HELPING SOMEONE WHO IS STRUGGLING

1 / 3 | Start with connection

Offer steady support without taking away choice or carrying it alone.

You do not need the perfect words. Begin with a calm invitation, listen without rushing to fix things, and ask what kind of support would be welcome. A person may need time, silence, practical help or someone simply to stay.

1. What have I noticed?

Describe what you have observed without making assumptions or assigning a diagnosis.

2. How might I begin?

Try: "I have noticed things seem difficult lately. Would you like to talk, or would something else help?" Write your own words.

3. What would help them feel heard?

Consider privacy, preferred communication, sensory needs, time to respond and whether advice is wanted.

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2 / 3 | Check safety and support choice

Support means taking concerns seriously while respecting the person's voice wherever possible.

Ask directly and calmly about immediate safety if you are concerned. If someone may be at immediate risk of serious harm, seek emergency help. Otherwise, explore options together, including professional support, trusted people and practical adjustments.

1. What safety concerns, if any, need attention?

Record facts rather than guesses. If there is no immediate concern, it is fine to write "none identified".

2. What choices can I offer?

For example: talk now or later; sit together; help make an appointment; send a message; find information.

3. What is one manageable next step?

Agree a small action, who will do it and when. Avoid making promises you cannot keep.

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3 / 3 | Follow up and protect capacity

Being supportive does not mean being available every moment or managing everything alone.

Follow-up can be simple and predictable: a check-in at an agreed time, a practical offer or helping someone connect with appropriate support. Notice your own limits, share responsibility where appropriate, and make room for rest.

1. My follow-up plan

When will I check in, and how? What would be a supportive, non-pressuring message?

2. My boundaries and support

What can I realistically offer? Who else could help, with the person's agreement where possible?

3. If things become harder

What signs would prompt me to seek more help? Who could I contact?