

Wellbeing Service

RISK MATRIX TOOL

This tool has been developed to assist decision making in relation to individual student mental health risk. It should be used to inform, not replace, existing policies, procedures and responsibilities around reporting and responding to risk. It can be used alongside the Emergency Mental Health Flowchart.

There are some key points to note when using this tool:

- The more areas of impact that are noted increase the potential risk;
- The response focus is on identifying individual need / support rather than a low, medium or high risk assessment. This is to reflect recent [NICE guidance](#) and best practice;
- This is not a clinical outcome measure and should be used only as guidance to complement, not replace, existing University policies and procedures.
- If after using this tool you continue to be unsure about any possible actions the Wellbeing Service can offer initial advice, without needing to break [confidentiality](#),
- If in doubt, contact : wellbeingservices@bangor.ac.uk the inbox is monitored throughout the day and a duty counsellor is available during office hours Monday to Friday 9am to 5pm.

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

IMPACT (assess: 1 lowest, 5 greatest)					
	1	2	3	4	5
Individual	<ul style="list-style-type: none"> Minimal impact of Mental Health (MH) on self-care 	<ul style="list-style-type: none"> Minor impact of MH on self-care BUT seeking help from mentors / family 	<ul style="list-style-type: none"> Pre-existing or continuing concerns about moderate impact of MH on self-care 	<ul style="list-style-type: none"> Significant or persistent concerns MH is resulting in lack of self-care Risk of harm to self 	<ul style="list-style-type: none"> Immediate concerns MH is impacting on self-care Immediate risk of serious harm to self Immediate suicide risk
Others	<ul style="list-style-type: none"> No residential concerns No impact on others 	<ul style="list-style-type: none"> Deteriorating relationships with peers or residency Minor impact on others 	<ul style="list-style-type: none"> Difficulties with peers and residency Moderate impact on others 	<ul style="list-style-type: none"> Significant difficulties with peers and residency Risk of harm to others Notable distress to others 	<ul style="list-style-type: none"> Immediate, serious difficulties with peers and residency Immediate risk of serious harm to others Immediate, serious distress to others
Studies	<ul style="list-style-type: none"> Minimal risk to studies 	<ul style="list-style-type: none"> Recent or pre-existing concerns about studies 	<ul style="list-style-type: none"> Moderate risk to studies 	<ul style="list-style-type: none"> Significant risk to studies 	<ul style="list-style-type: none"> Failing in studies.
Support	<ul style="list-style-type: none"> Able to implement self-help strategies and guidance 	<ul style="list-style-type: none"> Able to follow guidance Minimal support required from Study Skills / Mentors 	<ul style="list-style-type: none"> Willingness to engage with support Support from Wellbeing Service / Tutors needed 	<ul style="list-style-type: none"> Struggling to engage with support Safeguarding / wellbeing concerns Serious illness or disability needing intervention from Security / Wellbeing Services / GP / Out of Hours GP 	<ul style="list-style-type: none"> External (non-University) support required Offence against law or Regulations (Safeguarding, workplace duties) requiring 999 intervention

RESPONSE LEVEL		↓	↓	↓	↓	↓
Assess Frequency	Over 3 times a week	AM	AMA	A	IAR	IAR
	1 – 2 times a week	AM	AMA	A	A	IAR
	Weekly & significant impact on others	AM	AMA	A	A	IAR
	Weekly but limited impact on others	AM	AM	AMA	A	IAR
	Happened before but not in the last month	AM	AM	AMA	AMA	IAR
	First time	AM	AM	AM	AMA	IAR

RESPONSE – ACTION TO TAKE

Active Monitoring	Active Monitoring and Action	Action	Immediate Action and Response
<ol style="list-style-type: none"> 1. Listen 2. Provide information 3. Keep an accurate record of the situation and any actions taken 	<ol style="list-style-type: none"> 1. Listen to the student's concerns 2. It is ok to ask for clarification to help your understanding 3. Ask them how they think you can help them 4. Provide information on other support services e.g., Personal Tutor, Students' Union, Well-being Service, Chaplaincies 5. Keep an accurate record of the situation and any actions taken 6. Share your concerns when appropriate on a 'need to know basis e.g., Line Manager, Senior Warden, or Mental Health Advisor 	<ol style="list-style-type: none"> 1. Action required 2. Encourage or support the student to call their GP (number on GP Website) or NHS Direct on 111 3. In hours: staff to contact Duty Officer Wellbeing Services (wellbeingservices@bangor.ac.uk) 4. Out of hours, if the student lives in Halls inform Security non urgent 01248 382795 or extension 2795 or Urgent 333 5. Out of hours if the student is off campus, not engaging with support or declining to contact their GP then phone the Police on 101 (non-emergency) and register a welfare concern. 6. At the earliest opportunity arrange a multidisciplinary meeting via Head of Student Support and Wellbeing to review and update fitness to study / reside action plan 7. Keep an accurate record of the situation and any actions taken 	<ol style="list-style-type: none"> 1. Action required 2. Phone 999 – urgent attention required if no ambulance is available and they advise that the individual makes their own way to A&E, then authorised staff member to book a taxi via service agreement with local taxi firm. 3. As soon as possible arrange a multidisciplinary meeting via the Head of Student Support and Wellbeing to discuss fitness to study / reside action plan 4. Keep an accurate record of the situation and any actions taken

CONFIDENTIALITY

- **Initial Advice:** By withholding the student's identity you can seek initial advice, without breaching confidentiality
- **Sharing Information:** Both verbal and written should only be shared on a 'need to know' basis
- **Seeking Permission/ consent:** If possible, seek the student's permission before consulting someone about their welfare
- **Refused Permission/ consent to share:** If the student refuses permission but you feel their safety, or others safety is at risk, inform the student you need to share the information as a 'duty of care'
- **Breaching Confidentiality:** If you feel confidentiality should be breached, inform the student. If possible, always try to consult a Line Manager or senior member of staff first
- **Records:** Keep an accurate record of the situation/ actions taken/ date and time/ persons present and check where the most appropriate and secure place for information storing is within your department – consult with Information Governance Team if unsure <https://www.bangor.ac.uk/governance-and-compliance/safeguarding.php.en>