Mental Health Emergency Evening | Night time | Weekends



- Listen listen to the student's concerns
- Reasure
 Provide reassurance
- Speak Talk slowly and calmly
- Record Keep a record of the main issues
- Advise
 Offer practical advice if appropriate
- Communicate Talk to your line manager or senior warden, when possible

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.

STUDENT SERVICES 2013



Halls?

For students in halls, always contact a Senior Warden

Professional help?

If the student has previously seen a Mental Health Practitioner he/she may have contact numbers or an Emergency Action Plan

Mental Health 1st Aider? Is a trained 1st Aider available?

Family?

Ask the student if she/he wishes to contact his/her family

For urgent advice contact

GP out of hours service: 0300 1235566

Social Services Duty Officer: 01248 353551

Nhs Direct: 0845 4647

Refused permission

If the student refuses permission but you feel their safety or the safety of others is a 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.

Neuadd Rathbone | College Road | Bangor