**The University of Manchester**

**Guidance when dealing with students with any medical or mental health conditions**

This guidance is being issued jointly by:

* The University Counselling Service
* The Disability Advisory and Support Service (DASS)
* Student Occupational Health Service

**What should I do if a student declares a medical or mental health condition to me?**

The Equality Act requires the University to make reasonable adjustments for students who are considered to have a disability. The [definition of a ‘disability’](http://www.dso.manchester.ac.uk/who-do-we-support/current-students/) under the Equality act is essentially a legal one and is decided by the courts. It is therefore in both the University’s and students’ best interests to take appropriate action in all cases where you become aware that a student has a medical condition (which includes mental health problems e.g. depression/anxiety) which may impact on their ability to attend the course, their performance with course work and examinations etc. The students may themselves seek advice or declare a medical problem in mitigation. Alternatively you, your colleagues or fellow students may express concern.

**How should I respond to a crisis situation or to non-crisis behaviour which gives cause for concern?**

[The Student Mental Health Policy: Guidance for Staff](http://documents.manchester.ac.uk/display.aspx?DocID=11618) contains specific information about how to respond to a crisis (p.8) as well as useful contacts and resources both internally and externally. It also gives advice for supporting students exhibiting behaviour which gives cause for concern (p16).

You may find it useful to provide the student with some [external crisis contacts.](http://documents.manchester.ac.uk/display.aspx?DocID=40481)

**Do I need consent to refer to DASS/Occupational Health?**

In all cases it is necessary to first discuss the situation with the student concerned and having done so to explain that it is strongly recommended to make either a formal referral to DASS/Occupational Health or facilitate access to the Counselling Service. The positive aspects of the referral should be emphasised. This discussion is necessary in order to fulfil the University’s duty of care to the student and its duties and responsibilities under the Equality Act. It is necessary to have consent from the student to make either of these referrals.

**What should I include in my referral?**

In making the referral you may wish to pose a number of questions to the service, but it is important to ensure that you give background leading up to the referral, including the reasons for the referral and any concerns. The service can only provide advice based on the information available to it.

**What if a student does not give consent to refer?**

If a student does not consent to the referral then you must make a note on the student’s file of the reason that a referral was suggested and that the student refused. The student must be made aware that the support that can be provided may be affected by their refusal to attend the appropriate support service. You should continue to monitor the situation and have further discussions with the student as necessary. A note should be made of any discussions with the student on the above issues and placed on their file so that there is a full record of such interactions.

**Referral to DASS and Occupational Health via Referral Form**

Please use [the referral form](http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=650) which should be sent to the service(s) you consider most appropriate for the needs of the individual student (DASS/Student Occupational Health). If a student is declaring a condition that might be a disability, then it is essential that you discuss a referral to DASS.

The staff of the service will then arrange to see the student. Additionally, the chosen service will ensure that (when appropriate) the other support services are also involved.

**Access to Counselling Service – Referral form not to be used**

If you or the student feels that they require access to the Counselling Service (possibly as well as the above services) in respect of emotional, psychological or mental health difficulties **DO NOT** refer using this form but please follow the process outlined below.

* Invite the student to complete the very brief online form [Counselling Service Appointments](http://pssweb.manchester.ac.uk/includes/html/counselling/). Completion of this form directs them towards the most appropriate help.
* If the outcome of the form is directing them to workshops and on-line resources please discuss these with the student and explore the links provided together as appropriate. It may be useful to email these to the student after your meeting
* If the outcome is recommending that they contact the Counselling Service on 0161 275 2864 to request a specific type of appointment please facilitate them doing so.
* If you or they feel they need to be seen sooner than the appointment offered please direct the student to let the receptionist know.

If you have any concerns or queries about a specific student or a general issue please contact either [the duty counsellor](mailto:counselling.service@manchester.ac.uk) or the [Head of Service Sarah Littlejohn](mailto:sarah.littlejohn@manchester.ac.uk)

As above, please document the actions you have taken, including if the student declines the help offered, in order to record the Schools appropriate provision of support.

 If you would like to be notified of the students’ attendance at their first appointment please ensure [the student emails the Counselling Service](mailto:counselling.service@manchester.ac.uk) requesting this and giving their consent.

**Still have questions about the guidance or concerns about a student?**

Please contact any of the services listed below:

* **The Counselling Service**

5th Floor Crawford House

Tel: 52864 Email: [counselling.service@manchester.ac.uk](mailto:counselling.service@manchester.ac.uk)

* **The Disability Advisory and Support Service (DASS)**

2nd Floor University Place

Tel: 57512 Email: [dass@manchester.ac.uk](mailto:dass@manchester.ac.uk)

* **Student Occupational Health Services  
  Waterloo Place (UG students)**

Waterloo Place 182-184 Oxford Road

Tel: 52858 Email: [waterlooocchealth@manchester.ac.uk](mailto:waterlooocchealth@manchester.ac.uk)

**The Mill (for PG students**)

B22 The Mill, Sackville Street

Tel: 65806 Email: [millocchealth@manchester.ac.uk](mailto:millocchealth@manchester.ac.uk)