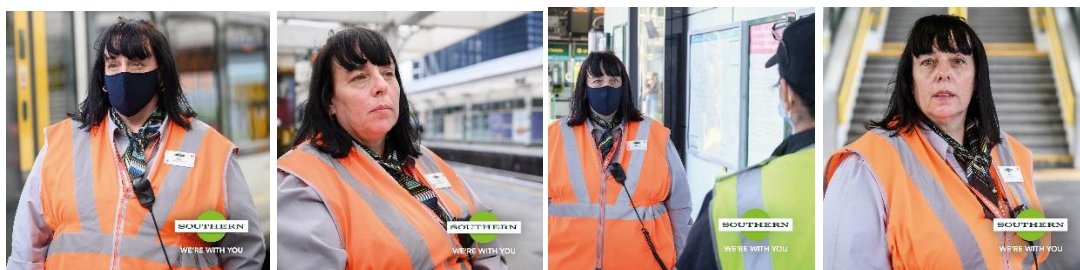


## World Suicide Prevention Day Case Study – Kelly Holyoake



***Click the pictures above to download***

Kelly Holyoake is passionate about helping people and is encouraging others to do the same by initiating open conversations. She is sharing her story to support #WorldSuicidePreventionDay

“My official job title is a train dispatcher, but in this role you’re on the frontline supporting customers, so you can quickly become more like a carer or social worker in some situations. It’s a natural part of the job to people watch and you quickly become alert when something doesn’t feel right.

“I’ve made a few life-saving interventions during my five-year career on the railway, but there is one that really sticks in my mind as it happened to be a young boy around my son’s age. He refused to speak to anyone else at the time, so I approached cautiously and started chatting to him. As the conversation went on, he allowed me to step forward, which was a real breakthrough.

“It was really sad, he was telling me that he’d lost everything. All I could think was that’s someone’s son standing here. I encouraged him to keep on talking to me, to tell me what had happened – it took a while and lots of open questions but eventually he took my hand and let me take him to safety.

“It’s hard to build up trust when you’re dealing with a vulnerable person and I think they’ve got to see something in you to believe in you. I’ve dealt with my own demons and I was honest with him about this, but I said – I am here today. I got the right support and the right help and this could happen for him too.

“No one should suffer in silence and I believe that the more we talk about these issues, the better-placed we will be to help vulnerable people in our society. Some people worry about saying the wrong thing, but the most important factor is just being there. I always use the phrase ‘it’s ok not to be ok’ as my icebreaker because I think it’s such a powerful statement and true for all of us.”

Kelly stayed with the boy until further support arrived. She has been praised for her lifesaving interventions and nominated by the Minister of State for Transport, Christopher Heaton-Harris, to attend the Queen’s annual Garden Party at Buckingham Palace. While it has been pushed back this year due to the pandemic, Kelly is looking forward to attending in 2021 and continues to raise awareness of the importance of suicide prevention.

**ENDS**