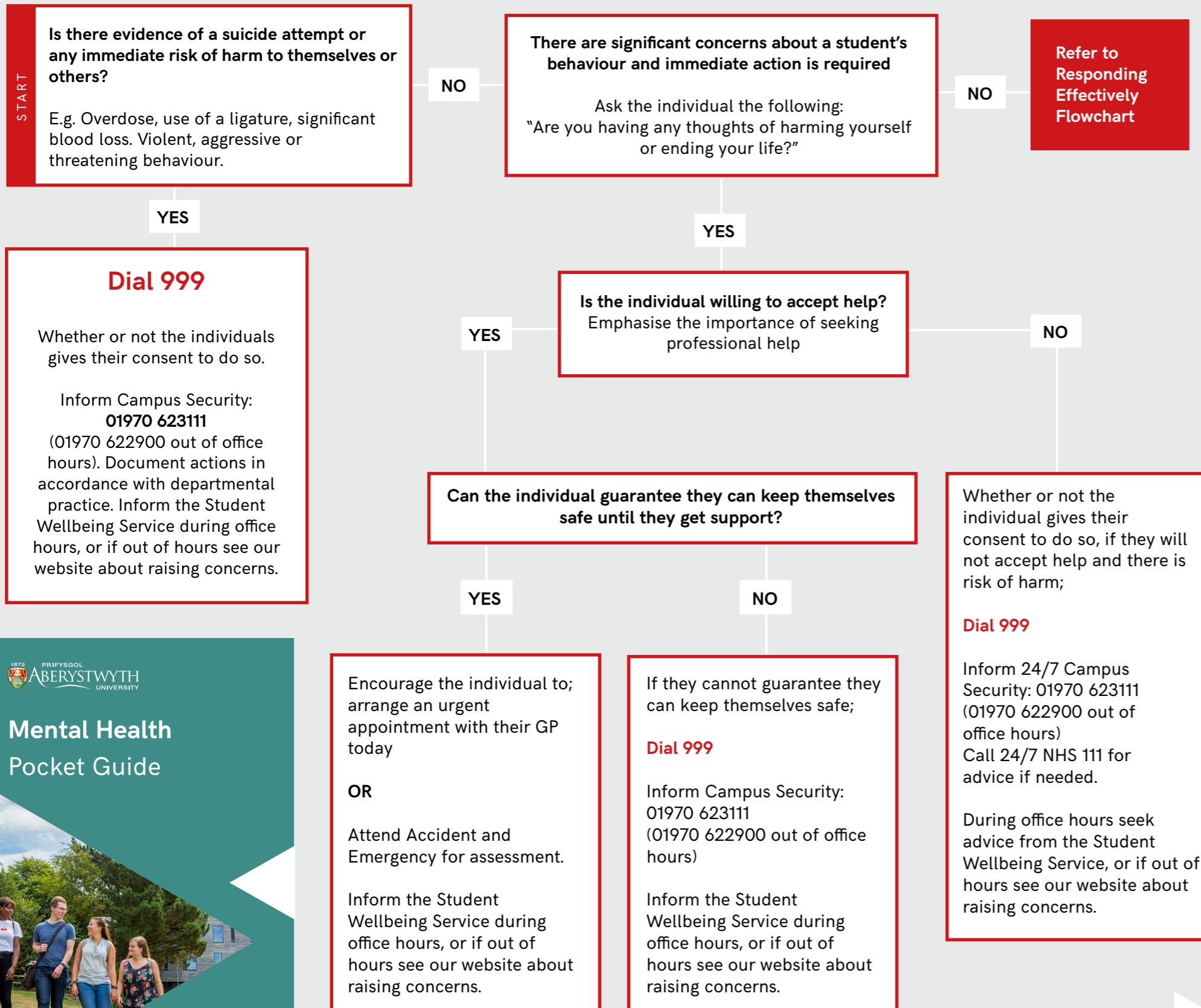


## Mental Health: Responding to Emergencies

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.



## Useful Resources:

### Site Security:

2649 from internal phones  
01970 622649 from external phones and mobiles  
Email: [sitesecurity@aber.ac.uk](mailto:sitesecurity@aber.ac.uk)  
Website: [www.aber.ac.uk/en/campuservices/security](http://www.aber.ac.uk/en/campuservices/security)

### Emergency Services:

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

### 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](mailto:accommodation@aber.ac.uk)  
Website: [www.aber.ac.uk/en/accommodation](http://www.aber.ac.uk/en/accommodation)

## Mental Health Pocket Guide



## Helplines:

**NHS Direct**  
Telephone: 111

**Papyrus Hopeline**  
[papyrus-uk.org](http://papyrus-uk.org)  
0800 068 41 41

**SHOUT – Crisis Text Line**  
Text SHOUT to 85258  
[www.crisistextline.uk](http://www.crisistextline.uk)

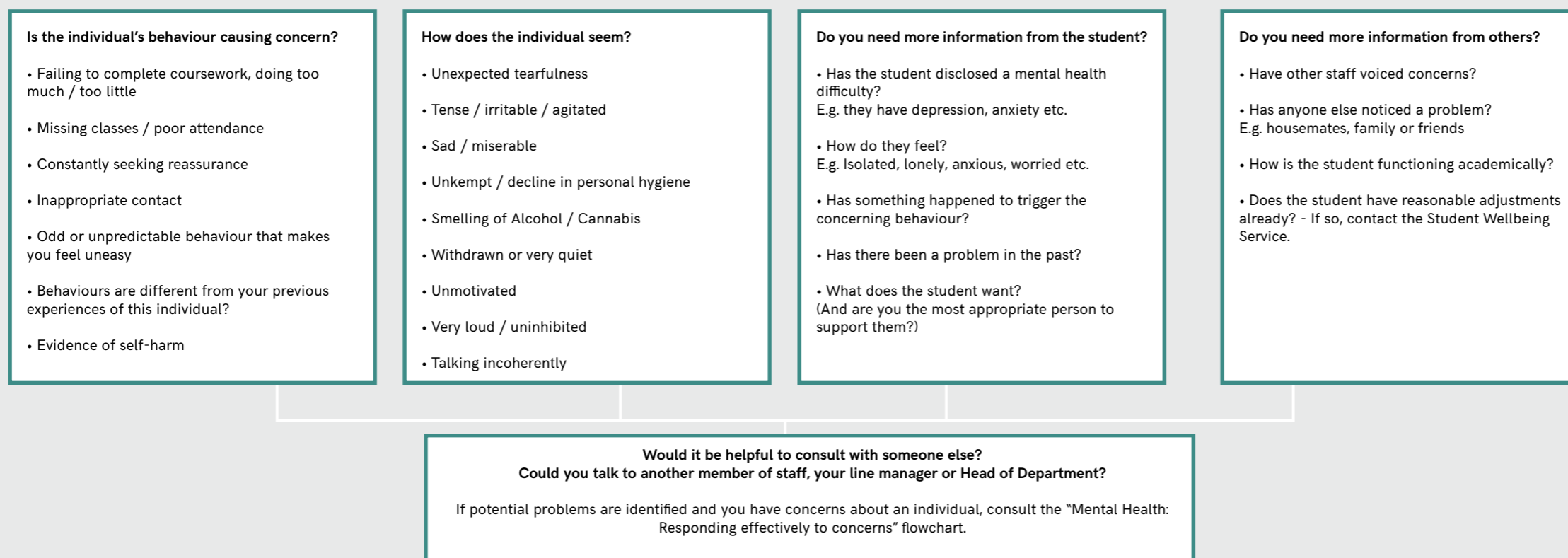
**Samaritans**  
116123 - Free to call  
Service 24 hours a day, 365 days a year  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)  
Website: [www.samaritans.org](http://www.samaritans.org)

**The Student Wellbeing Service**  
**Office Hours:** Mon – Thurs  
09.00 – 17.00, Fri 09.00 – 16.00  
**E-mail:**  
[studentwellbeing@aber.ac.uk](mailto:studentwellbeing@aber.ac.uk)  
**Telephone:**  
01970 622087 or 621761  
**Website:** [www.aber.ac.uk/en/student-support/our-services/](http://www.aber.ac.uk/en/student-support/our-services/)



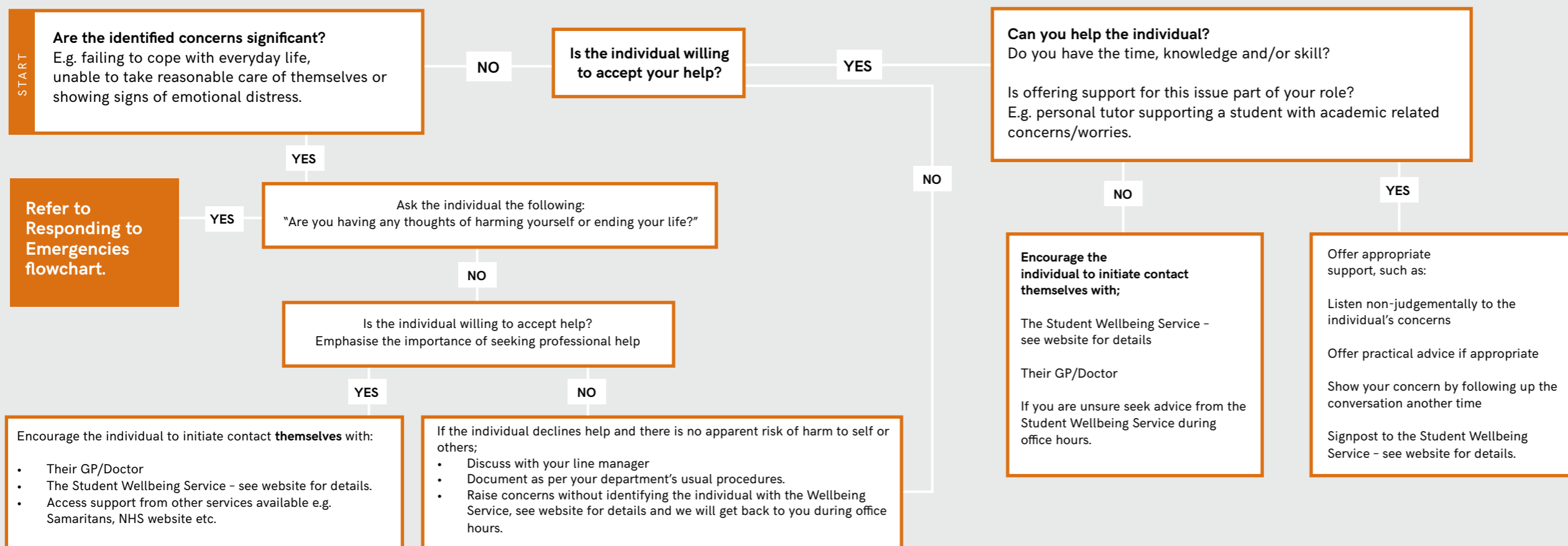
## Mental Health: Identifying potential problems

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.



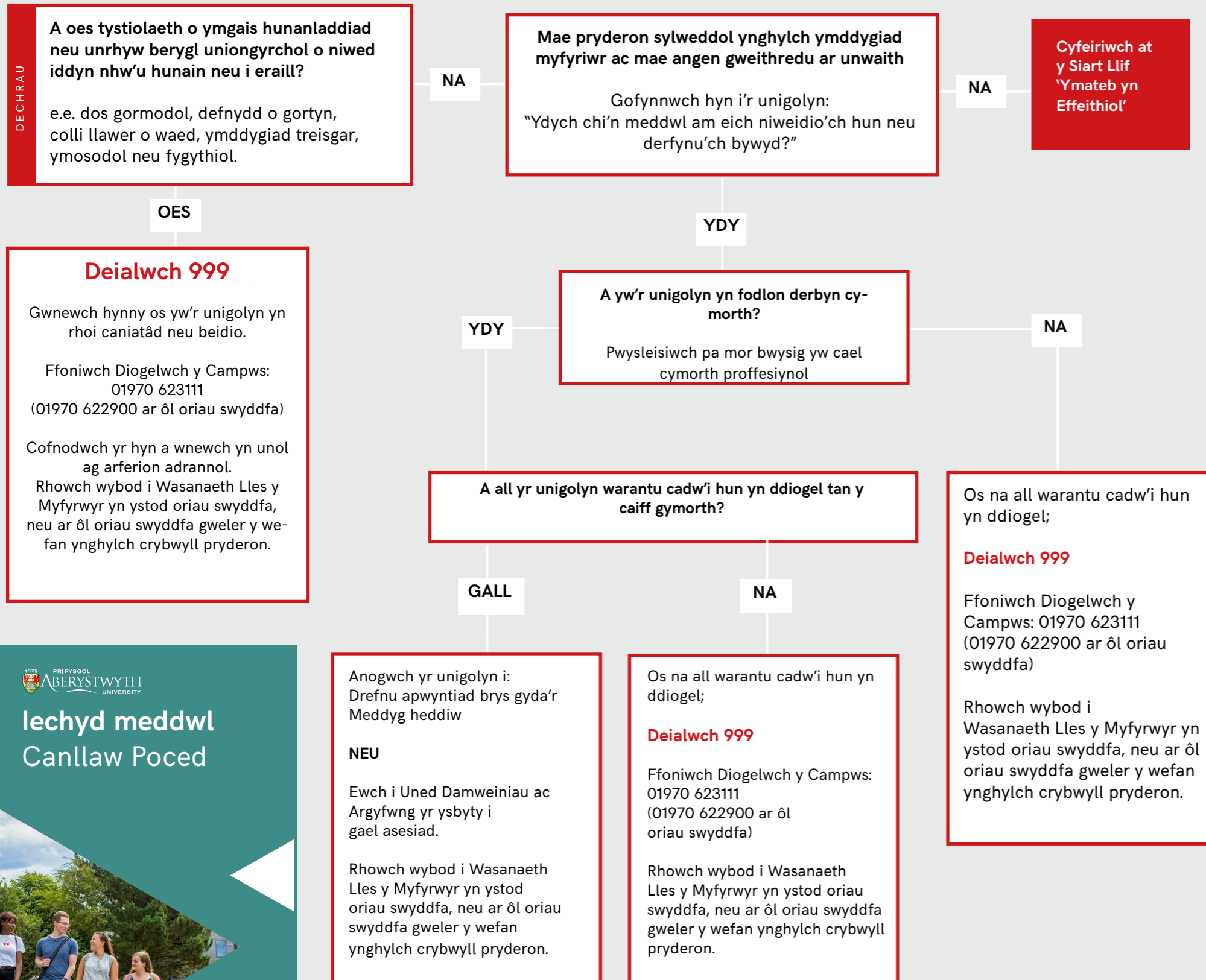
## Mental Health: Responding effectively to concerns

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



## Iechyd Meddwl: Ymateb i Argyfwng

Yn achlysurol, gall ymddygiad unigolyn beri pryder digon sylweddol i'w ystyried yn **ARGYFWNG** sydd angen sylw a gweithredu yn ei gylch **AR UNWAITH**. Ymhob sefyllfa peidiwch â chynhyrfu, cofiwch ganllawiau cyfrinachedd a gwrando heb farnu. Trafodwch y sefyllfa drwyddi gyda chydweithiwr/rheolwr llinell, diweddarwch y cofnod ysgrifenedig a rhowch wybod i Wasanaethau Lles y Myfyrwyr am eich pryderon a'r hyn a wnaethoch.



## Adnoddau Defnyddiol:

**Diogelwch y Campws:**  
2649 o ffôn mewnol  
01970 622649 o ffôn allanol neu symudol  
E-bost: sitesecurity@aber.ac.uk  
Y we: www.aber.ac.uk/cy/campus-services/security

**Gwasanaethau Brys:**  
Tân, Ambiwlans, Heddlu a Gwylwyr y Glannau  
9999 o ffôn mewnol  
999 o ffôn allanol neu symudol

**Galw Iechyd Cymru**  
Ffôn: 111

**Uned Ddamweiniau ac Argyfwng yr ysbyty:**  
Ysbyty Cyffredinol Bronglais, Ffordd Caradog, Aberystwyth  
Cyfnewidfa Ffôn yr Ysbyty:  
01970 623131

**Gwasanaeth Lles y Myfyrwyr:**  
Y Ganolfan Croesawu Myfyrwyr, Campws Penglais  
1761 neu 2087 o ffôn mewnol  
01970 621761 neu 622087 o ffôn allanol neu symudol  
E-bost:  
studentwellbeing@aber.ac.uk  
Y we: www.aber.ac.uk/cy/student-support/

## Iechyd meddwl Canllaw Poced



## Adnoddau Defnyddiol i Siart Llif:

**Galw Iechyd Cymru**  
Ffôn: 111

**Llinell Obaith Papyrus**  
papyrus-uk.org  
0800 068 41 41

**SHOUT - Llinell Argyfwng Tecstio**  
Tecstiwch y gair SHOUT i 85258  
www.crisistextline.uk

**Y Samariaid**  
116123 - galwad am ddim  
Gwasanaeth 24 awr y dydd, 365 diwrnod y flwyddyn  
E-bost: jo@samaritans.org  
Y we: www.samaritans.org

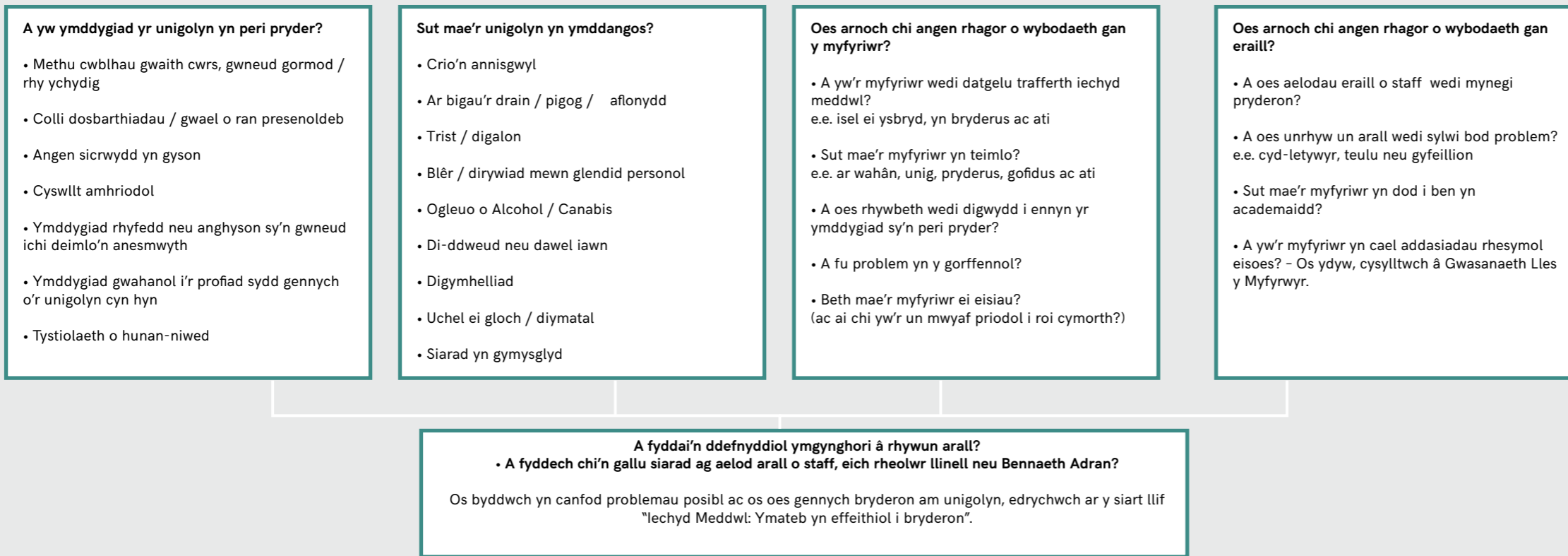
**Gwasanaethau Lles y Myfyrwyr Oriau Swyddfa:**  
Dydd Llun - Iau 09.00 - 17.00,  
Dydd Gwener 09.00 - 16.00  
**E-bost:**  
studentwellbeing@aber.ac.uk  
**Ffôn:** 01970 622087 neu 621761  
**Y we:** www.aber.ac.uk/cy/student-support/our-services/

## Iechyd meddwl Canllaw Poced

Ewch i'n gwefan i gael mwy:  
www.aber.ac.uk/cy/student-support-our-services/

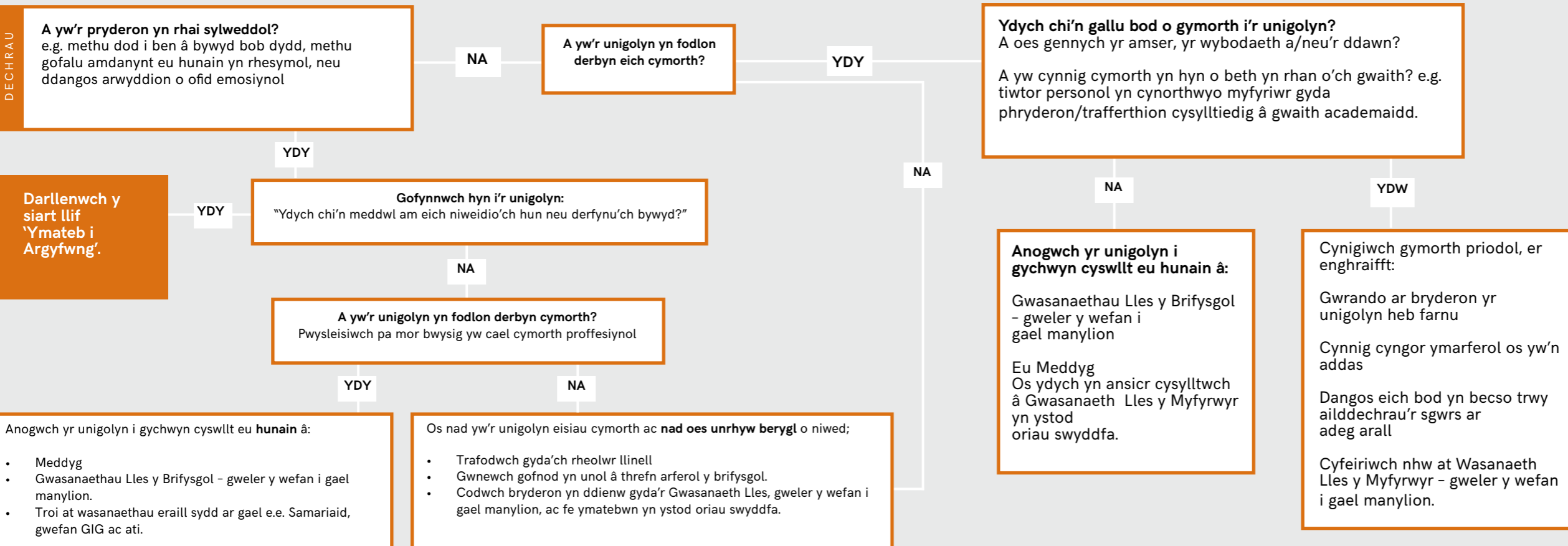
## Iechyd Meddwl: Canfod problemau posibl

Anaml iawn y ceir un arwydd unigol i ddangos bod trafferthion. Mae'r rhestrau gwirio isod yn awgrymu newidiadau posibl a allai, ar y cyd, roi arwydd bod unigolyn yn cael pethau'n anodd. Nid yw hon yn rhestr gyflawn, ond gellid ei defnyddio er mwyn cynorthwyo i ganfod a oes problemau posibl.



## Iechyd Meddwl: Ymateb yn effeithiol i bryderon

Os oes gennych bryderon, gall gwybod sut i ymateb yn effeithiol gynorthwyo'r unigolyn i sicrhau eu bod yn cael y cymorth mwyaf addas. Ymhob sefyllfa peidiwch â chynhyrfu, cofiwch ganllawiau cyfrinachedd a gwrando heb farnu. Trafodwch y sefyllfa drwyddi gyda chydweithiwr/rheolwr llinell, diweddarwch y cofnod ysgrifenedig a rhowch wybod i Wasanaethau Lles y Myfyrwr am eich pryderon a'r hyn a wnaethoch.



## Adnoddau Defnyddiol:

**Iechyd, Diogelwch ac Amgylchedd:**  
2169 neu 2073 o ffôn mewnol  
01970 622169 neu 622073 o ffôn allanol neu symudol  
E-bost: [hasstaff@aber.ac.uk](mailto:hasstaff@aber.ac.uk)  
Y we: [www.aber.ac.uk/cy/hse/emergency/contacts/](http://www.aber.ac.uk/cy/hse/emergency/contacts/)

**Rhaglen Cymorth i Weithwyr:**  
Mae'r manylion i'w cael ar wefan Adnoddau Dynol Gwybodaeth a chymorth 24/7  
0800 174319  
Y we: [www.carefirst-lifestyle.co.uk](http://www.carefirst-lifestyle.co.uk)

**Adnoddau Dynol**  
8555 yw'r rhif mewnol  
01970 628555 yw'r rhif allanol  
E-bost [hr@aber.ac.uk](mailto:hr@aber.ac.uk)  
Y we: [www.aber.ac.uk/cy/hr](http://www.aber.ac.uk/cy/hr)

## Hunangymorth:

**Get Self Help**  
[www.getselfhelp.co.uk](http://www.getselfhelp.co.uk)

**CBT cyfrifiadurol**  
[www.Lttf.com](http://www.Lttf.com)

**IAWN - Information, Awareness and Wellbeing Now:**  
[www.iawn.wales.nhs.uk/home](http://www.iawn.wales.nhs.uk/home)

