

Information Hub

DRIVING THROUGH THE STORM



A Guide To Help You, Or Someone You Know
Experiencing A Mental Health Crisis



Download the Info Hub Help Booklets from our website at:
www.mosaic-clubhouse.org/InformationHub

October 2019
Help Booklet 4 of 4

Driving Through The Storm

Although a crisis might appear to come on suddenly without warning, there are many things you can do to prevent reaching this point of the journey.

Recognising the warning signs, can help you take the necessary steps to aid you in your recovery.

In doing so it can help you feel more confident, so if you do ever get to that roundabout you know what helps you to keep on track.

As a parent, friend, partner or carer, there are many things you can do to help someone as they travel along this journey.

Road

4. Healthy Eating, Exercise & Sleep (24-27)

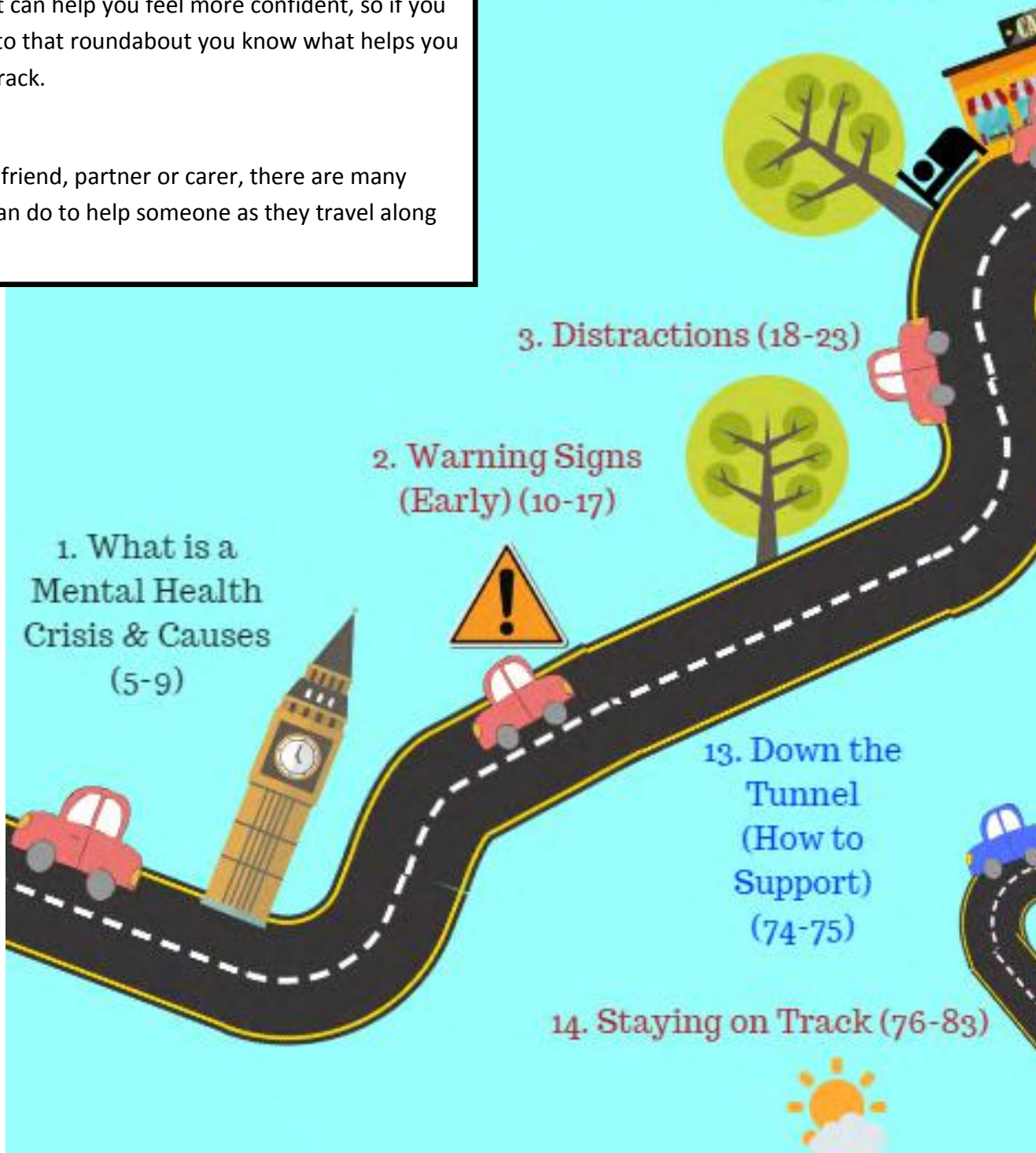
3. Distractions (18-23)

2. Warning Signs (Early) (10-17)

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13. Down the Tunnel (How to Support) (74-75)

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We are all different, but we can always find a way through it no matter how difficult that might seem at the time. If that storm does comes to you, we hope you find some of the ideas in this guide helpful for you to drive through it.

Map

You will find this guide much easier to follow if printed in colour. The red car represents the individual, whilst the blue car represents the person supporting.

5. Talking (28-31)



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1

What is a Mental Health Crisis?


Having a mental health crisis often means that you no longer feel able to cope or feel in control of your situation.

You might feel great emotional distress or anxiety. You may feel you can't cope with day-to-day life or work. You might experience hallucinations or hear voices. You may find yourself thinking about self-harm and suicide.

If you experience a sudden deterioration of an existing mental health problem, or are experiencing problems for the first time, it's important to seek help.

If you are under the care of a Community Mental Health Team (CMHT) and have a specific care plan, or safety plan, follow this plan.

There is a lot of support out there to help including helplines you can call.

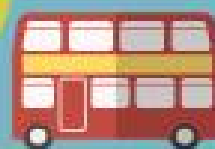


There are many ways you can avoid getting to the point of a crisis.

Imagine a journey with a lot of alternative routes you can take to get to a destination.

Imagine along those routes there are many things to discover to help you reach that destination.

The journey begins.....



What is a Mental Health Crisis & its Causes?

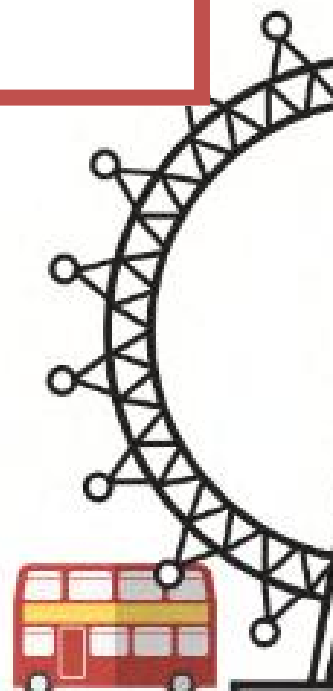
When you have a mental health crisis you might find yourself thinking of ending your life.

"I found myself thinking the world would be better off without me. I kept thinking about ways to end my life and found myself making plans to do so. I discovered ways that helped me to stop thinking this way which I didn't think was possible."



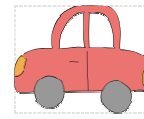
- Why someone decides to take their life is very complicated. Often there is not one main reason.
- There can be a broad range of reasons for feeling suicidal. What causes these feelings could be the symptom of a current mental health condition, a sudden episode of mental distress or the side-effects of medication.

"It felt impossible to concentrate on my academic work when I was experiencing depression and anxiety. I found it really stressful and I was constantly worried about my exams. I found a diary really helpful, with planning when to work and social time, it really helped me to organise my work."





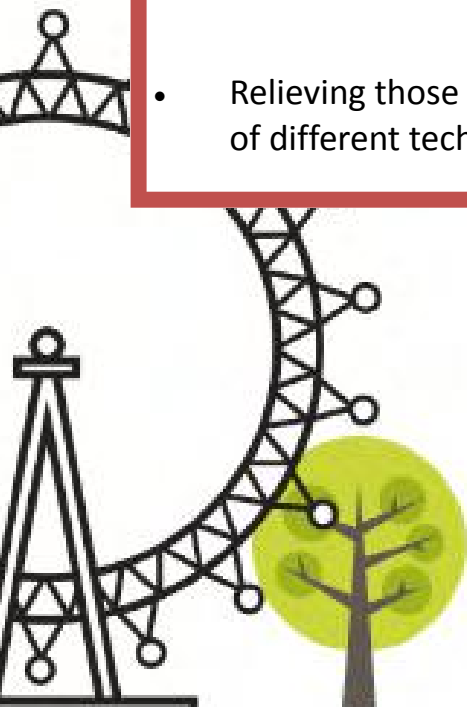
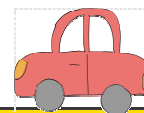
“ I felt overwhelmed when my benefits were cut. It led to me getting into debt and I was unable to pay my rent. I began to get letters threatening my eviction. I didn't realise it was affecting my mental health and my relationships with my family. There are services out there to help you specifically with these problems. ”



CHAPTER 1

- We all react to problems in life in our own way.
- **Identifying** any particular sources of stress in your life, and working to relieve this, is a good place to start.
- Once you have identified the source, reach out to people for support or advice. **Talking** to a friend or family member can really help. Speaking to a health professional or helpline about your thoughts and feelings can also be another way.
- Relieving those negative thoughts and feelings can be done by using a lot of different techniques.

“ I felt like my whole world had ended when I broke up with my girlfriend. My confidence had been completely shattered. As a man I felt like I could not speak to anyone and nobody would understand how I felt. I eventually spoke to a friend, which really helped me. ”



What puts you at risk

financial circumstances

Cultural pressures



Abuse



Addictions



History of suicide & self-harm



Sexual problems, loss of sex drive



Job interviews



Bullying & discrimination



Pain and/or disabling illness



Relationship breakdown

Exams

Mental health condition

Bereavement



Phobias



Medical test

isolation & loneliness



Pregnancy, childbirth, postnatal depression



Worried about relationships

Stressed at work



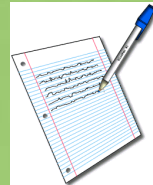


MANY THINGS ON YOUR MIND?

You might feel overwhelmed with lots of different challenges not just with your health. The future might feel frightening.



You might find writing down each problem and thinking about how you feel it can be solved helpful. It can be really helpful talking about it to someone else and getting advice from a friend or a professional.



Take the pressure off yourself! There are organisations that are there to help you with many of the specific problems you are going through. They can talk you through step by step what to do next.

**SLOW
DOWN**

If you feel lost and you don't know where to start speak to us in the info hub. We can help guide you in the right direction.



2.



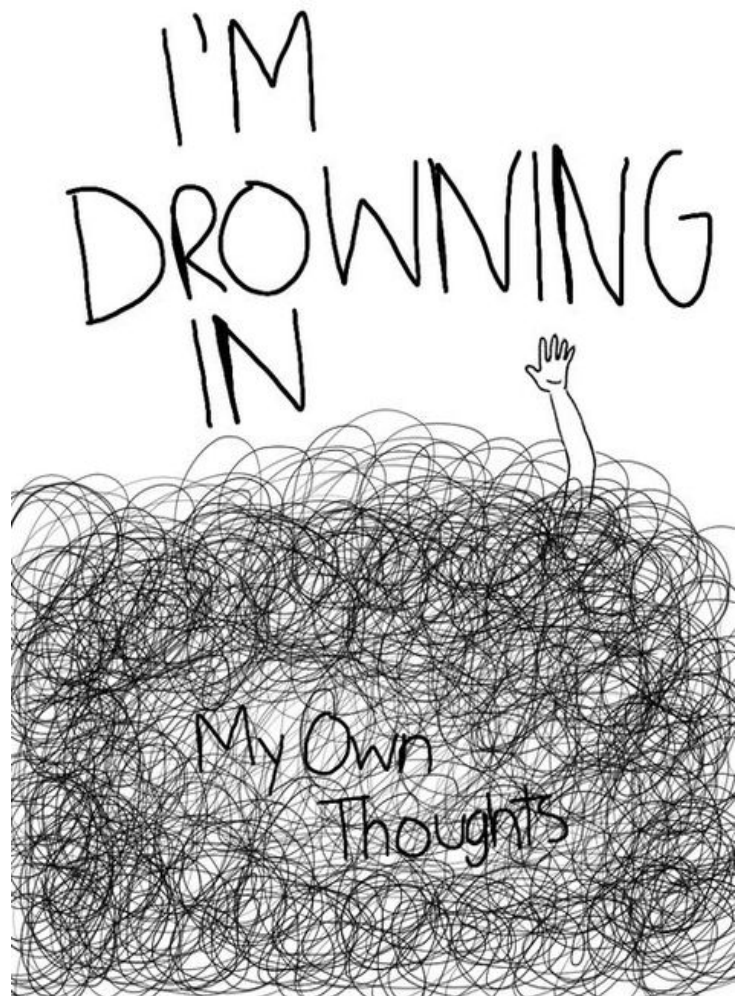
Early warning signs



"I found myself worrying all the time, I found it really difficult to sleep, I started drinking more and eating less. I felt really tired all the time, my confidence completely went!"



- Everyone will have worrying thoughts and feelings of anxiety at some point in life.
- Some people can find these feelings harder to control than others.
- It's important to remember that we are all different and how we feel may vary and how we respond to this will also vary.
- Early warning signs might appear either mild, such as feeling of tiredness, loss of interest, or more severe such as isolating oneself from family, friends, work colleagues and finding it hard to cope with everyday things.





- You might have found yourself starting to think very negatively about yourself.
- This thinking can have a big impact on the way you feel and behave.
- It can make you start to feel more anxious and depressed.
- You might find your behaviour becomes more unpredictable.
- This might make you feel less in control and less confident.



“I couldn't sleep. I became really restless! I used to be a social person, but having little energy in the day made me lose interest in relationships and generally day-to-day activities. I became obsessed about certain thoughts, I kept putting off things I needed to do!”



Chapter 2

- When you feel worried and feel like you need help, the feelings could be physical or psychological or both. Psychological and physical characteristics might overlap.





EARLY FEELINGS & BEHAVIOURS

Worried

Trouble sleeping



Anxious & nervous



Restlessness

Agitation

Change in appetite

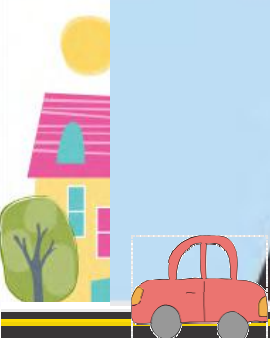


Low self-esteem

Tense



Irritability





EARLY FEELINGS & BEHAVIOURS

Anger



Difficulty concentrating



Guilt



Loss of energy and motivation



Feel disconnected



Stressed



Nausea



Chapter 2



EARLY FEELINGS & BEHAVIOURS

Crying (for no clear reason)



Drop in achievement at work or school



Self-harming



Racing thoughts



Socially withdrawn



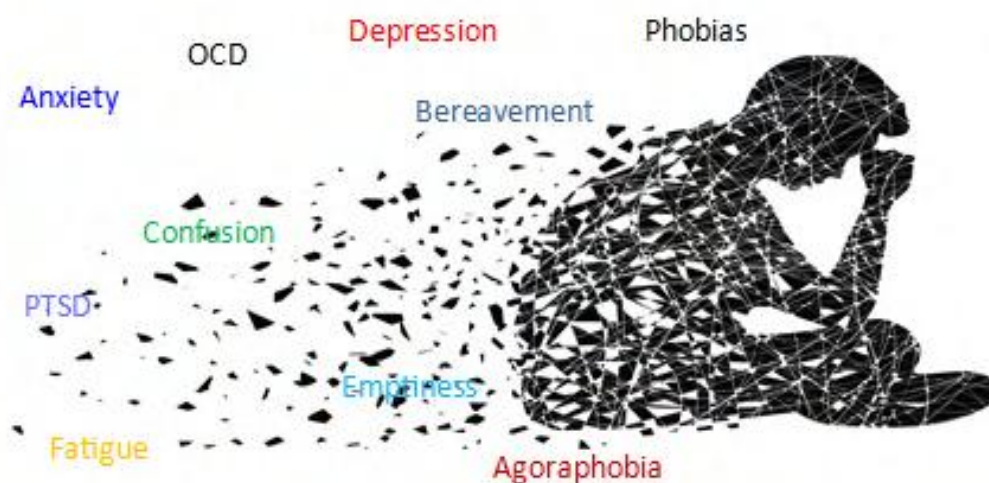
Repeated drug & alcohol use





Some of these feelings and behaviours probably sound familiar. Think about these feelings and what you can do to help yourself overcome them.

- How intense these feelings are and how long they last will vary from person to person.
- These **warning signs** can worsen the condition you might have and lead to the development of other mental health conditions.

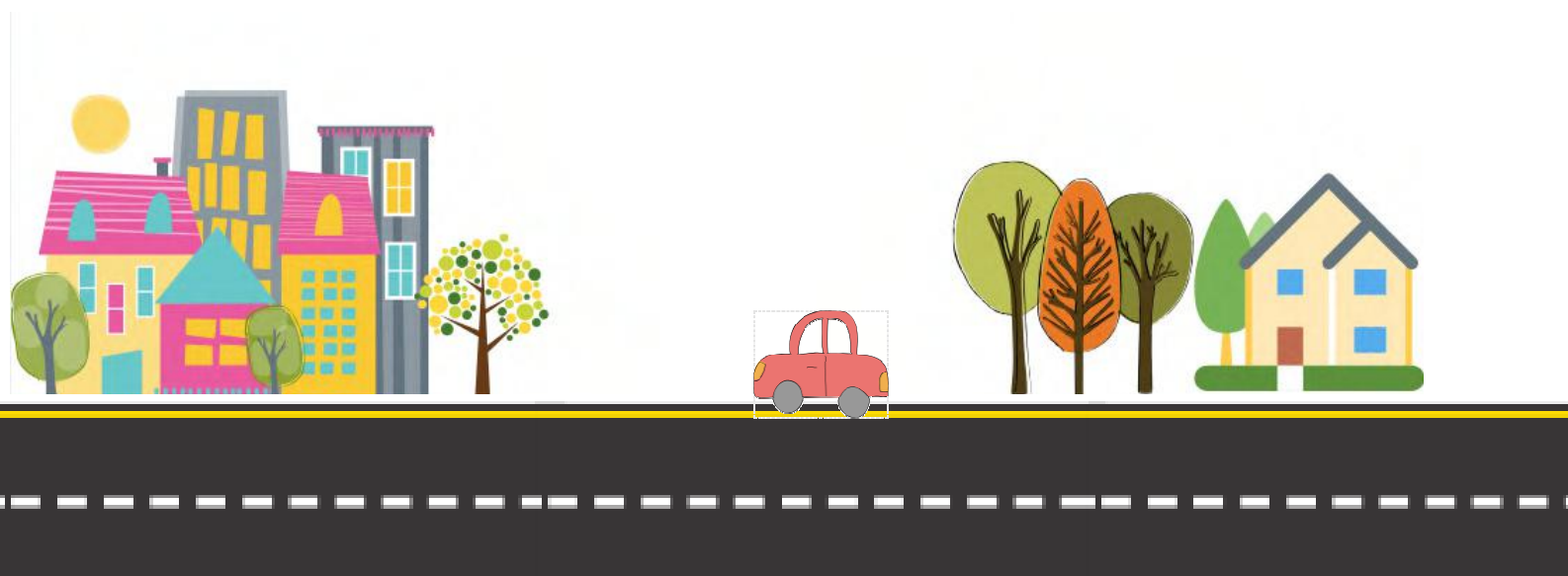


Chapter 2





- Reflecting can be a good way to think about ways to overcome a problem. However you might find yourself **Ruminating**. This is when you can find yourself in a thought cycle that can feel hard to get out of. You might find yourself obsessed over a particular negative thought or thoughts.
- **Procrastination** is when you find yourself delaying or avoiding tasks. This is especially common when you are feeling depressed and are experiencing low self-esteem.
- When you start to experience these symptoms and behaviours you shouldn't ignore them. You need to try and break out of the cycle of the way you are thinking and behaving. Try to identify the warning signs, address the symptoms and plan a route towards wellbeing.



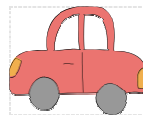


What can you do at this point to make yourself feel better?

- There are a lot of reasons why you might feel the way you do. There are many ways these feelings can be dealt with or improved. You might feel like there is no way you can get help. But there is always support there to help you with the way you are feeling.
- Try to think back to before you were feeling the way you do.
- Think about the different areas in life. For example, academic, work or relationships.
- Think about what was different and what steps you could take to tackle the way you feel now.
- You might find it helpful to record how you have been feeling over the last few weeks.
- Were there any occasions where you felt less down? What was it you were doing? Or had been doing beforehand? Was there anything that helped to distract yourself from the feelings you have had?



“ I realised going for a walk and listening to music were times that made me feel better, I felt doing something, even just a small thing like walking to the local shops, made a big difference.”



Distractions

There are many different things you can do to distract yourself from the way you are feeling.

There are lots of alternative therapies to help you with your wellbeing.

We now take a little detour from the journey





Talk to someone

Write down your thoughts



Phone a Friend



Eat something healthy



Sing



Swim



Listen to music



Read



Make a scrap book

Go for a walk



Chapter 3





Drink water



Do a puzzle



Play an instrument



Rest



Take a shower or relaxing bath



Meet up with friends



Exercise



Tennis

Go for a run

Dance





Tea or coffee



Read/write
Poems



Go to the
cinema



Blow bubbles



Punch a
punch bag or
pillow



Do some gardening



Skype a
friend



Meditate



Knit

Chapter 3

Yoga





Skateboard



Play video games



Origami



Cook your favourite meal



Take deep breaths



Crafts & art



Try & learn something new



Watch your favourite film



Tidy, declutter

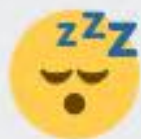


Go for a bike ride





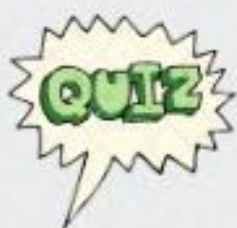
Paint your
nails



Take a nap



Play with play-doh



Play online
quiz



Plan
something on
Timeout



Read jokes



Start a
Bucket List



Eat some
chocolate



Spend time
with your
pet



Rearrange
furniture

Chapter 3

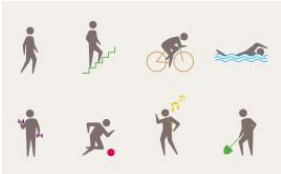





4.

Healthy Eating, Exercise & Sleep



"I find exercise really helps me to take my mind off things, I feel great after a workout or a run. It also helps me sleep much better."



- Healthy Eating, exercise and sleep are all interlinked to your wellbeing.
- A well-balanced diet, rich in vegetables and nutrients, can make a real difference to your physical and mental health. It can help you stay at a healthy body weight and make you less likely to get some diseases. 
- Good nutritional intake can help you with your **concentration** and **memory** and give you more **energy**.
- Physical exercise can be very good at relieving the symptoms of anxiety and depression. 
- By reducing those symptoms through physical activities and combining it with a good diet will help you to get a good night of sleep. 





Sleep

Sleep difficulties are very common amongst a lot of people. You might find yourself staying awake with worrying thoughts. Getting a good night of sleep will help you focus, give you energy and therefore feel more confident.

There are some techniques you can use to help you get a good night of sleep:



Exercise

Eat healthy food

Try relaxation activities such as meditation before going to bed.

Having a shower or bath can help you to relax.

Avoid caffeine, drugs, nicotine and alcohol.

Avoid using a mobile phone or laptop in bed or just before going to sleep.

Avoid sleeping/napping in the daytime.

Avoid working late or revising for exams late.

Earplugs can help if you live in a noisy area.

Put your alarm on the other side of the room.

It might be that your medication is not helping. It can create restlessness. Speak to your GP if you feel this is having an impact on you.



HEALTHY EATING

Feeding your brain with a diet that provides adequate amounts of complex carbohydrates, essential fats, amino acids, vitamins, minerals and water can support healthy neurotransmitter activity. It can protect the brain from the effects of oxidants, which have been shown to negatively impact mood and mental health.

Eat the right amount of calories.

Choose wholegrain varieties

Base your meals on starchy carbohydrates

Eat a lot of fruit & vegetables

Fish

Cut down on saturated fat & sugar

Eat less salt

Drink a lot of fluids

Do not skip breakfast

Recommended by NHS Guidelines





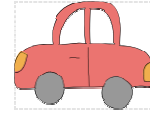
THE BENEFITS OF PHYSICAL ACTIVITY



- physical activity means any movement of your body that uses your muscles and expends energy.
- Poor physical health can lead to an increased risk of developing mental health problems. Similarly, poor mental health can negatively impact on physical health, leading to an increased risk of some conditions.
- Physical activity can help you burn off stress hormones and relieve muscle tension. It is also proven to boost mood and increase confidence. Eating regularly and healthily, keeping your energy levels plentiful and blood sugar levels steady will also protect you from stress (as will avoiding too much alcohol or other drugs).
- Moderate-intensity activities include briskly walking, gardening, or a leisurely bike ride. Vigorous-intensity activities include jogging, running, swimming, hiking or group activities like Zumba.
- Muscle-strengthening activities to include in your routine twice a week include yoga, lifting weights, push-ups and sit-ups.

5. Talking

" talking about it made me realise I wasn't the only one out there. It gave me such a sense of relief."



- You might feel you should wait to see if your feelings get worse. But remember, it's okay to seek help even if you're not sure what particular condition you might have.
- The thought of asking for help can feel scary. You might be worried they will reject or ridicule what you have to say. You may feel like you will not be taken seriously. You might fear that you will feel less independent and less in control.
- You may even feel a sense of shame, feeling you were unable to manage the way you feel without help.
- However, doing nothing about these fears will quite likely make the feelings intensify.
- Try to speak to someone.
As well as your GP, either a close friend or a family or a family member. There are many different helplines that can give you advice (some are listed at the end of this guide).

" I felt, as a man I couldn't talk about it that it would knock my pride and make me feel weaker. Especially coming from the cultural background where it was certainly something we didn't talk about. Eventually I did, and, once I did it, it made me feel so much stronger!"





- If you are a student, speak with your personal tutor. Universities will have a mental health support team in place that you can go to. This is usually based in the student services department. Universities and colleges must ensure that students are supported and that wherever possible, **'reasonable adjustments are made'**. Depending on your circumstances, this could include more time in exams and additional face-to-face support.

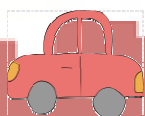
- Whoever you speak to, try to explain how you are feeling. Do not worry if you think the problem is not significant enough to need help. The person you speak to is there to help.



- You might want to write down the way you feel before talking to someone. This can really help you to communicate your feelings as well as start to think about things you can do to make it better.

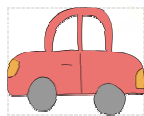
Chapter 5

"talking to my sister
on the phone helped
to distract me and
helped motivate me."



- If you are not currently getting professional help, plan when you will make that phone call to your GP or a talking therapist. You might want to ask a friend or family member to help you with this.

"seeing my GP really helped me. I found myself worrying all the time, this affected my sleeping and eating. My GP diagnosed me with anxiety, prescribed me with medication and referred me to a therapist. This helped me to understand what was affecting me and I began to learn new ways how I could manage it."



Your GP is often a good place to start if you feel you are experiencing such feelings. They can assess you, offer a diagnosis, prescribe medication (depending on your needs) and talk to you about different options of support. Some of these options you will feel more comfortable with than others. Your GP can help find the right professional support and treatment and coping strategies to help you avoid getting into a crisis.

These options might include:

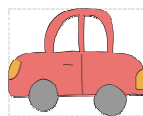
- Medication
- Talking Therapies
- Online Therapy
- Different types of counselling & therapy
- Exercise
- Mindfulness
- Changing your diet
- Community, charity & wellbeing programmes
- Community Mental Health Team
- Lambeth Single Point of Access (SPA)



Alternatives Therapies

This could be through adopting changes to your lifestyle, including changing your diet, having a routine, exercising more, socialising and discovering activities that you enjoy!

" I found it very difficult when I was feeling low. I felt scared when I was feeling this way. I could feel really lonely and isolated when I felt this way. I found communicating with someone else key. Listening to someone else's point of view might seem difficult at first, but I found other people had great advice and it made me realise I wasn't alone and others could help me!"



Chapter 5

What is holding you back? When you really think about it the reality is you have nothing to lose! Go for it! Talk to someone!

6.

Relatives & Friends (How to Support)

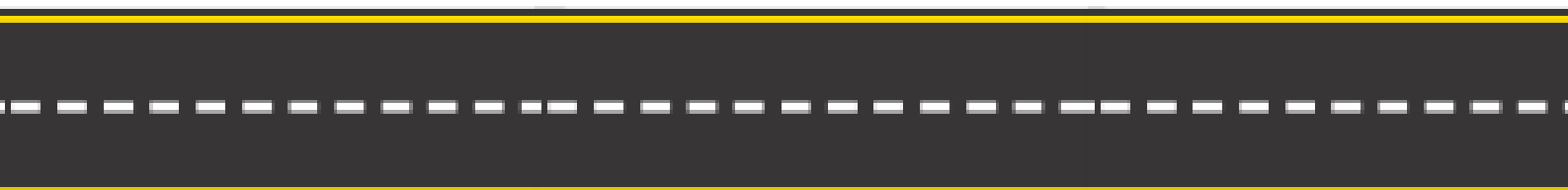
- You may have noticed the behaviour of the person you care about has changed.
- Many people experiencing challenges with their mental health will speak to friends and family before they speak to a health professional, so the support you offer can be really valuable.
- If someone lets you know that they are experiencing difficult thoughts and feelings, it's common to feel like you don't know what to do or say, but you don't need any special training to show someone you care about them. Often just being there for someone and doing small things can be really valuable.
- Simply giving someone space to talk, and listening to how they're feeling, can be really helpful in itself. If they're finding it difficult, let them know that you're there when they are ready. Offer reassurance. Seeking help can feel lonely, and sometimes scary. You can reassure someone by letting them know that they are not alone, and that you will be there to help.

"I'm worried about my friend. They hardly come out anymore and when they do they are really quiet and have clearly lost weight. I worry I will say the wrong thing to them, which could make them feel worse."



- There are many different mental health conditions. Depression and anxiety are some of the most common.
- It's normal for anyone to feel worried or anxious from time to time, such as when they're starting school, a new job, or moving to a new area. But for some people anxiety affects their behaviour and thoughts every day, interfering with their school, home, work and social life. This is when you may need professional help to tackle it.
- As a parent, an appointment with your **GP** is a good place to start. You can talk to the GP on your own or with your child, or your child might be able to have an appointment without you. If the GP diagnoses your child with an anxiety disorder, they may refer them to the local Child and Adolescent Mental Health Service (**CAMHS**). **CAMHS** workers are trained to help young people with a wide range of problems, including anxiety.
- It can be very difficult to know how to care for a loved one with depression, or whom you suspect is depressed, as you may feel shut out or disconnected from them at this time.
- Though you may share in some of the depressed person's feeling of hopelessness when faced with this situation, it is important to remember that you are an invaluable support network.
- You may have more energy and motivation than the person in question to **research** depression and potential treatments; you are more likely to spot the signs of depression in another; you can support your loved one in getting help from a professional.
- You can help by being encouraging, positive and listening to them without judgement. It is important not to put pressure on someone with depression, not to expect any quick fixes and not to discount their feelings.

- Discovering someone close to you is **self-harming** will undoubtedly prompt a strong emotional response. Your initial reaction may depend on whether you have been confided in or have discovered the behaviour yourself. However it is important in all cases that you try to be understanding.
- Try not to jump to immediate conclusions or offer purely practical solutions right away. Listen to them, talk to them and provide them with a non-judgemental space in which they can share their feelings. A person who self-harms is likely to be in a delicate frame of mind, often unsure of why they are doing what they are doing. Becoming angry will only perpetuate feelings of guilt, shame and isolation and will potentially promote further self-harming. Try not to blame yourself or take the person's self-harming behaviour personally.
- If the person who is self-harming is finding it difficult to express themselves face to face you could suggest they write down their feelings in a letter or an email. If you think they would benefit from talking to a professional, you can direct them towards a helpline or health professional, or help them to find a therapist.
- You can also help by trying to help the person identify what triggers their self-harming behaviour. Once identified, they are more easily addressed and/or avoided. Addressing the cause of self-harm is usually more effective than removing the means of self-harm, as a person who is in the frame of mind to want to inflict self-harm will likely be resourceful.

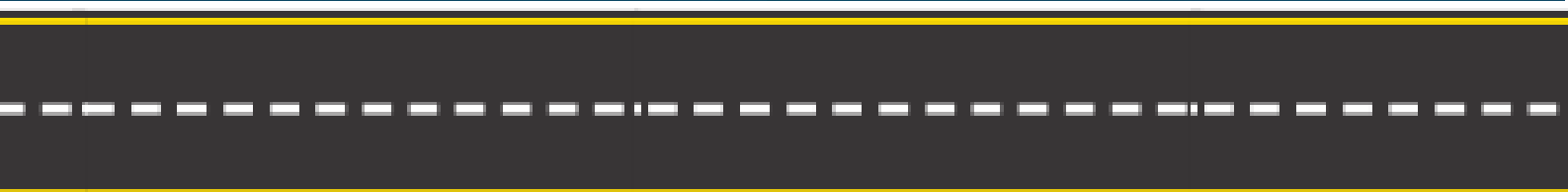




What practical support can I offer

- There are a lot of practical things you can do to support someone with a mental health condition.
- Look for information that might be helpful. When someone is seeking help they may feel worried about making the right choice, or feel that they have no control over their situation.
- Help to write down lists of questions that the person you're supporting wants to ask their doctor, or help to put points into an order that makes sense (for example, most important point first).
- Ask them if there are any specific practical tasks you could help with, and work on those. For example, this could include: Learn more about the problem they experience, to help you think about other ways you could support them. There is a lot of information online about different mental health conditions, including pages on what friends and family can do to help in each case.

Remember, it's important to encourage and explore ways for the individual to find support for themselves and find things that help them.



HOW TO SUPPORT SOMEONE ELSE



Encourage activity, leisure and sport (together also)



Talk, listen and be there to offer emotional support



Be positive when around them



Encourage socialising, with friends and some tasty food!



Talk about relaxation skills



Be patient



Educate yourself on Mental Health



Remind them how proud you are of them





Stay in regular contact, phone, text, email
to check on them



Help them to develop
coping skills and practice
with them



Respect limits and do not put
pressure on them to do things



Encourage them to talk
about how they feel



Do not judge or be critical
of them



Research
the right
support
for them



Offer to help them with
daily tasks



Talk about the
importance of exercise,
diet and sleep on
wellbeing



PLEASE
DRIVE
SLOWLY

Staying calm & patient will help
someone feel more comfortable to open
up



Go to appointments with them, if they
want you to – even just being there in
the waiting room can help someone feel
reassured



Help to organise paperwork.
For example, making sure the
person you are supporting has
somewhere safe to keep their
notes, prescriptions and
records for appointments



Help them set goals and
make plans for things
they'd like to
accomplish

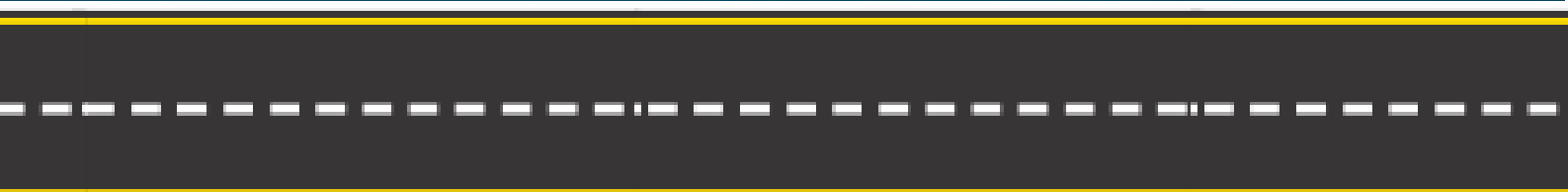


Be supportive of their positive
attributes and encourage them
to explore their strengths,
to boost their self-
esteem. Talents and abilities
should be praised and
encouraged

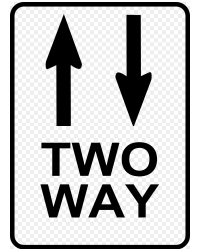




"Having my own time allowed me to come back refreshed. I was able to support them so much better, even when i just had a small break"



7. COMMUNICATION TIPS



- Sometimes communicating with a family member or friend can be one of the hardest things to do. This can be especially difficult when the issues, thoughts, feelings, needs and problems are sensitive.
- You might not feel you are equipped to do this, especially when someone has engaged little in communication with you and you do not feel you are communicating as well as you like. Mental health conditions can create an additional communication challenge.
- Being able to interpret how someone else is feeling can be very difficult. It's important not to blame yourself if you are not able to spot the signs if someone is feeling suicidal.
- Getting someone to open up can be really difficult. It may take time and several attempts before a person is ready to open up.
- You can offer someone emotional support simply by listening, staying calm, and not making assumptions about why they feel the way they do or what can help.
- The important thing is to let that person know you are there for them.
- There are a lot of questions you can ask the individual to help them to open up.





Useful Resources

The **Samaritans** SHUSH listening tips are a great method to follow:



Mind suggest a colour-coded system that you could use. The colours best describe the mood someone is in. This can allow you to recognise what support they need.

Blue—I love you but I need to be alone

Amber—I can't talk, but I do need company

Red— I'm feeling angry and irritable, but it's not because of you.

Black—I'm feeling vulnerable today.



1. Acknowledge

That the person is dealing with an overwhelming situation. Acknowledgement can affirm to people that they have a legitimate reason to feel that way, and might give them the encouragement to persevere. **Don't dismiss or minimise their feelings:** acknowledge them and try to understand, recognise them and avoid making assumptions. **Let them know you are concerned and are there if they need you.**

2. Listen

When listening to the other person, aim to focus on making **eye contact**, put away your phone. When starting the conversation avoid talking about yourself. **Listen and Talk openly**, give them space to talk, listen to their feelings and beliefs without unnecessary questions and interruptions. If they are finding it difficult, let them know that you are there when they are ready.



Time is key when listening to someone. The person sharing shouldn't feel rushed, or they won't feel it's a safe environment. If the other person has paused in their response, wait. They may not have finished speaking. Remember it might take them some time to formulate what they are saying, or they may find it difficult to articulate how they are feeling. Effective listening is about trusting the other person.

Check you've understood, but don't interrupt or offer a solution. Say it back. Repeating something back to somebody is a really good way to reassure them that they have your undivided attention and you can check to see that you're hearing what they want you to hear, not putting your own interpretation on the conversation.





3. Be Calm & Patient

Staying calm will help your friend or family member feel calmer too, and show them that they can talk to you openly without upsetting you. **Being patient** allows them to set the pace and feel more comfortable. They are more likely to then give more details about their thoughts and feelings.

**PLEASE
DRIVE
SLOWLY**

4. Be Sympathetic and Empathetic

Do Sympathise and/or empathise. If what someone else is going through is completely out of your realm of experience, you don't have to pretend that you have been in their shoes. A sincere expression of sympathy is perfectly appropriate.



Chapter 7

It can be as simple as,

"I'm so sorry you're having a rough time."



5. Don't be Judgemental

Don't pity or patronize, Don't dismiss or minimise their feelings. Try to understand, recognise them and avoid making assumptions. They trust you to listen and not to judge; you trust them to try to describe feelings, whether directly or indirectly, through language, body language or subtext. All conversations are open to interpretation. Through non-judgemental listening, you are allowing the person to relax into the conversation and to use it as a place to reflect or work through difficult emotions.



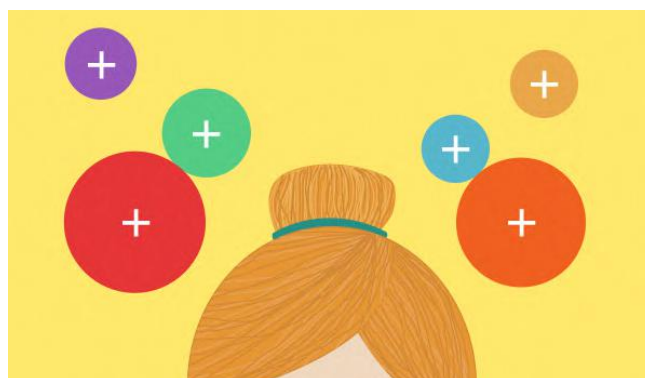
6. Show you Care

Keep in touch, invite them out to social events. Communicating could also be via text or Whatsapp. This might work better as some people might find it easier to communicate this way.



7. Be Positive, Reassure and Offer Encouragement

Offer **reassurance** to them in seeking help. Let them know you're there if they need you. Give them a verbal pat on the back for handling hard and often unfair situations without giving up.





8. Respect their Wishes

Don't make decisions for them, even if you think you know what's best.

9. Ask what they think they need to help

Ask them what they think would help. You might find it helpful to create a **safety plan**. (See example further on in this guide).

Work out between you how they can help themselves in certain situations and how you can help.



10. Have Courage

Don't be put off by a negative response and, most importantly, don't feel you have to fill a silence. You will be surprised at how willing people are to listen and how, sometimes, it is exactly what somebody needs to be able to share what is going on in their mind. Do not avoid the subject.

There is a big taboo in asking about suicide. It makes it harder for people to open up and talk about it. Direct questions can help and can encourage someone to be honest about how they are feeling.



"Have you felt like you want to end your life?"

Many people feel less isolated, and relieved when being able to open up. Evidence shows that talking about suicide does not make it more likely to happen.

11. Use Open Questions

Use open questions that need more than a yes/no answer, and follow up with questions like **"Tell me more"**.



An open-ended question means not jumping in with your own ideas about how the other person may be feeling.

These questions require a person to pause, think and reflect and then hopefully expand. Avoid asking questions or saying something that closes down the conversation.

Open-ended questions encourage someone to talk. The conversation is a safe space that you are holding for them and nothing they say is right or wrong. Try asking, **how are you feeling today?**

You could ask some of the following questions:

Is there anybody upsetting you at the moment?

Whats been happening in your life ?

Do you want to talk about anything?

How can I help?

"Im sorry to hear you feel this way. Can you tell me more about how you feel?"





What's on your mind?

Are you having any difficulties at the moment?

Is there anything you're worried about?

What has brought you to feel this way?

Chapter 7

What is keeping you awake at night?

How do you feel at the moment, with many things changing?

Where do you feel safe?



What can I do if someone doesn't want my help

- If you feel that someone you care about is clearly struggling, but can't or won't reach out for help, and won't accept any help you offer, it's understandable to feel frustrated, distressed and powerless. You may feel helpless when trying to support someone.
- It can be extremely difficult to know what to say and do, and you might find yourself wanting to avoid the situation altogether, but it is important that you don't.
- It's important to accept that they are an individual, and that there are always limits to what you can do to support another person.
- Simply being there for the person who is grieving is the best thing you can do. Make yourself available, whether that's for a face-to-face meet-up or just a letter or phone call.
- It is probably wise not to try to stop someone expressing extreme **anger** or violence, but try to speak to them afterwards and tell them that you care, but would like them to be able to manage their feelings. You can help them identify triggers, and there may be lifestyle changes you could suggest, such as cutting back on alcohol, getting enough sleep, increasing levels of exercise, or taking a break from screen time. If the **anger** escalates into violence, you should leave the vicinity. If violence takes place in the family home, ensure that you and anyone else around is safe.





Reassuring someone that they are not alone and help is available can make a huge difference.

I'm here to
listen not
judge

There is help out
there. We can find
it together

There are many organisations out
there that can help you with the
problems you are having

Your'e not
alone

You have shown how
strong you are in
telling me this

Chapter 7


It must be really difficult
for you to feel there is no
way out. I want to help.
Take your time. I am here to
listen

Sometimes when you're feeling
this way it's not uncommon to
have such thoughts. With help
you can work through these




Looking After Someone, Looking After Yourself & Your Mental Health

- Looking after someone else can be really difficult. It can be very emotionally draining. You might find it hard to switch off. It is really important to take care of yourself as if it continues it can affect your own physical and mental health.



"I felt so worn out looking after my son. I had a mixture of emotions. I felt angry, sad, powerless, frustrated and worried. I always felt I was never doing enough to help them. The thought of taking a break filled me with guilt and dread at what might happen."



"I realised that in order to support them better, I needed to plan quality time for myself and keep myself healthy. I found there was support out there to help. Having time to socialise as well as talk to other people, made me feel less isolated. Preventing myself from burning out. It made me feel more confident in being able to support my partner. It also helped him to be more independent in finding the support he needed."



Despite the difficulties in supporting someone, always remember you make a real positive difference to their life.





SUPPORTING SOMEONE & LOOKING AFTER YOURSELF



Make sure you get enough physical activity, sleep and eat regularly.



Ask for help, talk to friends, helplines, therapists or support groups. Talking about your feelings can help you feel supported as well.



If you feel overwhelmed take a break to help you feel refreshed



Use a diary/schedule/planner to help you feel organised and in control.



Set boundaries and encourage them to seek support for themselves.



Lambeth

If you can, share your supporting role with others.

Depending on your circumstances you might be able to get help from the local council.



You might be able to get extra financial support such as carers allowance.



Speak to your employer, you might be able to arrange flexible working hours.



If they have a diagnosis try looking for information online. Many mental health charities have lots of useful info. This can help you feel more confident in understanding a condition.



8.

Preparing & Creating a Safety Plan

A safety plan (sometimes known as a crisis plan) can help support you in time of need.



You might want to help in putting one together. When you are well you could do this. Think about what you can do to help yourself and get the support from others you might need in a crisis. There is no set way for a safety plan.

The next few pages include examples of what you could include.

Be prepared just in case! Put together a safety plan when you feel in a good frame of mind.





"I made a safety plan and it really helped! I had a list of things to do when I was experiencing a crisis.

It helped me to focus on something else when those negative feelings really intensified"



Safety Plan

What I need to do to reduce the risk of me acting on the suicidal thoughts:

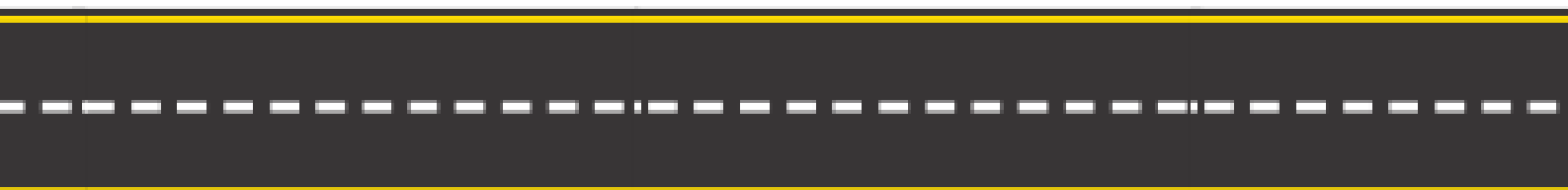
Where can you go that's safe?

What are the warning signs that make me feel more out of control?

(think about feelings and behaviours)

What have I done in the past that has helped?

What makes me feel good and helps distract me from negative feelings and behaviours?



What would I say to a close friend who was feeling this way?

Things that make me happy?

Something I am looking forward to is:

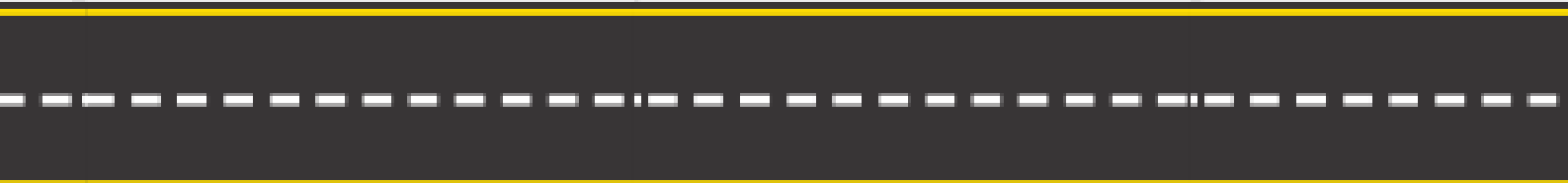
Positive things about me and my life.

What could others do that would help?

Who can I call if I need help?

(Friend/Relative/Partner/Health professional Helpline/Other)

What I will tell myself if I am experiencing a crisis?



Later Warning Signs



The feelings you might have been experiencing might start to develop and might start to feel more extreme. These intense feelings can lead to extreme changes in mood and behaviour. You might find some of those mentioned over the next few pages start to develop.

“I started to feel really anxious and dizzy. I found breathing techniques worked well in calming me down”





FEELINGS & BEHAVIOURS

Excessive guilt



Physical pain
(headaches, upset stomach)



Regular self-harming



CHAPTER

9



Recurring thoughts of death & suicide

Extreme fear of contamination





FEELINGS & BEHAVIOURS

Fear



Headaches



Increase heart rate

Panic attacks



Shortness of breath



Uncontrollable

worries

Muscle pain

Stomach cramps





FEELINGS & BEHAVIOURS

Feeling faint



Insomnia



Sudden weight loss



Trembling



Sweating



Memory loss



Despair



CHAPTER
9

FEELINGS & BEHAVIOURS

**Extreme
anxiety**



**Overeating/
Undereating**



**Constant
nightmares**



Hyperventilation



**Loss of track of
time**



Dizziness



**Nausea &
vomiting**



Flashbacks





FEELINGS & BEHAVIOURS

**Confused
thinking**



**Prolonged
depression**



Excessive fears



**Strong feelings of
anger**



**Lack of self-care &
risky behaviour**



**Strange thoughts, delusions,
hallucinations**



**Feelings of
hopelessness**



CHAPTER

9

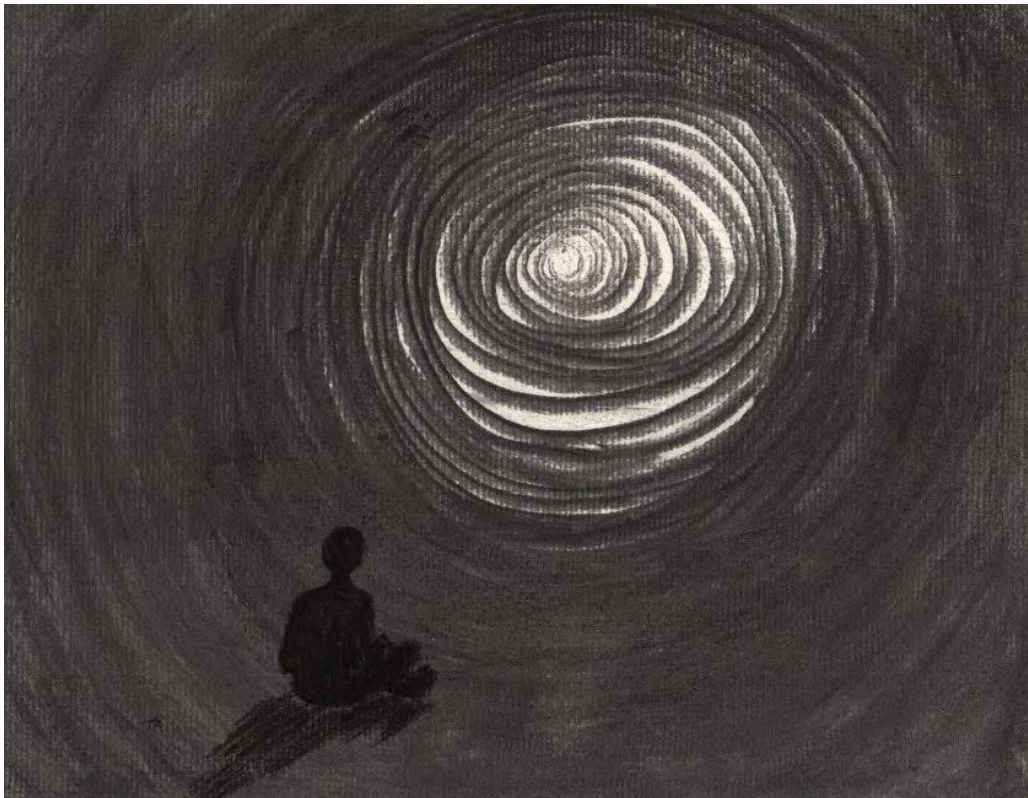
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At the Roundabout



Important Steps

1. Keep yourself **Happy**
2. Keep yourself **Safe**
3. Follow a **plan** (if you have one)
4. **Talk** to someone





- You might have got to a point where you feel you are on the brink of experiencing a crisis.
- This might have been building up for some time or it might suddenly have happened.
- At this point, there are still many things you can do to make yourself feel better.

**CHAPTER
10**

"I've got through this before, I can get through it now. These are horrible thoughts, but they are just thoughts. I don't have to act on them. This will pass!"





Keep Calm



Recognise that you are having a crisis and the feelings that come with it

Remind yourself it will pass!

Write down positive things you are looking forward to. These can be small things.

Talk—Phone a friend or relative or helpline

Look up positive quotes Look at photos, poems.



If you feel like self-harming try to distract yourself by tearing paper into lots of pieces. You could hold ice cubes in your hands until they melt, or have a cold shower

Write down your thoughts and emotions after



During A Crisis

Pay attention to your breathing. Try to take deep and slow breathes.

Look at your safety plan (if you have one)

Try to distract yourself with something that makes you happy and positive.

Over the next 5 minutes try doing some of the activities seen on earlier pages

CHAPTER 10

Come up with a plan for something you will like. This could be to go for a walk tomorrow, meeting a friend or something big like booking a holiday in several months time.

At the Roundabout (How to Support)



Important Steps

1. Never leave someone alone in a crisis
2. Remove means of suicide to the person (if safe to do so)
3. **Talk** to the person
4. Call for professional help

With some people it is not always obvious that they are feeling the way they do. Some people might try to hide their emotions from you. In these circumstances it can sometimes be very difficult to tell how someone is feeling. This is why it is important to remind someone you care about them and that you are there for them.



For others the warning signs that someone is feeling suicidal might be more noticeable. This could include:

- Uncharacteristically rebellious behaviour
- Reckless behaviour without seeming concerned about the consequences
- Sudden mood swings and emotional instability
- Sudden disengagement from friends, family and usual activities
- A decline in standard of work (school or employment)
- Talking about feeling worthless, hopeless and that the world would be better off without them
- Frequently talking about death and dying
- Self-harming



- If you are worried that someone is experiencing a crisis, there are things you can do and say to help that person.

“I was terrified to ask them if they wanted to end their life. I thought this might put ideas in their head, however discussing it openly allowed them to open up. As well as for them, this really helped me to understand how they were feeling and how I could support them”



- Firstly, do not leave the person alone if you feel they are in immediate danger.
- Talk and listen to them, and remember even if they have not asked for help, this does not mean they do not need it, or that they wouldn't appreciate it.
- Don't be scared to talk openly about suicide and suicidal thoughts. Discussing it can often be the first step in helping someone.



You might find yourself worrying that you will say the wrong thing to someone experiencing a crisis.

Hearing someone talking about ending their life can be very difficult to hear. Especially if you are close to the person.

The important thing is to give the other person the opportunity to share their feelings and thoughts and for you not to be judgemental or angry.

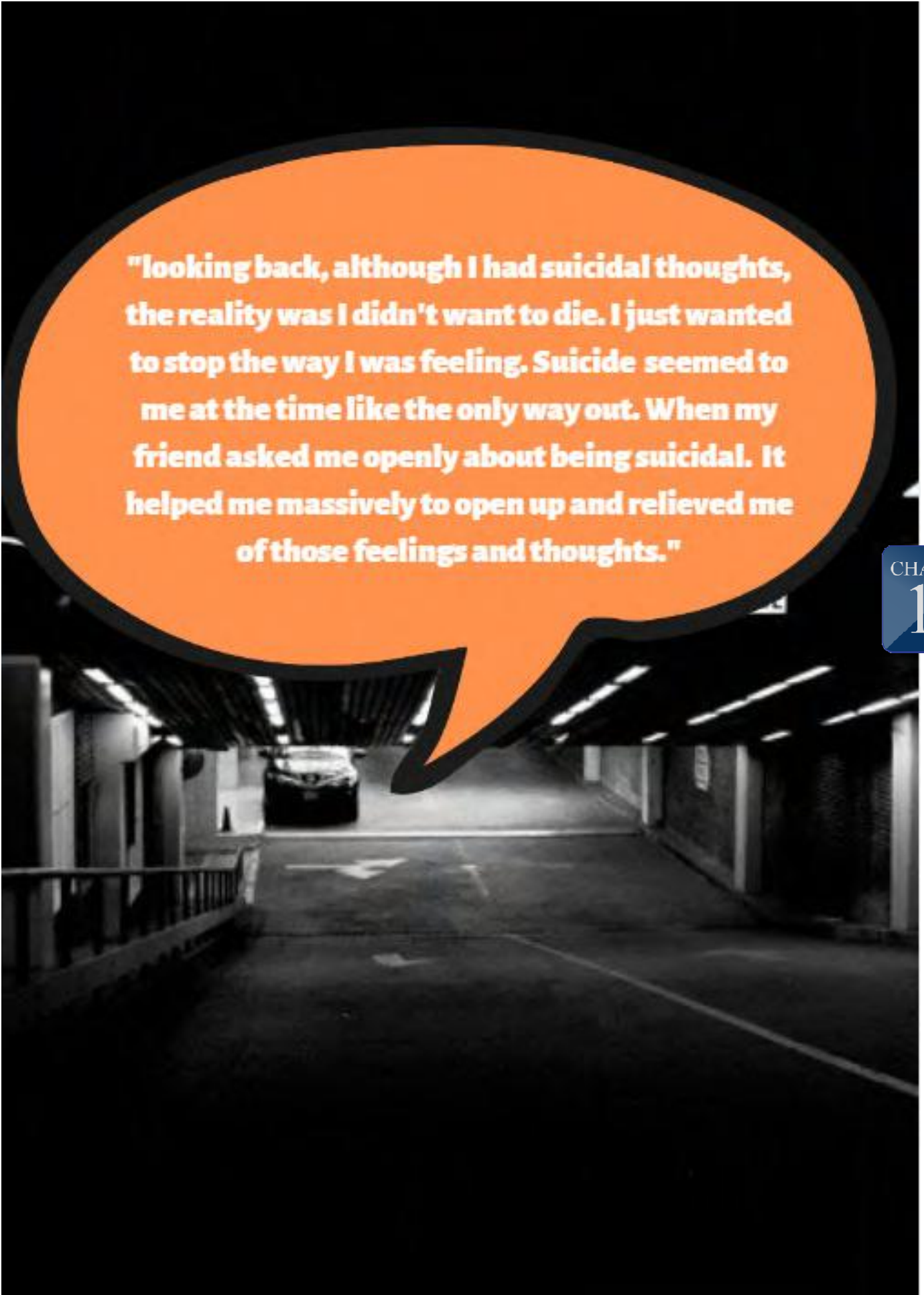




"looking back, although I had suicidal thoughts, the reality was I didn't want to die. I just wanted to stop the way I was feeling. Suicide seemed to me at the time like the only way out. When my friend asked me openly about being suicidal. It helped me massively to open up and relieved me of those feelings and thoughts."

CHAPTER

11



Down the Tunnel



Hopefully you will never end up at this stage of the journey. **Remember this route is not inevitable and you can always turn around.**

You might be:

- Feeling upset, unable to cope
- Feel like you can't go on living
- Wanting life to go away
- Have active plans to end your life

Lots of people can feel guilty for feeling this way. You should never blame yourself for feeling suicidal. There are always understandable reasons for feeling the way you do.

It is not uncommon for people with depression to experience suicidal thoughts (ideation) regularly, although without any plans of acting on them (intent).

Tunnel Vision—When you feel this way, in this frame of mind it might feel like completely rationale to think that suicide is an only option.

Although you might be feeling this way, right now remember these feelings (like all feelings) will pass. You will survive and get safely through the tunnel!



- Remember there is always help available!
- Using your safety plan, phoning a helpline, friend or family member, can help you decide what support you might need to feel better.
- The **Evening Sanctuary** at Mosaic Clubhouse might be a good option for you. You need a referral from a health professional to access this service.
- If you feel you need urgent help then **call 999** for an **ambulance** or get help to call an ambulance.



“I felt like I couldn't go on, I phoned 999. I then phoned a helpline, which helped me to stay calm until the ambulance arrived.”



Down the Tunnel (How to Support)

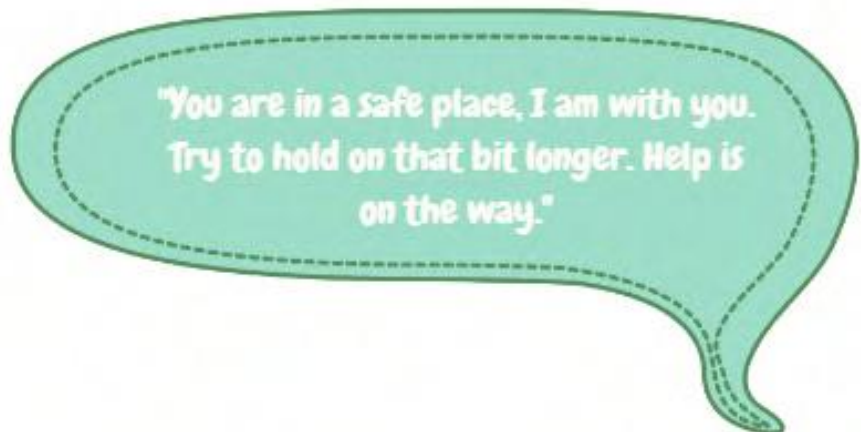


- You should always take someone seriously when they are threatening to end their life.
- Ask them if they have a plan and check whether they have the means to carry it out. If they do, this is a sign that they are **'high risk'** and professional help should be sought immediately.
- Remove anything that might be harmful to them especially if they have mentioned things they might use.

- If it's an immediate risk you will need to contact the emergency services.



- If necessary, and you are able to, take the individual to A&E.



- If you feel you or others are at risk you might need to call the Police.

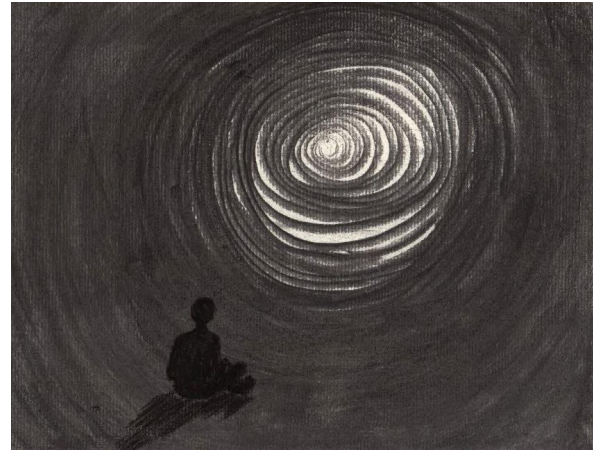


- Always stay with them and **reassure** them.

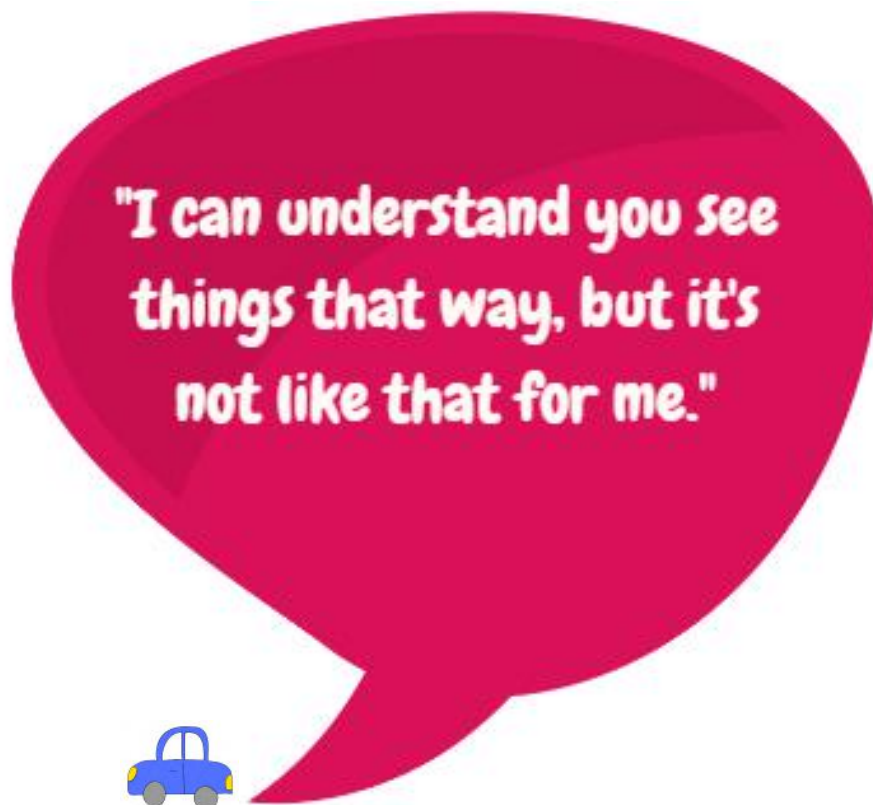


Hearing Voices, Psychosis, Paranoia, Mania

- It could be the individual is experiencing reality very different from you.
- They may not recognise that they need to seek help.



- Try to avoid confirming or denying their beliefs. Try to concentrate on the way they are feeling. These feelings will be very real to them.



CHAPTER

13

- As much as these thoughts and behaviours might seem scary, it's important to remember very few people who experience psychosis ever hurt anyone else.



Sometimes in life there may be problems, which you can't solve. Some problems you can change very quickly. For example, start eating healthier food. Some problems might take longer to solve, for example changing your job. But there are many, which you do have control over. There are many ways to help manage your feelings and thoughts. There are also many ways you can eventually stop those negative feelings.

It's about discovering what works best for you!





1st The first step in to **identify** what the problem is.

2nd You need to think about ways and steps you can take to **solve** these problems.

3rd Setting a target and putting these solutions into **action**

"I found writing down all the problems I was having a really good way to feel more in control. I was able to plan the steps I needed to take in order to deal with them."



**A COMBINATION OF POSITIVE
DAY-TO-DAY ACTIVITIES AS
WELL AS LONGER TERM
GOALS IS A GREAT WAY TO
KEEP HEALTHY**



Plan a holiday



Discover new hobbies &
interests, something creative
can act as an outlet for the way
you feel



Exercise
regularly



Eat healthy &
keep hydrated



Volunteer: helping others can
help build confidence and
remind you how much you
are appreciated



If you are on
medication,
continue to take
it if you feel it
helps



Avoid self-
medicating with
alcohol & drugs



Try not to do
everything
yourself



Make sure you
sleep well



Find services to
support you



Keep in contact with
family & friends



Connect with
new friends



Maintain open channels of communication with people around you



Try peer support



Join a social club or group



Kick out unhealthy habits



Explore relaxation techniques, such as mindfulness, meditation and yoga



Don't be afraid to ask for help



Try a more structured routine



Study, there are many free courses available in London and educational events and lectures. Have a look at a prospectus from a local college to get some ideas



Try not to be self-critical and think about being more positive about yourself



Make your home a more positive environment with plants



Talk about your mental health with others



Practising breathing exercises everyday will help you stay calm in daily life, and could prove to be a very helpful habit to help you ride out any panic attacks, should they occur in the future

ACTION PLAN

What realistic thing can I do today that will make me feel good?

5 positive things I can do this week

-
-
-
-
-

1st long-term goal

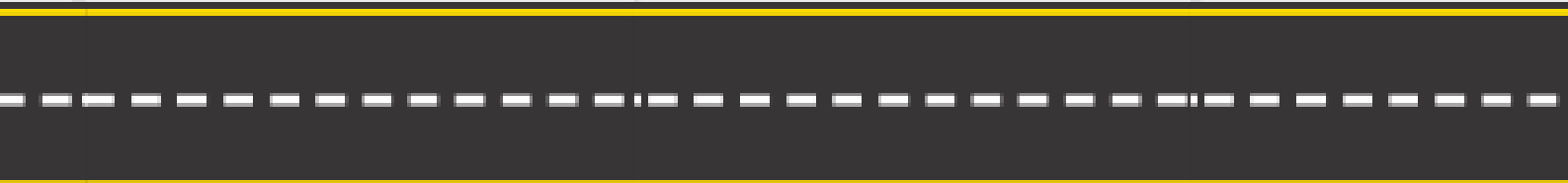
What first step can I take to achieve this?

2nd long-term goal

What first step can I take to achieve this?



Chapter 14



15.

Helplines



If you live in South London and **need urgent Help:**



- Call **0800 731 2864** to speak to the South London and Maudsley 24-hour mental health support line. (**SLAM HELPLINE**)
- Or go to your nearest hospital with an **Accident and Emergency Department**. They have qualified staff on duty 24 hours a day, seven days a week, who will be able to assess you and give you the appropriate help.
- **Kings College Hospital (A&E)** Denmark Hill, London SE5 9RS
- **St Thomas Hospital (A&E)** Westminster Bridge Road, London SE1 7EH
- If you are with someone who has attempted suicide, call 999 and stay with them until the ambulance arrives.

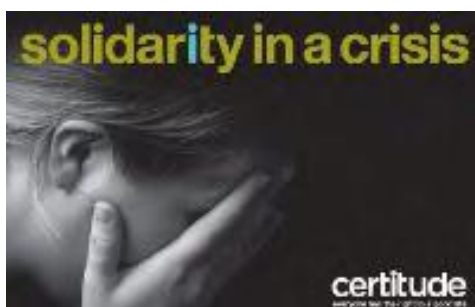


If you need **less urgent Help:**

- Contact your **GP** for an emergency appointment.
- Out of hours call **SELDON**:
T: 020 8693 9066



- Contact the **Samaritans**,
T: 116 123 (24 Hours a day, Freephone)
Text: 07725 90 90 90



- **Certitude: Solidarity in a Crisis** (out-of-hours peer support service) The service is run by peer supporters who have their own experience of facing and overcoming crisis. By sharing life experiences, peer supporters can promote recovery and enhance feelings of belonging, especially for those who feel isolated.
- Mon-Fri 6pm-12am. Sat-Sun 12pm-12am
- T: 0300 123 1922 Text 07595864103 out of hours

Helplines



CALM (Campaign Against Living Miserably)

For all men of all ages.

T: 0800 58 58 58 58 (5pm to midnight) 7 days a week



Refuge-Domestic Violence Helpline

T: 0808 2000 247 (24 Hours a day)

E: helpline@refuge.org.uk



HOPElineUK

For those aged up to 35. Mon-Fri: 10am-10pm, weekends: 2pm-10pm
text 07786209697

T: 0800 068 41 41

E: pat@papyrus-uk.org



London Lesbian and Gay Switchboard

This provides a range of services for lesbian, gay, bisexual and transgender (LGBT) community, including a helpline, online chat, email support, information on sexual health and the Turning Network database, a public access search catering for the LGBT community.

T: 0300-330 0630 (10am-10pm)

E: chris@switchboard.lgbt

W: www.switchboard.lgbt



Stonewall

The UK charity for gay, lesbian, bisexual and transgender people and their allies. They offer information and support.

T: 0207 593 1850 (Mon-Fri 9.30-5.30)



The Mix

Free helpline for young people (under 25's) where you can talk to trained supporters about any issue that is troubling you. They also provide telephone counselling and web chat counselling.

T: 0808 808 4994 (11am-11pm every day)

E: Online Contact Form

W: www.themix.org.uk

Helplines

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YOUNGMINDS

Youngminds

Young Persons Mental Health Charity. They do a lot of educational and campaigning work. They have many online resources and guides. They run a helpline for parents concerned about their child.

Call the Parents Helpline: 0808 802 5544 Monday to Friday 9.30am – 4pm
Free for mobiles and landlines.



ChildLine

Comforts, advises and protects children 24 hours a day and offers free confidential counselling.

T: 0800 1111 (24 hours)

Chat 1-2-1 with a counsellor online



Youth Access

Get connected with the right support services and organisations in your area. For anyone aged 11-25.

T: 0208 773 9900 (9-1pm and 2-5pm, Mon-Fri)



1in6 (Online Only)

Is a charity, which helps men who have had unwanted or abusive sexual experiences live healthier, happier lives. They run a 24/7 online helpline where men and the people who care about them can chat one on one with a trained advocate.

They provide weekly free confidential online support groups. Their website also has a lot of useful information and resources on where to find further advice and support.

W: www.1in6.org



Nightline

Are a confidential listening, support and practical information service for students in London and the Open University. You can talk to them about anything – big or small – in complete confidence. They will not judge you or tell you how to run your life: they are simply there to listen to whatever is on your mind.

All volunteers are students themselves, who have undergone extensive training and who understand that university life isn't always plain sailing.

They are open from 6pm to 8am every night of term.

T: 0207 631 0101

E: listening@nightline.org.uk

Helplines



National Association for People Abused in Childhood (NAPAC)

T: 0808 801 0331 (10am-9pm Mon-Thu) (10am-6pm Fri)



Rape Crisis

(Support for women and girls)

T: 0808 802 9999 12:00—14:30. 19:00—21:30 every day

W: www.rapecrisis.org.uk (Search for Rape Crisis Centre online)



Victim Support

T: 0808 168 9111

W: www.victimsupport.org.uk



National centre for domestic violence

The NCDV service is a free, fast emergency injunction service to survivors of domestic violence, usually helping you obtain an emergency injunction within 24 hours.

T: 0207 186 8270 or 0800 970 2070

E: office@ncdv.org.uk

W: www.ncdv.org.uk

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SANE

Works to raise awareness and respect for people with mental illness and their families, to improve education and training and to secure better services.

T: SANELINE: 0845-76780000

T: 0300 304 7000 (4.30pm-10.30pm)

W: www.sane.org.uk



NHS Direct

T: 111

24- hour health information and advice

***Call costs: numbers beginning 0800 and 0808 are free to call from landlines and mobiles. 0300 numbers are local rate.**

Helplines



Hope Again

Is a website set up by Cruse Bereavement for young people and adults who have lost someone close to them.

W: www.hopeagain.org.uk

The Helpline for Cruse Bereavement is open Mon-Fri 9.30am-5pm.

T: 0808 808 1677



Macmillan Helpline

Offers people with cancer and their loved ones practical, clinical, financial and emotional support.

T: 0808 808 00 00 (Mon-Fri 9am -8pm)

W: www.macmillan.org.uk



Support Line

Provides confidential, emotional support for children, young adults and adults. They offer support by telephone, email and post. They work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.

They also keep details of counsellors, agencies and support groups throughout the UK.

Support Line is able to take calls on a wide range of issues including relationships, abuse, child abuse, anger, bullying, eating disorders, exam stress, self-harm, domestic violence, rape and sexual assault, disability, mental health, depression, anxiety, panic attacks, addictions, debt, phobias, conflict, sexuality, health concerns, homelessness, racial harassment and loneliness.

Contact Details

T: 01708 765 200 - Helpline (hours vary so ring for details)

E: info@supportline.org.uk

W: www.supportline.org.uk

Helplines



Anxiety UK

User-led charity offering information and supportive services including therapy and a helpline for all anxiety disorders including panic disorder, phobias, generalised anxiety disorder.

Can provide support and help if you've been diagnosed with, or suspect you may have an anxiety condition. They can also help you deal with specific phobias such as fear of spiders, blushing, vomiting, being alone, public speaking and heights.

They run a number of specialist helplines. You need to become a member (register online) first before you can use these. Helplines include: Nutrition & Anxiety, Dental Anxiety and Public Speaking.

They also offer therapy, including counselling, CBT, Clinical Hypnotherapy and Acupuncture. Prices vary; they are listed on the website.

T: 03444 775 774 (Info line open Monday to Friday 9.30– 5.30pm)

Text: 07537416905

E: support@anxietyuk.org.uk

W: www.anxietyuk.org.uk



OCD Action

Is a charity for anyone with OCD. They provide support and information through their helpline, website and advocacy services. They also run a number of support groups across the London area.

T: 0845 390 6232 or 0207 253 2664

E: support@ocdaction.org.uk

W: www.ocdaction.org.uk/



Self injury Support

Self injury Support is a national organisation that supports girls and women affected by self-injury or self-harm. CASS Women's Self-Injury Helpline is for women of any age and background affected by self-injury, whether their own or that of a friend or family member.

T: 0808 800 8088 FREE Tuesday to Thursday evenings from 7-9.30pm

W: www.selfinjurysupport.org.uk

They also list support groups for people who are struggling with self-injury, self-harm and their underlying causes. The link to the website is listed here:

W: www.selfinjurysupport.org.uk/group

Helplines



BEAT

The UK Charity supporting people affected by eating disorders. Beat provides young people and adult helplines, including telephone, email and texting support. The comprehensive website offers a lot of information and access to message boards.

T: 0808 801 0677 (Adult)

T: 0808 801 0811 (Student)

T: 0808 801 0711 (Youth)

E: help@beateatingdisorders.org.uk

W: www.b-eat.co.uk



Eating Disorders Support

Are a charity run by trained volunteers experienced in supported individuals who have problems with eating. They are based in Buckinghamshire, but run a phone helpline and email support service, as well as provide information on their website.

T: 01494 793223

E: support@eatingdisorderssupport.co.uk

W: www.eatingdisorderssupport.co.uk



Anxiety Alliance

Self-help to those who suffer from anxiety disorders, panic attacks and obsessive compulsive disorder, together with those who wish to withdraw from tranquillizers and anti depressants. Help and support will be provided for their carers, family and friends.

T: 0845-2967877 Helpline 10am-10pm

E: harris835@btinternet.com

W: www.anxietyalliance.org.uk



No Panic

A national support helpline for people experiencing anxiety, panic, OCD and related disorders, including withdrawal from tranquillizers. No Panic also provides support for the carers of people who suffer from anxiety disorders.

10.00 am to 10.00 pm every day of the year. During the night hours, the crisis message is played. The crisis message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing.

T: 0844 967 4848

E: info@nopic.org.uk

W: www.nopic.org.uk

Helplines



Respect Phone line:

Confidential helpline offering advice, information and support to help you stop being violent and abusive to your partner

T: 0808 802 4040 (Free phone) Monday-Friday 9am-5pm or

E: info@respectphonenumber.org.uk

W: www.respectphonenumber.org.uk



Men's Advice Line

Help and support for male victims of domestic violence

Men's Advice Line: confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). We help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help. Are you being abused?

T: 0808 801 0327 (Freephone) Monday-Friday 9am-5pm or

E: info@mensadvice.org.uk

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Solace Women's Aid

Solace Women's Aid runs shelters and advice programmes for women and children who have been victims of domestic violence.

T: 0808 802 5565 (Help line)



The Gaia Centre

For anybody experiencing any form of gender-based violence in Lambeth can find all the tailored support they need under one roof. The service supports women, girls and men through one-to-one casework, group work, outreach, independent advocacy and peer support.

T: 020 7733 8724 (The Gaia Centre)

T: 0808 2000 247 (Refuge 24 Hour Domestic Violence Helpline)

E: lambethvawg@refuge.org.uk

**IF YOU SMILE
EVERY DAY, YOU
WILL GET
HAPPIER A LITTLE
BIT AT A TIME**

**THINK
POSITIVE
ABOUT WHAT'S
TO LOVE**

**LIFE ISN'T
ABOUT WAITING
FOR THE STORM
TO PASS, IT'S
ABOUT
LEARNING HOW
TO DANCE IN THE
RAIN**

**WHEN YOU
CAN'T FIND
SUNSHINE, BE
SUNSHINE!**

**IF YOU CAN
DREAM IT, YOU
CAN ACHIEVE
IT**

**YOU ARE
NEVER TOO OLD
TO SET
ANOTHER
GOAL OR
DREAM A NEW
DREAM**

**AS ONE DOOR
CLOSES
ANOTHER ONE
OPENS**

**EVERY
CHALLENGE
PRESENTS A
NEW
OPPORTUNITY
TO SUCCEED**

**DON'T BURY
YOUR
FAILURES, LET
THEM INSPIRE
YOU**

**WHEN
NOTHING GOES
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**START EACH
DAY WITH A
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**COURAGE IS
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SELF-RELIANCE**

**DON'T PUT
YOUR
UMBRELLAS UP
UNTIL IT
STARTS
RAINING**

**NEVER PUT OFF
TODAY WHAT
YOU CAN DO
TOMORROW**

**FAVOURITE QUOTES
FROM MOSAIC MEMBERS
& STAFF**

