

### Is the problem urgent?

Do you think the student:

- Is at risk of serious physical neglect
- Is at risk of suicide
- May be a risk to others

NO

### Can you help?

Do you have the time and skill?

NO

### Appropriate support may include:

- Listening to student's concerns.
- Advising on practical issues.
- Providing information on support options, e.g. Wellbeing Service / Chaplaincy / Student's Union / local voluntary organisations
- Keeping a clear record of the main issues.
- Sharing your concerns when appropriate

YES

Will the student accept help?

YES

NO

Does the student have a Safety Plan? If yes, consult that plan with the student. If no, consult Line Manager and /or First Aider/ Wellbeing Service on a "need to know basis"

If the situation is escalating and you are concerned about the safety / wellbeing of the student, contact **NHS 111 or NHS 111 Press 2 service in North Wales. CALL Helpline also operate 24hr advice and support service 0800 132737.**

If the students 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 their safety, 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**

1. **Has the student recently seen a professional regarding their mental health? Can this person / service be contacted, or urgent follow-up arranged?**
2. **Contact a GP for an urgent appointment.** Student own or Bodnant Surgery: 01248 364492. **GP Out of Hours Service: 0300 123 55 66.**
3. **During office hours** consult Student Wellbeing: [wellbeing@bangor.ac.uk](mailto:wellbeing@bangor.ac.uk) / 01248 388520.
4. **Out-of-hours** phone NHS 111, NHS 111 Press 2 or by arranging a taxi to A & E.

#### 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.