REAL Inspiration
Social Enterprise

Crisis Management Plan

Young People with Severe Mental Health Concerns

Provision: Real Inspiration

Policy Owner: Designated Safeguarding Lead (DSL)

Applies to: All staff, volunteers, and contractors

Review Date: 1.9.26

1. Purpose

This plan sets out how Real Inspiration responds to mental health crises to ensure the immediate safety of young people, staff, and others.

A crisis may include (but is not limited to):

- suicidal ideation or intent
- self-harm or risk of self-harm
- severe emotional distress or dysregulation
- panic attacks or dissociation
- threats of harm to self or others

This plan sits within our wider Safeguarding & Child Protection procedures.

2. Principles

All crisis responses are:

- safety-led
- trauma-informed
- proportionate
- calm and non-punitive

- focused on de-escalation

We prioritise emotional regulation and protection, not discipline.

3. Roles and Responsibilities

All Staff

- remain calm and supportive
- follow this plan and individual risk assessments
- report concerns immediately to the DSL
- do not promise confidentiality

Designated Safeguarding Lead (DSL)

- coordinates crisis response
- decides on external referrals
- liaises with emergency services, CAMHS, LA, and families
- ensures accurate record keeping

4. Prevention & Planning

For learners identified as high risk:

- individual risk assessments are in place
- warning signs and triggers are documented
- preferred de-escalation strategies are agreed
- emergency contacts are recorded
- staff are briefed and confident in the plan

5. Recognising a Crisis

A crisis may be indicated by:

- verbal expressions of wanting to die or self-harm
- withdrawal, shutdown, or dissociation
- extreme agitation or distress
- unsafe behaviours
- sudden changes in mood or behaviour

All concerns must be taken seriously.

6. Immediate Response (In the Moment)

Step 1: Ensure Safety

- stay with the young person
- remove immediate hazards where safe to do so
- reduce sensory stimulation
- ensure supervision at all times

Step 2: De-escalate

- speak calmly and clearly
- acknowledge feelings without judgement
- reduce demands
- offer space, time, and grounding strategies

Helpful phrases:

- “You’re not alone. I’m here with you.”
- “We don’t need to decide anything right now.”
- “Let’s focus on keeping you safe.”

7. Assessing Risk

If a young person:

- expresses suicidal intent
- has a plan or means
- cannot be kept safe

➡️ This is a safeguarding emergency.

8. Escalation & External Support

Emergency Services (999)

Call immediately if:

- there is immediate danger to life
- serious injury has occurred
- the young person cannot be kept safe

Mental Health Services

The DSL may:

- contact CAMHS / adult mental health services
- follow local crisis pathway guidance

Parents / Carers / LA

- informed as soon as is safe and appropriate
- commissioning bodies notified in line with agreements

9. Physical Intervention

- Not used as a mental health intervention
- Only considered where immediate safety is at risk
- Recorded and reviewed

10. After the Crisis (Post-Incident)

Once the young person is safe:

- provide reassurance and emotional support
- review triggers and protective factors
- update risk assessments and support plans
- agree next steps with professionals
- offer staff debrief and supervision

11. Recording & Reporting

All crisis incidents are:

- recorded promptly and accurately
- logged as safeguarding concerns
- reviewed by the DSL
- shared appropriately with relevant professionals

12. Staff Training & Support

- staff receive training in:
- mental health awareness
- safeguarding procedures
- regular support is provided
- staff wellbeing is actively supported

13. Review

This plan is reviewed:

- annually

- following any serious incident
- if guidance or local pathways change

Signed:Natasha Rehman

Name:Natasha Rehman

Role: Director and DSL

Date:1.9.25