



Guidance note: criteria for offering a stay

Introduction

Who we are: Maytree is a National Charity. We provided a unique residential service for people in suicidal crisis so they can talk about their suicidal thoughts and behaviour. We offer a free 4-night/5-day one-off stay to adults over the age of 18 from across the UK. Our aim is to provide a safe, confidential, non-medical environment for our guests. Somewhere our guests can explore their thoughts and feelings, and feel heard with compassion and without judgement.

How we work: Founded in 2002, our service runs 24 hours a day, 365 days a year. A small staff team and our volunteers spend up to 77 hours with each guest during their stay, providing the opportunity for them to explore their thoughts and feelings.

Purpose of guidance note:

Maytree is committed to supporting people that are feeling and contemplating suicide, and we aim to offer as many people who feel they would benefit from a stay the opportunity to do so. However, due to a person's medical needs or specific life circumstances it is not always possible to do so. This note identifies the factors that can prevent Maytree from offering a stay. our intention in providing it is to ensure transparency at the earliest point of contact between callers and Maytree.

Initial contact and assessment:

The first contact that people have with Maytree is by phone or email. From the first conversation, we aim to build a relationship of trust with the caller. We gently encourage them to talk about their suicidal thoughts and background history over the course of a few befriending calls with the aim of exploring and deciding together whether a stay at Maytree is right for them.

During these conversations, our callers can sometimes begin to discover a way forward for themselves and no longer feel that a stay at Maytree is what they need at this time. Sometimes a person will go on to arrange a stay with us. Other callers after a few conversations will go on to have an assessment.

Factors that prevent Maytree from offering a stay

Occasionally after fully considering an individual's circumstances it is not possible to offer a stay. Factors that can prevent this are:

- Age: we cannot offer a stay to children or young people who are under eighteen
- Individuals who are currently misusing illicit drugs and alcohol. Maytree has a strict no drugs, no alcohol policy to ensure that:
 - ✓ Guests can fully engage with the befriending process
 - ✓ To ensure that people using drugs and alcohol do not risk their health through sudden abstinence
 - ✓ To ensure that all guests can feel safe whilst staying at Maytree.
- People who are currently street homeless. In Maytree's experience individuals who have to return to living on the streets following a stay, can experience increased suicidal thoughts and feelings.
- Individuals who are currently experiencing a psychotic episode or are diagnosed with a severe acute mental health issue that requires specialised medical treatment that Maytree, as a non - medical service cannot provide
 - Anyone for any other reason appears to us unable to engage in sufficiently in the talking befriending process to benefit from a stay.

If it is not possible to offer someone a stay after a series of email or phone conversations, then the reasons for this will be clearly explained to the caller.

Sign posting

We do all we reasonable can to provide individuals to whom we cannot offer a stay information and contact details of services that may be able to support them.