

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 student has a problem. This list is not exhaustive, but can be used to help you identify the nature of the problem.

Is the student's behaviour causing concern?

- Failing to complete coursework, doing too much / too little?
- Missing classes?
- Is there anything odd or unpredictable about the student's behaviour that makes you feel uneasy?
- Anxious or constantly seeking reassurance?

How does the student seem?

- Unexpected tearfulness?
- Tense / irritable?
- Sad / miserable?
- Unkempt?
- Smelling of alcohol / cannabis?

- Withdrawn or very quiet?
- Flat?
- Agitated?
- Very loud / uninhibited?

Is there other information?

- What is the student telling you about what is going on?
- Have other staff voiced concerns?
- Are family, friends or housemates suggesting there's a problem?

Is this different from your previous experience of this student?

- Is there a significant change in appearance (weight change, decline in personal hygiene etc)?
- Has there been a noticeable decline in student's academic performance?

Do you need more information from the student?

- Is the problem practical / medical?
- How does she / he feel?
- Has something happened?
- Has there been a problem in the past?
- What does the student want?

Do you need more information from others?

- Has anyone else noticed a problem?
- How is the student functioning academically?

Would it be helpful to consult with someone else?

Could you talk to another member of staff, your Head of Department or line manager?

MENTAL HEALTH: RESPONDING EFFECTIVELY TO CONCERNS ABOUT A STUDENT

**Is the problem URGENT?
i.e do you think that**

- The student may be at risk of harming him / herself or others
- The student is seriously physically ill?
- He / she is failing to cope with everyday life or failing to take reasonable care of themselves?

Can you help the student?

- Do you have the time and/or skill?
- Do you know whom you should contact for advice?
- Does the student want your help?

Offer support, such as:

- Listening to the student's concerns
- Offering practical advice
- Showing your concern by following up the conversation another time
- Signposting to the Student Wellbeing Service

Is the student willing to accept your help?

YES

- Offer your support
- Help the student make an urgent appointment with their own GP/ out of hours GP as applicable
- Signpost the student to the Student Wellbeing Service: 01970 62(2087) or 62(1761)
- Give the student information about other services available

NO

Seek advice from the Student Wellbeing Service: 01970 62(2087) or 62(1761)

Out of hours: contact Campus Security 01970 622900 and / or call 999

Document as per your department's usual procedures

YES

- If you are clear about the help the student requires then signpost them to the appropriate service
- Whenever possible encourage the student to initiate contact & seek help themselves
- If you are unsure what help is available, seek advice from Student Wellbeing Service: 01970 62(2087) or 62(1761)

NO

If the student does not want any help, document your concerns and discuss with your Line Manager or Student Wellbeing Service: 01970 62(2087) or 01970 62(1761)

RESPONDING TO EMERGENCIES

Very occasionally, a student's behaviour may cause sufficient alarm to be classified as an emergency and require immediate action.

Is there evidence of a potential suicide attempt?
e.g. Overdose, use of a ligature, asphyxiation, bleeding from major blood

Is there any perceived immediate risk of physical violence to themselves or others?

Is there extreme or bizarre behaviour which might indicate a serious mental illness?

Refer to Responding Effectively Flowchart

YES

Call an ambulance dial 999

Inform Campus Security 01970 622900

Inform the Director of Student Support of actions taken 01970 62(1761)

Document your actions in accordance with your department's practice

YES

Contact the following

Student's GP (or NHS out of Hours GP Service) for an urgent appointment Student Wellbeing Service on 01970 62(2087) 01970 62(1761)

If the student declines consent seek advice from Student Wellbeing Service on 01970 62(2087) 01970 62(1761) ... Out of hours contact Campus Security 01970 622900

NO

Is the student giving consent for you to seek appropriate help for them?

YES

NO

Useful Resources

Emergency Services

Fire, Ambulance, Police & Coastguard

- › 9999 from an internal phone
- › 999 from external phones or mobiles

First Aiders

If a known First Aider is not present in the building, call the relevant number below and request a First Aider, then stay on the line to give out a precise location and confirm that help is coming.

- › 222 from an internal phone (during work hours)
- › 01970 622900 from external phones and mobiles

Wellbeing Service

- › Student Welcome Centre; Penglais Campus
- › 1761 or 2087 from an internal phone
- › 01970 621761 or 622087 from external phones and mobiles
- › Email: studentwellbeing@aber.ac.uk
- › Website: www.aber.ac.uk/en/student-support

Health, Safety & Environment

- › 2169 or 2073 from internal phones
- › 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

Site Security

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

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

Samaritans

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