

Unique, co-produced learning guides to increase knowledge and confidence for anyone supporting young people in a mental health crisis.

Openly available at www.crisistools.org.uk

Health Education England and Healthy Teen Minds are working together to help individuals develop their confidence, knowledge and skills when supporting young people in a mental health crisis. Crisis Tools is relevant to anyone who may find themselves supporting a young person in crisis, including health and care, education or any other professionals, parents and carers.

The Crisis Tools website features a resource sharing hub and bite-sized learning guides aimed at improving your knowledge and understanding of young people's experiences when getting help in crisis. These unique learning guides are co-designed and delivered by young people with lived experience and clinical experts. The guides cover key themes such as approach, communication and practical strategies including the complexities when delivering care remotely.

Crisis Tools is available for anyone who may find themselves supporting a young person in a mental health crisis. It is complementary to, but not a replacement for clinical training. This unique program is designed to amplify the voices of young people, allowing you to:

- understand the situation from young peoples' perspectives, hearing what really helps, and what doesn't, in their own words
- prepare for and manage key conversations with young people in crisis
- provide more effective and personalised support
- share and learn from your peers using the online resource hub

Learning Guides

Health Education England is supporting four, stand alone, bite-sized learning guides on the Crisis Tools platform. These are delivered by young people and based on their lived experiences of crisis support:

1. [What we need you to know](#) outlines key challenges and strategies that people need to know before they begin their interaction.
2. [How to start the conversation](#) features practical tips to help set up for success and build trust when supporting someone, including over the phone or online.
3. [So you want to talk about risk?](#) explores the risk conversation from a young person's perspective, including practical approaches and how to get the conversation back on track if things go wrong.
4. [How to wrap things up](#) covers key tips and strategies to help end a conversation in a collaborative way that feels safe for everyone.

Crisis Tools will continue to be updated with new, co-produced content following launch.

Access and engagement

The open access content is available at www.crisistools.org.uk . You will be able to engage with the content on a one-off basis, or create a simple profile allowing you to save your progress and download a certificate of completion for your professional development records. Crisis Tools is optimised for use across devices and browsers. All videos are closed captioned and include video transcripts.