't Be Defensive - If you make a mistake, take a deep breath, apologise if appropriate, and use the steps above to support, direct, and repair.