

Significant Concerns for Student

Serious but not an emergency

Significant difficulty and hard to assess

Emergency/urgent

- Significant distress or symptoms of MH difficulty, but no immediate significant risk e.g distressed, anxious or low, but able to respond to you.
- Some risk present, but no plans or access to means (see the Talking About Risk box).
- Has support and will access it.
- Able to keep themselves safe until next working day.

- Unusually confused and disorientated.
- Thoughts seem jumbled, hard to make sense of.
- Thoughts unusually slowed down or speeded up.
- Seems out of contact with conventional reality.
- Responses are highly unusual and out of context.
- Seems unable to manage or take care of self.

- Serious physical injury or illness.
- Very distressed, agitated and unpredictable and their behaviour is unmanageable.
- Risk of immediate harm to self or others.

Out of Hours

9am-4pm

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Out of Hours

- Provide information on University support (Counselling Service, DASS).
- Provide contact information of external support:
 - Samaritans 116 123
 - NHS Direct 111
 - The Sanctuary 8pm-6am 0300 003 7029
 - Local A & E at MRI Oxford Road
- Email the Counselling Service to request they contact the student on next working day: counselling.service@manchester.ac.uk
- Arrange a follow-up with the student to see if they accessed help.
- If they are reluctant to access help contact Duty Counsellor on next working day on extn. 52864 to discuss your concerns.

- Contact the Duty Counsellor on extn. **52864** to discuss next steps.
- Dial **999** (**9999** from an internal phone) and ask for an ambulance.
- If you are on University premises call Security on 0161 306 9966 (extn. 69966 from an internal phone):
 - Tell security an ambulance is on the way, giving details of your location.
- If you are in a University Hall of Residence contact the Duty Advisor.
- Once help is on the way reassure the student & wait with them until help arrives.
- Contact Duty Counsellor on next working day on extn. 52864 to discuss.

Talking About Risk

If direct or indirect reference is made to risk it is important to ask explicit questions to establish nature and severity of the risk e.g.

- Are you having thoughts about ending your life / hurting someone else?
- Do you have thoughts about how you might act on this?
- Do you have access to the means?
- Do you feel you are at imminent risk of acting on these thoughts?
- Are you able to keep yourself safe until tomorrow?
- What will help you keep yourself safe?
- Who else knows how you feel?
- Can we contact them to support you?

Record what's happened and any actions you took according to your local systems. Consult with local colleagues and escalate as appropriate. Consider any further steps that might be required e.g. referral to DASS, or consideration under the Fitness to Study Policy and Procedures.

You may feel upset by what's happened; talk to your colleagues as appropriate, or consider the Counselling Service for support.

For further information and training on supporting students, and on when and where to refer students for support go to: www.counsellingservice.manchester.ac.uk/trainingforstaff