



# LIFELINES SCOTLAND | LEARNING TOOLKIT



# INTRODUCTION



Lifelines Scotland is delivering learning opportunities designed to meet the specific needs of the country's emergency service community and working with organisations to make these widely accessible.

In addition to our courses, Scotland has a wealth of mental health focused learning opportunities provided by other national health services. The Lifelines Scotland Learning Toolkit collates the resources that are available and relevant to the Emergency Responder community provided through NHS Education for Scotland (NES) and Public Health Scotland (PHS) and explains how these fit alongside the Lifelines courses.

Some courses are self-directed learning opportunities and others are facilitated workshops (either face-to-face or online). Course material and availability varies across the Health Boards and we have noted this where possible. Some courses (e.g. Mental Health First Aid) are available under licences held by PHS and delivered by approved trainers so may attract a cost. However, volunteer organisations can often access training at no cost and all Lifelines Scotland courses are delivered at no cost to volunteer organisations.

In the table column marked "Level" we have used (as appropriate) the terms defined by NES or PHS. You can find links to the relevant websites later in this document. You will need to register for a TURAS account to access the NES courses before accessing the links in the table (see NES link opposite).

## Impact of COVID on face-to-face delivery

The information contained in the table is correct as of August 2021. Changes will happen, most notably in the delivery methods depending on COVID restrictions. Where any reference is made to face-to-face delivery this will be dependent on the prevailing COVID guidance. Please check with the relevant body for up-to-date information.

## Contacts

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Public Health Scotland (PHS): [phs.mhandsplearningresources@phs.scot](mailto:phs.mhandsplearningresources@phs.scot)

NHS Education for Scotland (NES): <https://learn.nes.nhs.scot/>



# THE LEARNING TOOLKIT

The Learning Toolkit can be used to identify opportunities to develop learning packages around the topics of wellbeing, mental health, trauma and suicide prevention. The toolkit is divided into three main sections, but there are rarely hard boundaries and learning will flow across all sections:

- **Self-care and supporting colleagues:** This section contains what we might describe as the core learning opportunities suitable for all staff/volunteers, including those in a leadership/management role. Organisations/individuals can select according to need.  
*Additional skills for managers: For those in a leadership or management role we have identified some extra units which will add to those in the previous section and bring additional knowledge and skills for supporting your people.*
- **For helping those we meet:** These resources will help emergency service staff and volunteers in their work with members of the public. We have included these because they help you do your job well and because emergency service staff and volunteers are also the public and the learning from these courses will help you look after yourself and your colleagues.
- **Extra knowledge based to complement other material:** In this section we have listed additional learning bytes available if you want to study further.

The full detail for each unit shown in the Toolkit graphic is provided in the table which follows. Where there seems to be overlap between some of the learning opportunities on offer, remember that the Lifelines units have been developed specifically for the emergency service community.

We have produced a [short animation](#) to help explain the toolkit and how it can be used. Please contact us if you wish to discuss any aspect in more detail.





- Lifelines Scotland
- Mental Health Improvement and Prevention of Self-Harm and Suicide
- Healthy Working Lives
- Suicide Prevention Training Courses
- National Trauma Training Programme

**Self care and supporting colleagues...**

- Staying Well Road Trip
- Staying Well - Understanding Resilience and Self Care
- Supporting your Colleagues
- Post Trauma Support - providing Psychological First Aid
- Mental Health Improvement and Suicide Prevention module
- Looking after yourself
- Mentally Healthy Workplaces
- safeTALK

**Additionally for managers/ team leaders...**

- Supporting Your Team
- Mentally Healthy Workplace for Managers
- Supporting a Mentally Healthy Workplace
- Protecting the Psychological Wellbeing of Staff
- Scottish Trauma Informed Leaders Training (STILT)

**For helping those we meet...**

- Psychological First Aid
- Taking a Trauma Informed Lens to Your Practice
- Developing your Trauma Skilled Practice
- Distress Brief Intervention (DBI)
- Scotland's Mental Health First Aid (SMHFA)
- Applied Suicide Intervention Skills Training (ASIST)

**Extra knowledge base to complement other material...**

- LB1 - Promoting Mental Health and Tackling Inequalities
- LB2 - Supporting People in Distress and Crisis
- LB3 - Supporting People at Risk of Suicide
- LB4 - Supporting People at Risk of Self-harm
- LB5 - Supporting Recovery and Quality of Life for People Living with Mental Ill Health

# HOW TO USE THE TOOLKIT

The mix of units selected for any individual will depend on their role and, if applicable, management responsibility. What follows is an example of the process of selecting from the toolkit.

We recommend that **individuals** will benefit from the suite of Lifelines units to help with *Staying well*, *Supporting your Colleagues* and understanding *Post Trauma Support*. If the individual is interested in learning more about self-care, they could add in the *Looking After Yourself* unit. Or they could add in the *Mental Health Improvement and Suicide Prevention* unit for learning which will be helpful to both the individual and those they have dealings with. The *Taking a Trauma Informed Lens to Your Practice* unit will be helpful for dealing with the members of the public but will also help the individual understand the impact of trauma on themselves and their colleagues. Selecting these units from the Toolkit might help to form a learning plan for individuals/teams.

**A manager/team leader** would do the core Lifelines units from above but substitute the Lifelines *Supporting your Team* in place of the Lifelines *Supporting your Colleagues* and could perhaps add the *Protecting the Psychological Wellbeing of Staff* unit.

**An organisation** can use the Toolkit to consider how individual learning plans for all staff might be shaped but also how these learning opportunities can be built into organisational core training, for example, induction, supervisory/management/leadership, and pre-retirement courses.



## An individual...



## A manager/team leader...



Course Name	Duration	Level	Audience	Requirements	Delivery Method	Session Overview	Trainer Training
<b>Self Care and Supporting your Colleagues (Lifelines Scotland – NHS)</b>							<a href="https://lifelines.scot">lifelines.scot</a>
Staying Well Road Trip	30-40 minutes		Self-directed learning for all members of Emergency Responder organisation staff/ volunteers.	None	Online from Lifelines website.	An interactive session which acts as a guide to resilience for responders in Scotland.	We are developing a training package for teams to use in conjunction with the Road Trip to support discussion about wellbeing and resilience.
Staying Well – Understanding Resilience and Self Care	3 hrs		Workshop for all members of Emergency Responder organisation staff/ volunteers.	The Staying Well Road Trip.	Currently via Microsoft Teams/ Zoom but face-to-face training will be offered when restrictions allow.	This workshop gives attendees an opportunity, in discussion with colleagues, to learn more about the things that affect their psychological and emotional wellbeing at work (or as a volunteer responder) so they can recognise their personal stress warning signs and learn what they can do to boost their resilience through their own Psychological 1st Aid kit.	In development: a key aim of the Lifelines project is to embed wellbeing into each service through a 'train the trainer' approach.
Supporting Your Colleagues	6 hrs		Workshop for all members of Emergency Responder organisation staff/ volunteers.	Staying Well – Understanding Resilience and Self Care.	Currently via Microsoft Teams/ Zoom but face-to-face training will be offered when restrictions allow.	Lifelines recognises that the informal peer and social support that exists between colleagues and teams is central to wellbeing. This workshop looks at what we can do to strengthen these supportive relationships. You will learn how to have helpful conversations with colleagues, how to recognise signs that someone may be struggling and what to do when you're worried about someone. You'll learn about managing risk and the range of support options available.	In development: a key aim of the Lifelines project is to embed wellbeing into each service through a 'train the trainer' approach.
Supporting Your Team	6 hrs		Workshop for all Emergency Responder organisation staff /volunteers in a <b>management or leadership role.</b>	Staying Well – Understanding Resilience and Self Care.	Currently via Microsoft Teams/ Zoom but face-to-face training will be offered when restrictions allow.	Lifelines recognises that good management and leadership is key to the wellbeing of emergency service staff and volunteers. You will learn how to have helpful conversations with your team, how to recognise signs that someone may be struggling and what to do when you're worried about someone. You'll learn about managing risk and the range of support options available.	In development: a key aim of the Lifelines project is to embed wellbeing into each service through a 'train the trainer' approach.
Post Trauma Support: Providing Psychological First Aid	6 hrs		Workshop for all Emergency Responder organisation staff/ volunteers.	Staying Well – Understanding Resilience and Self Care <b>and</b> Supporting your Colleagues /Team training courses.	Currently via Microsoft Teams/ Zoom but face-to-face training will be offered when restrictions allow.	This workshop will help you understand trauma and traumatic stress so you can recognise the situations that pose the greatest risk to you and your colleagues and identify when someone has sustained a post traumatic injury. It will equip you to deliver Psychological First Aid, the international best practice model for supporting people following trauma exposure.	In development: a key aim of the Lifelines project is to embed wellbeing into each service through a 'train the trainer' approach.
<b>Psychological First Aid</b>							<a href="https://learn.nes.nhs.scot">learn.nes.nhs.scot</a>
Psychological First Aid	Approx. 1 hour		This self-directed learning resource is designed for everyone to use.	None	Available through TURAS Learn. Registration is available to anyone with an email address, no matter location or role.	Psychological First Aid is an effective set of principles that anyone can use to support people during or after any kind of crisis. It focuses on offering humane, supportive and practical help, and paying attention to the factors that seem to be most helpful to people's long-term recovery. This brief module covers the seven key elements of PFA, with the second half dedicated to planning for your own wellbeing.	No, the information is accessible on TURAS and it does not require any facilitation other than this.

Course Name	Duration	Level	Audience	Requirements	Delivery Method	Session Overview	Trainer Training
<b>National Trauma Training Programme – Trauma Informed Training (NES)</b>						<a href="http://transformingpsychologicaltrauma.scot">transformingpsychologicaltrauma.scot</a>	
<b>Trauma Informed Practice for the Workforce</b>	Short animations (approx. 10 mins) followed, if desired by a guided workshop (approx. 1 hour with discussion time).	Informed	These workshops are for all members of the workforce, whether paid or unpaid.	None	Two short animations that are available for all. A guided film and workshop tools can be accessed by submitting a workshop access form, which can be found within the NTTP Online Resource Document <a href="#">here</a> .	Two workshops at this level: Opening doors (for working with adults) and Sowing Seeds (for working with children and young people).  Both aim to help individuals and teams examine how they work through a trauma informed lens. This includes recognising and building on existing trauma informed practices and focusing on responses that limit re-traumatisation and support recovery, using the principles of trauma informed practice.	The National Trauma Training Plan includes the option to nominate local Trauma Champions to help influence change.
<b>Developing your Trauma Skilled Practice</b>	Modules 1 and 2 take around 60-90 minutes to complete. Module 3 takes around 45 minutes.	Skilled	The modules are designed to support anyone who may have contact with people affected by trauma to become trauma skilled in the way you work.	Recommended that you start with Module 1, and then move onto the modules that are of relevance for your work.	Available through TURAS Learn. Registration is available to anyone with an email address, no matter location or role.	Three modules covering: 1. Understanding the impact of trauma and responding in a trauma-informed way (3 units) 2. Trauma in children and young people 3. Understanding the impact of trauma on mental health and evidence-based pathways to recovery (2 units)	
<b>Looking after yourself: Wellbeing planning tool and animation</b>	Approx. 1 hour (including time to draft wellbeing plan)		This self-directed resource is designed for everyone to use.	None	The animation (6 mins) is available to watch but the e-module and wellbeing planning tool require registration for TURAS Learn. Registration is available to anyone with an email address, no matter location or role.	To be able to look after others safely and effectively, we first need to take care of ourselves. You can use this animation along with the wellbeing planning tool to help you create your own unique plan for looking after yourself and protecting your wellbeing.	
<b>Protecting the Psychological Wellbeing of staff for Managers and Team Leaders</b>	30 minutes		Self-directed resource aimed at managers, planners and leaders of team.	None	Available through TURAS Learn. Registration is available to anyone with an email address, no matter location or role.	This module aims to provide an understanding of the importance of psychological protection and how to apply preventative strategies to protect wellbeing of staff. This is achieved by focusing on manager wellbeing, team communication/preparedness, team connection/cohesion and a balanced work and life load. It will also touch on how to apply reactive strategies to identify and respond effectively to mental health needs of staff.	
<b>Scottish Trauma Informed Leaders Training (STILT)</b>	(see description)		Senior leaders / managers		This has now been updated to an online and practice-based learning programme that involves: 1. Completing the "developing your trauma skilled practice" e-module, 2. Attending a 3 hour STILT webinar from the NTTP 3. Individual and organisational reflection and evaluation in practice, including taking a trauma informed lens 4. Action learning workshops and/or coaching from local NTTP Implementation Coordinators	The STILT programme is designed to support leaders of organisations to develop trauma informed systems, processes, environments and teams from top down as well as bottom up.  In 2021, NTTP anticipate that the delivery of the STILT learning programme will link to support for local trauma champions across key community planning partners. This includes action learning workshops and ongoing implementation support. We would recommend looking at the National Trauma Training Programme website here for updated information on STILT.	

Course Name	Duration	Level	Audience	Requirements	Delivery Method	Session Overview	Trainer Training
<b>Distress Brief Intervention</b>							<a href="http://dbi.scot">dbi.scot</a>
<b>Distress Brief Intervention (DBI) Level 1</b>	Approx. 1 hr but this may vary depending on delivery method.		DBI is a national project, aimed at front-line and third sector staff who interact with people in distress.	Within a participating Health Board and Staff group.	Training for DBI Level 1 is available through LearnPro, but currently only within the pilot areas ( <b>Aberdeen, Borders, Inverness, Lanarkshire</b> ). Please note some agencies may opt for different delivery methods.	DBI aims to develop the skills to provide both a compassionate and problem-solving response to help support individuals in distress. Those trained at Level 1 can refer into the programme.	No
<b>Healthy Working Lives (PHS)</b>							<a href="http://healthyworkinglives.scot">healthyworkinglives.scot</a>
<b>Mentally Healthy Workplaces</b>	1 hr		All staff in a workplace.	None	Online from Public Health Scotland, within their Virtual Learning Environment (VLE). Details about registration to the VLE can be found <a href="#">here</a> .	Healthy Working Lives is part of Public Health Scotland and offers a variety of courses, including Alcohol and Drugs in the Workplace, Mentally Healthy Workplaces, Supporting Staff Attendance and Stress in the workplace. The Mentally Healthy Workplace course looks to increase awareness of mental health in the workplace.	No requirements for facilitating these courses, although registration to the VLE is needed to access the course materials.
<b>Mentally Healthy Workplace for Managers</b>	1 day		Managers of staff in a workplace.	None	Blended on-line and face-to-face mix from Public Health Scotland, within their Virtual Learning Environment (VLE). Details about registration to the VLE can be found <a href="#">here</a> . (See note re COVID and face-to-face).	The programme is designed to identify the key factors that contribute to a mentally healthy workplace; give employers and line managers a broad understanding of mental health in the workplace; ensure managers are aware of their responsibilities in relation to health and wellbeing; and improve managers' skills and confidence in dealing with mental health in the workplace.	Yes, Healthy Working Lives offers the opportunity to use their free face-to-face training resources within organisations. Application form can be found at <a href="#">here</a> .

Course Name	Duration	Level	Audience	Requirements	Delivery Method	Session Overview	Trainer Training
<b>Mental Health Improvement and Prevention of Self-Harm and Suicide (NES and PHS)</b>							<a href="http://learn.nes.nhs.scot">learn.nes.nhs.scot</a>
<b>Mental Health Improvement and Suicide Prevention module</b>	1 x 2-3hr or 3 sessions of approx. 1hr	Informed	For all staff working in health and social care as well as wider public health settings.	None	Online or Face to Face. Facilitator Packs available from TURAS and flexibility on session plan. To obtain the packs you will require to fill out an on-line application form and have this approved by PHS. (See note re COVID and face-to-face).	Three workshops based around the Ask, Tell animations. The first explores what mental health is and the factors that may affect it. The second gives practical advice around talking to someone who may be experiencing mental distress or feeling suicidal. The final explores the statistics and facts about suicide in Scotland, along with potential signs that someone may be thinking about suicide.	Minimum of 2 facilitators, who both have skills, knowledge and experience which align with skilled level or above of Mental Health Improvement Knowledge and Skills Framework.
<b>Supporting a mentally healthy workplace – A guide for managers</b>	30-45 minutes	Informed	Aimed at managers	Recommended that the Mental Health Improvement and Suicide Prevention Module is completed before or after.	A PowerPoint session and short video that can be used within the workplace.	This presentation is for managers. It is designed to help you to be better able to support the mental health of employees and to encourage good practice in promoting positive mental health and wellbeing in the workplace.	
<b>LB1 – Promoting Mental Health and Tackling Inequalities</b>	Dependant on delivery method (individual or facilitated group).	Skilled	For all 'non-specialist' front line staff working in health, social care, wider public and other services.	Recommended that Informed level has been completed.	Learning Bytes are available on TURAS and can be completed individually or as a group with facilitator. (See note re COVID and face-to-face).  There are no facilitator packs currently but NES/PHS encourages facilitators to use the learning opportunity content according to need.	Focuses on understanding what mental health is and the factors that can affect mental health. This includes positive mental health determinants, risk factors and inequalities that can lead to mental ill health. Discusses what works when looking to improve mental health and how this can be applied within the workplace.	The learning bytes are designed to be used flexibly by individuals, teams, organisations and training providers to meet local learning and development needs and priorities.
<b>LB2 – Supporting People in Distress and Crisis</b>						Focuses on understanding distress, crisis and how to recognise when someone may be experiencing distress and crisis. Also looks at related risk and protective factors. Discusses how to provide a compassionate and helpful response and how we can support self-help and problem solving, along with knowing how and when to access more urgent support for someone.	
<b>LB3 – Supporting People at Risk of Suicide</b>						Focuses on the factors that might cause people to think about suicide, working with people to assess their risk of suicide and how conversations can enable people to talk about their thoughts of suicide. Also discusses when to seek emergency support and intervention for people at risk of suicide, practical and emotional approaches to supporting people at risk of suicide. NB: Additional section about supporting children and young people who may be at risk of suicide.	
<b>LB4 – Supporting People at Risk of Self-Harm</b>						Focuses on the different reasons why someone may self-harm and some common misconceptions about self-harm. Resources focus on the importance of adopting a sensitive, compassionate, and non-judgmental approach when talking to someone about self-harm and ways you can positively respond to and talk about self-harm in a helpful way.	
<b>LB5 – Supporting Recovery and Quality of Life for People Living with Mental Ill Health</b>						Focuses on the concept of recovery and how to work in a way that promotes this, including supporting people to engage with wide community resources, a meaningful purpose and positive relationships. Also discusses physical health problems, lifestyle changes and barriers to treatment that can be experienced by people living with mental ill health. The impact of stigma and discrimination on mental health recovery and how we can promote inclusion, health and quality of life.	

Course Name	Duration	Level	Audience	Requirements	Delivery Method	Session Overview	Trainer Training
<b>Mental Health First Aid</b> <i>(PHS holds and manages the licence for Mental Health First Aid and the courses are delivered by a network of approved trainers)</i>							<a href="http://smhfa.com">smhfa.com</a>
<b>Scotland's Mental Health First Aid (SMHFA)</b>	12 hours (2 full days or multiple shorter sessions)		The course is designed for everyone and can be used in all settings.	None	Delivered by a network of approved trainers face-to-face. (See note re COVID and face-to-face).	Mental Health First Aid was developed in Australia and training was then adapted to the Scottish context. Course material includes responding to a mental health crisis and information about the most common mental health problems. Participants develop skills in asking appropriate questions, listening without judgment and giving guidance about where help can be found.  In addition, there is a SMHFA for Young People course for those who support young people in crisis.	Train the trainer courses via Public Health Scotland are currently on hold. Please contact PHS for further details.
<b>Suicide Prevention Training Courses</b> <i>(PHS holds and manages the licence for Mental Health First Aid and the courses are delivered by a network of approved trainers)</i>							<a href="http://healthscotland.scot">healthscotland.scot</a>
<b>LivingWorks suicideTALK</b>	Approx 90 minutes		Aimed at all members and groups within communities. Content can be adapted to the needs of the group.	None	Delivered by approved trainers face-to-face. (See note re COVID and face-to-face).	This is a short exploration and awareness raising session, which allows for open and honest dialogue. It provides a solid foundation for suicide prevention and aims to reduce stigma around suicide and promote awareness within the community.  The NES/PHS Suicide Prevention learning resources above can be used as an alternative to these training courses.	This course can be delivered by those who have been approved as trainer of either safeTALK or ASIST (see below).
<b>LivingWorks safeTALK</b>	Half day session		Designed for communities or organisations that already have ASIST trained helpers in place, to maximise intervention as the main suicide prevention focus.	None	Delivered by a trainer with groups of up to 30 people. Delivered by approved trainers face-to-face. (See note re COVID and face-to-face).	Aims to teach you how to recognise people with thoughts of suicide and to connect them to suicide intervention resources. Prepares participants to activate a suicide alert by following the TALK (Talk, Ask, Listen and Keep Safe) steps. This complements ASIST and other intervention training courses. The NES/PHS Suicide Prevention learning resources above can be used as an alternative to these training courses.	Train the trainer courses via Public Health Scotland are currently on hold. Please contact PHS for further details.
<b>LivingWorks Applied Suicide Intervention Skills Training (ASIST)</b>	2 day training		Aims to enable helpers (anyone in a position of trust) to develop the skills to recognise and intervene effectively to individuals at risk of suicide.	None	Delivered by approved trainers face-to-face. (See note re COVID and face-to-face).	ASIST is intended as 'suicide first-aid' intervention training, which develops skills through observation and supervised simulation in large and small groups. Aims to enable helpers to become more willing, ready and able to recognise and intervene effectively to help individuals at risk of suicide.	Train the trainer courses via Public Health Scotland are currently on hold. Please contact PHS for further details.
<b>LivingWorks Start</b>	90 minute online e-learning		Aims to teach valuable skills to everyone aged 13+. No prior experience of suicide prevention required.	None	Online e-learning session that is available from the LivingWorks website (not through Public Health Scotland). We are aware that some Scottish Health Boards have purchased a license and would recommend getting in contact with your local Suicide Prevention Team if you would like more information.	Aims to reach how to recognise when someone is thinking about suicide and connect them to help and support. During the Start training, you will learn a 4-step model to keep someone safe from suicide.  The NES/PHS Suicide Prevention learning resources above can be used as an alternative to these training courses.	No, this is an online licenced training resource that may be available within your Health Board. We recommend getting in contact with your local Suicide Prevention Team if you would like more information.

Lifelines Scotland

<https://www.lifelines.scot/>

TURAS

<https://learn.nes.nhs.scot/>

Psychological First Aid

<https://learn.nes.nhs.scot/29711/psychosocial-mental-health-and-wellbeing-support/taking-care-of-other-people>

Mental Health Improvement and Suicide Prevention

<https://learn.nes.nhs.scot/17099/mental-health-improvement-and-prevention-of-self-harm-and-suicide>

National Trauma Training Programme

<https://transformingpsychologicaltrauma.scot/>

Distress Brief Intervention

<https://www.dbi.scot/>

Healthy Working Lives

<http://www.healthyworkinglives.scot/training/training/Pages/online-training.aspx>

Scotland's Mental Health First Aid

<http://www.smhfa.com>

Public Health Scotland's Suicide Prevention Courses

<http://www.healthscotland.scot/health-topics/suicide/suicide-prevention-training-courses-and-resources>

LivingWorks

<http://www.livingworks.net>