Mental Health: Responding to Emergencies

Occasionally, an individual's behaviour may cause significant alarm to be classified as an **EMERGENCY** and require **IMMEDIATE** action. In all situations remain calm, remember confidentiality guidelines and listen non-judgementally. Talk through the situation with a colleague/line manager, ensure written records are up to date and inform the Student Wellbeing Service of your concerns and actions.

Is there evidence of a suicide attempt or any immediate risk of harm to themselves or others?

E.g. Overdose, use of a ligature, significant blood loss. Violent, aggressive or threatening behaviour.

There are significant concerns about a student's behaviour and immediate action is required NO

Ask the individual the following: "Are you having any thoughts of harming yourself or ending your life?"

Refer to Responding **Effectively Flowchart**

YES

Dial 999

Whether or not the individuals gives their consent to do so.

Inform Campus Security: 01970 623111

(01970 622900 out of office hours). Document actions in accordance with departmental practice. Inform the Student Wellbeing Service during office hours, or if out of hours see our website about raising concerns.

YES Is the individual willing to accept help? Emphasise the importance of seeking YES professional help Can the individual guarantee they can keep themselves safe until they get support? YES NO **Dial 999**

Encourage the individual to; arrange an urgent appointment with their GP today

OR

Attend Accident and Emergency for assessment.

Inform the Student Wellbeing Service during office hours, or if out of hours see our website about raising concerns.

If they cannot guarantee they can keep themselves safe;

Dial 999

Inform Campus Security: 01970 623111 (01970 622900 out of office hours)

Inform the Student Wellbeing Service during office hours, or if out of hours see our website about raising concerns.

Whether or not the individual gives their consent to do so, if they will not accept help and there is risk of harm;

NO

NO

Inform 24/7 Campus Security: 01970 623111 (01970 622900 out of office hours) Call 24/7 NHS 111 for advice if needed.

During office hours seek advice from the Student Wellbeing Service, or if out of hours see our website about raising concerns.



Site Security:

2649 from internal phones 01970 622649 from external phones and mobiles Email: sitesecurity@aber.ac.uk Website: www.aber.ac.uk/en/

Emergency Services: Fire, Ambulance, Police and Coastguard 9999 from an internal phone 999 from external phone or mobiles

campusservices/security

NHS Direct Telephone: 111

Accident and Emergency Department (A & E): Bronglais General Hospital Caradoc Road Aberystwyth Hospital Switchboard: 01970 623131

Accommodation: 2984 from internal phones 01970 622984 from external phones and mobiles (office hours) 24 hour Helpline: 01970 622900 Email: accommodation@aber.ac.uk Website: www.aber.ac.uk/en/ accommodation



Mental Health Pocket Guide



Helplines:

NHS Direct Telephone: 111

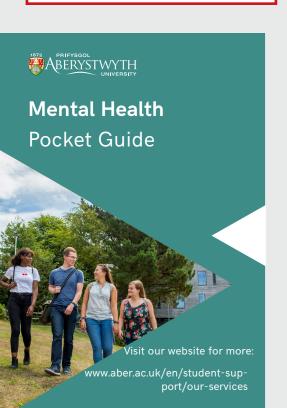
Papyrus Hopeline papyrus-uk.org 0800 068 41 41

SHOUT - Crisis Text Line Text SHOUT to 85258 www.crisistextline.uk

Samaritans 116123 - Free to call Service 24 hours a day, 365 days a year Email: jo@samaritans.org Website: www.samaritans.org

The Student Wellbeing Service Office Hours: Mon - Thurs 09.00 - 17.00, Fri 09.00 - 16.00 E-mail:

studentwellbeing@aber.ac.uk Telephone: 01970 622087 or 621761 Website: www.aber.ac.uk/en/ student-support/our-services/



Mental Health: Identifying potential problems

There is rarely one single indicator of difficulty. The following checklists suggest possible changes which, in combination, could indicate that the individual is struggling. This list is not exhaustive, but can be used to help you identify if there are potential problems.

Is the individual's behaviour causing concern?

- Failing to complete coursework, doing too much / too little
- Missing classes / poor attendance
- Constantly seeking reassurance
- Inappropriate contact
- Odd or unpredictable behaviour that makes you feel uneasy
- Behaviours are different from your previous experiences of this individual?
- Evidence of self-harm

How does the individual seem?

- · Unexpected tearfulness
- Tense / irritable / agitated
- · Sad / miserable
- Unkempt / decline in personal hygiene
- Smelling of Alcohol / Cannabis
- · Withdrawn or very quiet
- Unmotivated
- Very loud / uninhibited
- · Talking incoherently

Do you need more information from the student?

- Has the student disclosed a mental health difficulty?
- E.g. they have depression, anxiety etc.
- How do they feel? E.g. Isolated, lonely, anxious, worried etc.
- Has something happened to trigger the concerning behaviour?
- Has there been a problem in the past?
- What does the student want? (And are you the most appropriate person to support them?)

Do you need more information from others?

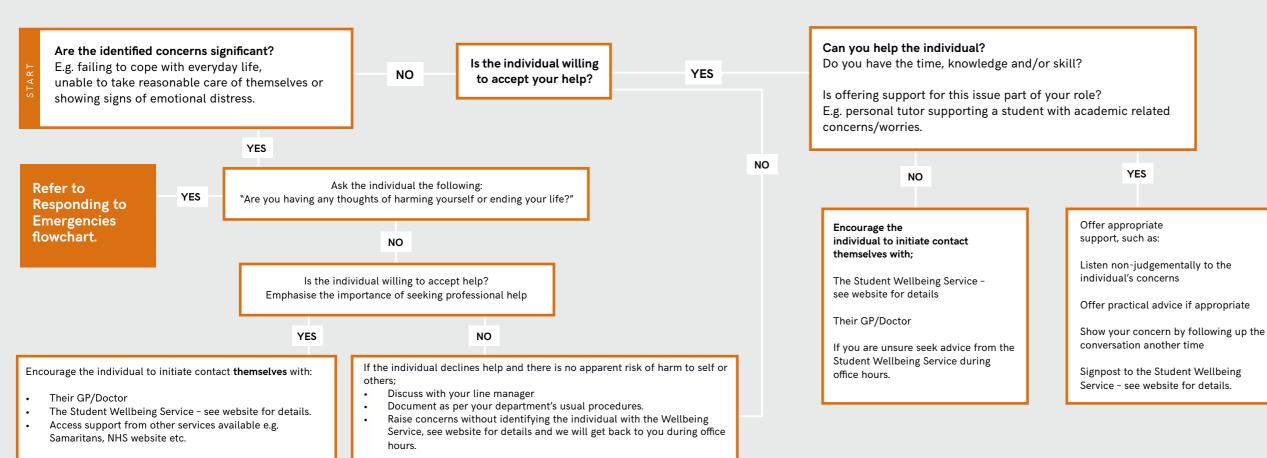
- · Have other staff voiced concerns?
- Has anyone else noticed a problem?
 E.g. housemates, family or friends
- How is the student functioning academically?
- Does the student have reasonable adjustments already? If so, contact the Student Wellbeing Service.

Would it be helpful to consult with someone else?
Could you talk to another member of staff, your line manager or Head of Department?

If potential problems are identified and you have concerns about an individual, consult the "Mental Health: Responding effectively to concerns" flowchart.

Mental Health: Responding effectively to concerns

If you have identified concerns, knowing how to respond effectively can help the individual ensure they get the most appropriate support. In all situations remain calm, remember confidentiality guidelines and listen non-judgementally. Talk through the situation with a colleague/line manager, document actions in accordance with departmental practice and inform the Student Wellbeing Service of your concerns and actions



Useful Resources:

Health, Safety and Environment: 2169 or 2073 from an internal phone 01970 622169 or 622073 from external phones and mobiles Email: hasstaff@aber.ac.uk Website: www.aber.ac.uk /en/hse/emergency/contacts/

Employee Assistance Programme:

Details are available on the Human Resources website Information and support 24/7 0800 174319 Website: www.carefirst-lifestyle.co.uk

Human Resources:

8555 from internal phones 01970 628555 from external phones and mobiles Email: hr@aber.ac.uk Website: www.aber.ac.uk/en/hr

Self Help

Get Self Help www.getselfhelp.co.uk

Information, Awareness and Wellbeing Now: www.iawn.wales.nhs.uk/home

Computerised CBT www.Llttf.com

