

Is the problem urgent?

Do you think the student:

- Has stopped looking after her / himself
- Is seriously physically sick
- May be a serious risk to her / himself or others
- Is at risk of suicide

Yes

Will the Student accept help?

Yes

No

1. Has the student previously seen a **Mental Health Practitioner**? Can this person be contacted, or an urgent online / phone or Video chat appointment be arranged?
2. Contact a GP – Students own or **Bodnant Surgery (01248 364492)** for an urgent appointment. You or the student might make this appointment as appropriate.
3. Contact BU Mental Health Adviser.
4. Is the student aware of the [Mental Health online Drop In](#) and the [Counselling service daily phone support sessions](#)?

No

Can you help?

Do you have the time and / or skill?

No

Yes

Consult one of the following:

- Mental Health Adviser
- Duty Counsellor
- Line Manager

If the situation is escalating and you are concerned about the safety / wellbeing of the student, advise the student to telephone the **NHS number 0845 4647**.
If the situation is escalating and the student is in Halls and you are concerned about their immediate safety or your safety contact **Security on 2795**.

If the student is **off campus** and you are worried about somebody or yourself then phone the **Police non-emergency number 101 and register a welfare concern**. You will need to have the person's name, last known address and phone number.

If you are concerned that there is **danger to life** or that violence is being used or threatened always **phone 999**.

Appropriate support may include:

- Listening to student's concerns.
- Advise if appropriate.
- Providing information on our other support services: Student's Union / Counselling / Chaplaincies / Student Services.
- To keep a record of the main issues.
- Sharing your concerns when appropriate on a "need to know basis"

A note about confidentiality:

Initial advice – You can seek initial advice, without breaching confidentiality, by withholding the student's identity.

Seeking permission – Before consulting someone about a student's welfare, the student's permission should be sought, if possible.

Breaching Confidentiality – If you feel that confidentiality should be breached, always consult a line manager first when possible.

Refused Permission – If the student refuses permission but you feel their safety, or the safety of others is at risk you need to share this information as a 'duty of care'.

Sharing Information – Information, both verbal and written, should be shared on a 'need to know' basis.