

What to do if you are concerned about a student's mental health

Do you consider the situation to be an emergency?

i.e. A probability of direct, immediate harm to themselves or another

YES

Phone emergency services on 999

If the student is on UEA campus also call UEA security on 01603 592222

NO

Do you consider the situation to be urgent?

Examples may be..

- the student has expressed thoughts (but no current intent) to harm themselves or someone else,
- the student appears to be experiencing significant persistent distress and/or out of touch with reality

YES

Contact the Senior Wellbeing Team via

mentalhealth@uea.ac.uk with URGENT in the title and mark the email as high priority (inbox monitored 9-5 during university core working hours)

If out of University opening hours please call:

Security - 01603 592222 or Residential Life Advisers – 07795591386 **Also consider:**

Advise student to attend their GP or attend the walk in centre

Inform student that if unable to keep themselves safe to attend A&E

Encourage the student to utilise services available out of working hours (*see below*)

NO

Are you worried the student needs timely (non-urgent) help because:

- They are very distressed or agitated.
- You have noticed that the student's behaviour has changed dramatically.
- The student is really struggling with personal issues, which are affecting their work.

NO

If you think the student might still benefit from the support of the Wellbeing Team or other services within the Student Services, signpost them to our online referral form -

<https://my.uea.ac.uk/divisions/student-services/online-referral-form>

OR contact your faculty Embedded Team via email:

embedded.FMH/HUM/SCI/SSF@uea.ac.uk

delete faculty as appropriate

YES

Tell them you are concerned about their welfare and suggest they access further support.

Are they willing to accept support?

YES

During working hours:

Encourage/support the student to complete an online referral to the Student Services:

<https://my.uea.ac.uk/divisions/student-services/online-referral-form>

OR

Contact your faculty Embedded Team via email:

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NO

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Wherever possible, please make the student aware of your intention to pass information about your concerns onto Student Services.

Support options to signpost students to

Helpful Telephone numbers:

Medical Emergencies: 999

Urgent Medical Advice: 111

The University Medical Service: 01603 251600

UEA security: 01603 592222

Samaritans: 116 123

Helpful webpages:

Student services Wellbeing web pages

[UEA Student Services - Wellbeing](#)

Health assured information for 24/7 support for students

[Health Assured \(uea.ac.uk\)](http://Health Assured (uea.ac.uk))

University Medical Practice web pages

<https://www.umsuea.co.uk/>

National anonymous listening services:

Samaritans:

Call: free phone 116123 (24-hour service) or email jo@samaritans.org

HOPELINEUK:

Call: 0800 068 4141, Text: 07786209697 or Email: pat@papyrus-uk.org

Young Minds:

Text: YM to 85258 - <https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>

SANEline:

Call: 300 304 7000 between 4.30pm and 10.30pm each evening

CALM:

Call: 0800 58 58 58 or webchat service <https://www.thecalmzone.net/help/webchat/>

*If a student wants to report an incident of **unacceptable behaviour** to the University, please refer students to the **Report and Support** webpage on the portal <https://reportandsupport.uea.ac.uk>. Unacceptable behaviours could include bullying, harassment, sexual harassment, racial harassment, or discrimination. Anonymous reports can also be made.*