Flowchart for Student in Crisis: Suicidal thoughts/ideology/in danger

**Assessment**

Who, what is wrong, why, have they felt like this before, what helped, do they have a plan. STAY CALM yourself and don't panic. Check known to DDS, do they have external support from NHS etc

- **HIGH**
  - Has a plan and access, not willing to consider help, serious and high risk to life

- **LOW**
  - Considering suicide, has thought about it but does not think they would follow through

**IMMEDIATE SUPPORT**

Breathing, centralising, focus, calming

**CALL 999**

Keep student calm, explain what you are doing

**INFORM SECURITY**

Let them know ambulance has been called and the location it is to be escorted to, ask for further assistance and back up if needed

**EXTERNAL SUPPORT**

101, MH CRISIS, Samaritans, Safe Haven etc

**INTERNAL SUPPORT**

SA&W, GP surgery, Security, First Aider

**PERSONAL SUPPORT**

Can you call a friend or family member?

**RE-ASSESS**

Do they feel better, is there an improvement. Have the points above helped

- **YES**
  - Move to low actions from Safety Plan point

- **No- IT’S WORSE**
  - Move to high action plan

**FOLLOW ADVICE**

From the calls what are they saying and what does student agree to. Remember transport and friends

**SAFETY PLAN**

Inform of SA&W options, external organisations

**FUTURE PLANS**

Book further appointment with the student, plan for future, what will they do what will you do. Follow up and check in arrangements

**CALL**

Can you call anyone now for them?

**NOTES AND FOLLOW UP**

Record notes and ensure security have details so an incident report filed and SA&W informed. Follow up appointment and referral where needed. Where needed and agreed contact Academic Department. Ensure C4C updated.

**DO YOU NEED SUPPORT FOLLOWING THIS INCIDENT- LET YOUR MANAGER KNOW**
EMERGENCY AND SUPPORT NUMBERS

Emergency Services
Emergency Services/callouts: 999
Non-urgent 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: 444 (internal)
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
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 can facilitate this.