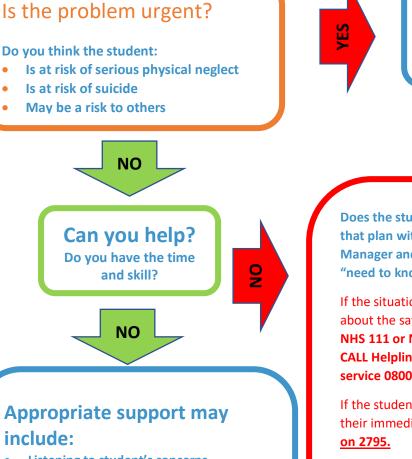
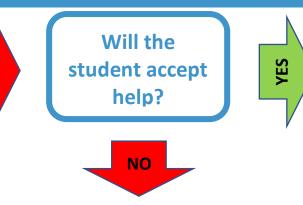
## **Information for Staff**

## **Student Mental Health Emergency**





- 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



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 <u>Security</u> 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 tha there is **danger to life** or that violence id 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?
- Contact a GP for an urgent appointment. Student own or Bodnant Surgery: 01248 364492. GP Out of Hours Service: 0300 123 55 66.
- During office hours consult Student Wellbeing: wellbeingservices@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.