

Thursday, 13 March 2025

Health and Social Wellbeing Improvement

Lifeline information sheet for professionals

Lifeline 0808 808 8000
Call free, 24/7, 365 days a year
Textphone 18001 0808 808 8000

Who are we?
Lifeline is Northern Ireland's crisis response helpline for people experiencing distress or despair. Lifeline is available 24/7, 365 days a year. Calls to Lifeline are free and are answered by trained counsellors. Visit www.lifelinehelpline.info for more information about Lifeline.

What do we offer?

- Initial call**
 - Risk formulation
 - De-escalation
 - Identification of support needed
 - Psychoeducation
- Emergency referral**
 - If the individual is an immediate risk to self/others
- Signposting**
 - Community and voluntary sector organisations
 - Statutory services
- Ongoing helpline support**
 - Check-in calls
 - Assessive outreach
 - Supportive outreach
- Short-term crisis counselling**
 - Up to six sessions following assessment

Our team and approach

Lifeline's counsellors are experienced in supporting individuals facing many complex challenges, including suicide, self-harm, anxiety, depression and trauma-related issues. Counsellors collaborate with referrers to determine the most appropriate support for individuals.

Lifeline provides support to people of every age, gender, ethnicity, religion, disability and sexual orientation. Deaf people and those with hearing or speech impairment can contact Lifeline using the Telephone number, or the Relay UK app. Interpreting support is available for British and Irish Sign Language users and for those whose first or preferred language is not English.

Top three presenting issues

- Suicidal ideation
- Anxiety
- Depression

How to refer to Lifeline

- Obtain consent from the person you wish to refer.
- Call 0808 808 8000.
- A counsellor will guide you through the referral process.
- It will take **approximately** 10-15 minutes.

This information sheet outlines the types of support Lifeline can offer to people in distress or despair, and advises professionals on how they can refer clients to Lifeline.

Details

Format

2 pages, A4 factsheet

Target group

Health/mental health professionals

Downloads

Attachment

Size

Tags

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- [mental health](#)

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