

Responding to a Student Mental Health Concern/Incident

Is the matter an emergency?

(i.e. do any of the following apply?)

- The student may be at risk of harming themselves or others
- There is a concern regarding risk of suicide
- The student expresses ideas not based on reality
- The student is exhibiting uncharacteristic/strange behaviour
- There is a severe lack of personal functioning
- There is a severe and/or sudden personal withdrawal
- The student presents a serious threat to other students/staff.

YES

Normal office hours?

NO

YES

In an emergency:

If you are with the student:

- Try to keep them with you and contact Student Development and Well-being for assistance on: * (0151) 291 3427.
- Or
- Accompany the student to Student Development & Well-being (1st floor Gateway Building) for help
- If the student is in a heightened state of distress and/or is reluctant to receive your help/stay with you, seek the assistance of a staff colleague where possible and try to keep the student with you, if it is safe to do so. Contact the relevant Security Lodge immediately for assistance; then contact Student Development and Well-being for further advice on: * (0151) 291 3427.

Security Lodge Tel. No's

Hope Park 0151 291 3800

Creative 0151 291 3700

Aigburth 0151 727 7262 or 07736 106 185

If you are not with the student:

- Ascertain their exact location, ask the student to remain where they are and contact SDW on: *291 3427. If on a Zoom call, ideally, stay on with the student until further advice is received; if on a telephone call, tell the student that you, or someone from SDW will ring them back, then contact SDW immediately for assistance.

NO

Out of hours:

For students residing in halls of residence:

Contact the relevant Security Lodge for assistance. They will contact the relevant manager and emergency services, where necessary.

Security Lodge Tel. No's

Hope Park 0151 291 3800

Creative 0151 291 3700

Aigburth 0151 727 7262

or

07736 106 185

For students living off-campus:

Ensure that you have the exact location of the student and contact 999 emergency services. Report the incident to Student Development and Well-being at the earliest opportunity.

Non-emergency:

(i.e. where there is no concern about an immediate risk of harm to student or others)

If the student will accept help:

- Listen to the student's concerns
- Reassure the student that they have done the right thing sharing their concerns
- Inform the student about the University support services available within Student Development & Well-being
- Advise the student to make an appointment with Student Development & Well-being at the earliest opportunity; **OR** ask the student if they would like you to make a referral on their behalf
- Arrange a follow-up meeting with the student to check the situation and monitor the situation
- Contact Student Development and Well-being on ext: 3427 or sdw@hope.ac.uk

If the student will not accept help:

- Make it clear to the student that help is available should they change their mind
- Seek further advice from the Student Development and Well-being
- Monitor the situation without intrusion

Good practice:

- Try to seek the student's consent to share your concerns with SDW (although consent is not essential where there is significant concern about immediate risk of harm)
- Seek the help of a colleague/campus security if necessary
- Manage any sensitive information carefully. If there is a need to share information, limit what is shared and who it is shared with, on a 'need to know basis'
- Monitor the situation and keep Student Development and Well-being informed
- Seek support from [Personnel](#) if you have been affected by the situation (0151 291)

* During periods of lockdown:

Ring: 07734 879 015 for Student Development and Well-being

Or

Main switchboard (0151) 291 3000 if the mobile number is unavailable.