Crisis Pathway: What to do about an immediate concern

Appears unsafe - not immediate or urgent

The student:
-Appears to be struggling with their mental health.

-Is expressing thoughts suggesting they may not be safe e.g. thoughts about not wanting to be alive, thoughts of self-harm or other thoughts that suggest a sense of being unsafe.

-Does Not currently intend to act on thoughts.

-Can keep themselves safe in the short term.

Action:

Email: **MHSTDutyPractitioner@manchester.ac.uk**

Provide as much information as possible*

Duty Practitioners will respond in a timely manner.

Outside of working hours: follow the steps above and reassure the student that MHST will follow up the next working day. Ensure they have access to the **Help in a Crisis** guidance.

Appears unsafe - urgent

The student:
-Appears to be struggling with their mental health. This may appear more significant or harder to contain e.g. they are notably low in mood and withdrawn or there may be signs of emotional distress, confusion or agitation.

-There is uncertainty about safety: they may have disclosed that they feel suicidal or have self-harmed. They may feel vulnerable or at risk from others.

Action:

Email: **MHSTDutyPractitioner@manchester.ac.uk**
You can call 0161 275 2864 but email will allow quicker access to a Duty Practitioner.

Provide as much information as possible*

Duty Practitioners will confirm that they have received your email and will aim to prioritise follow up.

Outside of working hours: Explore whether they are willing to attend A&E. They may choose not to do so, but it is important that they are aware of this option. Encourage them to identify a support plan this evening. Is there someone supportive who they can contact or someone they can be with? Ensure that they have access to the **Help in a Crisis** guidance. Contact **NHS 111** for crisis support.

Emergency

The student:
-Is presenting as intensely distressed, agitated and unpredictable. Their behaviour is unmanageable. They cannot engage in a plan to keep safe. Risk of harm to self or others seems imminent or immediate.

-There has already been a serious incident e.g. the student has made an attempt to end life or there has been another incident that threatens their safety or that of someone else.

Action:

Call **999** immediately. If you are on university premises call Security on **0161 306 9966** (extn. 69966 from an internal phone). Alternatively activate the 'Emergency' button on Safezone app. Tell security an ambulance is on the way, giving details of your location.

Once help is on the way reassure the student and wait with them until help arrives. When you are able to please email: **MHSTDutyPractitioner@manchester.ac.uk** or call **0161 275 2864**. Provide detail on what happened and along with the student's ID. Follow-up and support will be offered.

***Sharing information** When you are alerting Duty Practitioners to a student of concern you should provide:

1. Student ID and contact details
2. A detailed description of what has happened.
3. Exact wording of any disclosed risk (if in writing)
4. Detail on the student's awareness of information sharing

When emailing Duty Practitioners use the student's ID as a reference and only cc in staff who you feel should be informed.
Please note that in most cases we cannot share information once someone is engaged with the Mental Health Support Team.

How are you?
If you or others have been affected by a serious incident, please let us know. We can provide support.