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Extract 1: MH-28

CT: <Good afternoon thank you for calling the Headroom support

 li:ne, you’re through to Rachel:, .Hh please be aware that

 the line is confidential:, and calls are recorded for

 training and ↓monitoring purposes.=Is that okay:.

 (.)

C: .h Hh Yes it’s okay:.

 (0.6)

CT: Ye:ah:?=No that’s no problem at all an’ obviously on this

 line we can give you the space to talk about your mental

 health¿=.Hh But we can h- have a look at some ongoing

 support in your local area if you were wanting too:,

 okay:?= .Hh Is >that what y[ou were< looking for:¿

C: [(Yes,)

 (.)

C: .hHH Yes plea:se,

 (0.3)

CT: Yeah::¿

 (1.1)

CT: An- (.) an’ then what’s been going on for you at the

 moment.=

C: =I want to end my lif:e.

 (0.2)

CT: ↑Okay:. .hh an’ no ’n an: h:ave you been feelin’ like

 that all day today:,

C: <Yes:.>

 (0.2)

CT: Okay:,

 (1.9)

CT: No an’ .h and do you feel this is something that you

 w- you would act on at the momen:t?=

C: =<Yes:.> Hh[hhh

CT: [You feel like you are going to act on i:t?

C: <Yes::.>

CT: O↓kay:. .hh an’ uh what is it that you’re going to do

 to act on it >at the< momen:t.

C: .hh I don’t ↑know >but I’m gonna< act on it.

 (0.3)

CT: Mcht .hh You f- you are going to act on i:t?=

C: =Ye:ah. Hh

CT: ↑O↓kay:.

 (3.3)

CT: >D’you< d’you have a plan of what you would do:¿

 (0.3)

C: Not yet no:.

 (0.7)

CT: No:?=Okay:.

 (2.4)

CT: And do you feel like (.) this is something that you

 would act on soo:n, d’you know when it is you’re

 gonna act on i:t?

 (0.3)

C: Don’t know when,

 (0.7)

CT: You don’t know when:¿

 (0.3)

C: No,

 (0.3)

CT: O↓kay::.

 (0.2)

CT: D’you feel like it’d be within the next twenty

 four hour:s?

 (0.3)

C: ~Prob’bly yes:.~

CT: Yeah:?= mcht .hh o↓kay:.

 (1.7)

CT: S’you don’t know (.) when you’ll act on it but

 you feel like it will be in the next twenty four

 hour[:s¿

C: [Y:eah:.

 (0.3)

CT: ↑O↓kay::. .Hh

 (1.2)

CT: ↑D’you feel like you’ll be able to: (.) to contact

 emergency services .hh

C: I’d rather die than: contact them: bye:, (.) bye.

 (0.5)

CT: .h You fe-

 ((CALL ENDS))

Extract 2: MH-75

CT: .H Hi good afternoo:n, thank you for contacting the

 support line at Headroom, you’re through to Debby, please

 be aware that all calls are confidential, however they’re

 also recorded for trainin’ and monitorin’ purposes.=Is

 this okay.

 (0.8)

C: Ah ↑ha,

 (0.7)

CT: Thank y[ o : u, .hh

C: [>Yep,<

 (0.2)

CT: Thank you.=Um:, >jus’ t’let you know what we can do< here

 on the support line at Headroom, we can: provide a safe

 space for you to: discuss your mental ↑health, .Hh and

 what we can also do is have a look to see what options and

 support might be available.=Does- that sound like

 something we can help you with today?

 (0.6)

C: Okay:,

 (0.8)

CT: Yeah?=↑Okay, how >can I< help.

 (1.0)

C: Yeah uh::m: (0.3) gettin’ a lot of suicidal thoughts

 right now:, .hh uh:m uh uh in the process of being made

 homeless, (0.2) single parent, Hh lookin’ after three

 children, (0.5) youngest one seventeen, (0.4) uh:

 awaitin’ a heart operation, classed as disable:d,

 (0.8) uh:::m (1.2) so: yeah no light >at the end of

 the< tunnel:, (0.4) a:[n:d debatin’ the best way:,=

CT: [Mm↓:.

C: =either overdose or: hangin’.

 (1.6)

CT: ‘kay:¿ [This sounds like y-

C: [And I spoke- I spoke to th- I spoke to the

 Samaritans an:d uh: (0.3) they said you might wanna

 ring this number.

 (0.6)

CT: ↑Y:eah yeah.

 (0.3)

CT: ‘kay:, .hh s- (0.4) so you’ve g- you’ve thought

 about it then, you’ve thought about those suicidal

 thoughts and what you would do, do you think that

 you would act on them?

 (1.3)

C: Probably,

 (0.9)

CT: ↑Ye:ah?

 (0.2)

CT: An’ when do you think you’d do t[hat.

C: [Yeah,

 (1.1)

C: Uh:: I d’know.=When it happens it happens.

 (2.1)

CT: You think you’re gonna do that today?=Or tomorrow?

 (0.9)

C: >I don’t< know.

 (1.4)

CT: ‘kay:¿

 (0.9)

CT: >Sounds< (.) sounds quite ↑scary (here) >h:ow does it<

 make you feel thinkin’ about those thoughts.

 (2.4)

C: Uh:::: (.) I’ve not thought how it makes me feel.

 (1.6)

CT: ‘ka:y.

 (0.2)

CT: Have y’ told anybody else about this:.

 (1.0)

C: Yeah,

(0.3)

C: Multiple people,

 (0.4)

CT: Yeah?=Who’ve you spoken too.

 (1.5)

C: Uh::: housing people, (0.7) uh:: at the council, (0.2)

 u[ h : : gee pee, (0.8) uh::: (0.8) family, (1.3)=

CT: [( )

C: =that’s three people,

 (0.8)

CT: ‘kay::, (.) an’ >what are the< reasons for: havin’ those

 thoughts¿=A couple a different things you said.

 (2.1)

C: ~=#Uh:::# (1.1) mainly the fact that I’m:: gotta issue

 where we’re about to be made homeless.

 (0.2)

C: Uh:: (0.3) An:d (0.3) uh::m (.) one I become homeless

 (0.3) >you then< have to present yourself to the

 council, (0.3) an:d havin’ a son who:se awaiting a heart

 oper↑ation whose also on au- .hh autist- autism spectrum,

 .hh uh:m:: (0.3) there is gonna be an episode.=So I know

 (0.3) the bad situation I’m in now is gonna get a hell of

 a lot worse.

 (1.4)

CT: Sounds like you’re havin’ such an emotional ti:me.=Have

 you got anyone to stay with if you are made homeless:.

 (0.9)

C: N:o,

 (1.1)

CT: No:?=What about your family and ↑friends.

 (0.9)

C: They live in Austria.

 (0.7)

C: An:[d u h (.) have you g- have you got friends that’ll=

CT: [‘kay.

C: =put up four people?

 (1.7)

C: Fr- friends [don’t have accommodation for fou[r people,=

CT: [( ) [Mm,

C: =doesn’t work like that in the real world.

 (0.9)

CT: ‘kay:,

 (0.9)

CT: Mcht .h So you’ve tried reachin’ out to Shelter then an’

 what’ve they said to you.=What advice did they give you.

 (0.6)

C: I haven’t spoke to Shelter.=I spoke to .h uh: the

 Samaritans and the council.

 (0.5)

CT: Ah the co[uncil

C: [I haven’t talked to Shelter.

 (0.3)

C: Y[et.

CT: [‘kay:,

 (0.3)

CT: Mcht .HHh Well (0.4) perhaps maybe if you- if you’d like

 to I can go through a couple of different options with

 you, might be able to get you some support uh to h:elp you

 maybe get back up on your feet, would you be interested in

 ex↑ploring that?

 (0.8)

C: Yeah?

 (0.6)

CT: Yeah, okay¿ .HHh um do you think that you can keep

 yourself safe for the next twenty four ↑hours an’ (.) wait

 for a call from: .h uh a welfare line that can help you:

 financially and we can also look at some support to see

 what (0.3) see what you can do today as well.=Would you

 like to: explore them for the (.) over the next twenty

 fou[r hours?

C: [>Yeah,<

 (0.7)

CT: Ye[ah?=° O k a y °

C: [Okay yeah,