

Flowchart for receiving disclosure and managing cause for concern

Information (face to face, phone, email, from another source)

Take clear concise notes, let the student know you cannot promise confidentiality, ask clear questions and do not be scared to enquire more. Remember to ask them who is this affecting, how it is affecting, are other people involved



HIGH CONCERN

Suicidal ideology, recent failed suicide attempt, disclosure of sexual assault, unmanageable psychosis, dangerous to self or others, safeguarding issues, **PREVENT**

MEDIUM CONCERN

Bereavement, ongoing MH issues but managed, eating disorders, emotional distress, addiction disclosure, worrying behaviour, deliberating/overwhelming stress and anxiety

MANAGEABLE CONCERN

Low level anxiety and stress, concern or worried about work, unable to sleep, attendance issues, falling out with friends, family issues

KEEP CALM- IF YOU DON'T FEEL COMFORTABLE GET HELP

Assess the risk and danger

High Risk/Danger- call for help
Not in danger but severity high- listen, take notes and offer support, contact wellbeing and state you need an emergency appointment for a student.

Listen to the student

Listen and look at NVC- are there any signs of discomfort or distress
Ask- are they happy to speak with you, have they booked appointment with wellbeing for further support/external
Make a plan with the student, book follow up if needed

GENERAL SUPPORT AND ADVICE- A FRIENDLY SMILE & LISTENING EAR

Reassure the student sometimes not feeling great is okay, anxiety and stress are normal it's just about learning how to cope
Help to form a plan, encourage them to help self- Wellbeing, external, headspace app

RECORD (AND REPORT)

Make sure you have noted the information and passed on where necessary- ask yourself do I need to let my LM know or my colleagues? Who else could help here?

FOLLOW UP

Wellbeing will follow up with you following further assessment and intervention (interruption, hospitalisation, interdepartmental meeting) DDS requirements/adjustments

FOLLOW UP

Wellbeing may contact you to keep you updated where necessary and with permission from student
Follow up with the student yourself, stick to any plan you made (ie another meeting)

FOLLOW UP

Wellbeing unlikely to follow up with you, just keep monitoring the student for changes or a decline or improvement in the issue

Do I need support or help?

DO YOU NEED TO MEET AGAIN OR RE-EVALUATE (Repeat Process?)

EMERGENCY AND SUPPORT NUMBERS

Emergency Services

Emergency Services/callouts: 999

Non-urgent support & Advice: 101

Please inform security of you call for an emergency service including your name, the service requested and where they are to attend

Campus Security

Emergency: x 444 (internal) or 01784 443 888

General Security: 01784 443 063

Helplines

Samaritans: 116 123 (24/7)

Surrey and Borders Partnership Mental Health Crisis Line: 0800 915 4644 (24/7)

CALM (Men only): 0800 58 58 58 (5pm to midnight)

Papyrus (for under 35s): 0800 068 4141 (10am till 10pm)

GP Surgery NHS) – on site

Internal: 3131

Travel Costs

Security are unable to take students to centres, hospital etc but you can look at the campus bus (inter site travel) and we can also use a fund of money via the GP Surgery for a taxi to get students to and perhaps from hospital, Safe Haven, emergency appointments with personal counsellors or external agencies if appropriate. Helen Groenendaal or wellbeing can facilitate this.

Student Wellbeing

Ext: 6284, 6757, 3395, 3132

wellbeing@royalholloway.ac.uk