



MHW Staff Guide to Students in Distress



Speak with the student...

What is contributing to, or causing their distress? You may be able to reduce some of the distress during your interaction, identify solutions, offer hope and signpost for support.

Is the Student...

- Communicating that they are unable to keep themselves safe?
- Presenting in a way which poses risk to self or others?
- Expressing that they have a plan to end their life?
- Experiencing a mental health emergency?

YES

Call 999 or NHS direct 111
Contact security if the student is on campus
I need help now webpage
Once help is on the way reassure the student and wait with them until help arrives.
Inform MHW team
**include student number and initials*

NO

Is the Student...

- Communicating significant distress, intense anxiety, low in mood?
- Frequent use of Self-Harm?
- Communicating frequent thoughts of suicide but no immediate plan to act?
- Displaying signs of confusion, jumbled speech or signs of poor self care?

YES

Arrange a MHW referral for the student
Call 111 for advice or find a local urgent NHS mental health Helpline
Seek advice from MHW Team
Complete a safety plan with the student
Encourage contact with GP or NHS mental health team

NO

Is the Student...

- Communicating that they are safe, but would like mental health and wellbeing support?
- Indicating some risks- possible self harm, feelings of hopelessness?
- Able to engage with existing support network i.e family, friends, external services?

YES

Provide information of University support (MH&W Team, workshops, Disability and Inclusion team, Well-being Champions)
Signpost to WLV Student Life Connect

NO

Is the Student...

- Communicating that they are safe, but declining mental health and well-being support?
- Communicating/ behaving in a way that is concerning or you consider that they would benefit from additional support?

YES

Signpost to self- help resources (WLV Wallet-wellbeing hub) Consider seeking advice from Cause for Concern group Consider demonstrating WLV Student Life Connect

Key Contacts

Security: 01902 32 1555 (ex 5555)

Mental Health and Wellbeing Team
MHWenquiries@wlv.ac.uk

(Mon-Fri, 9am -4.30pm)

Call **111** and select the 'Mental health' option.

Useful Links and Resources



Register with the MHW team, or contact us via email- MHWenquiries@wlv.ac.uk

Safety Planning
stayingssafe.net



Mind Example coping techniques

Hub of Hope
Find support in your area



WLV Student Life Connect online
Username: uowstudent Password: student
0333 2120 672

Samaritans - 116 123
Email: Jo@samaritans.org

PAPYRUS - 0800 068 4141
(under 35). Email: pat@papyrus-uk.org.
TEXT: 07786 209697 Mon-Fri: 10am-10pm, weekends & BH: 2pm- 10pm

CALM - 0800 58 58 58
(support for men)

Webchat-
www.thecalmzone.net/help/webchat
5pm-Midnight

Student Minds- 0808 808 4994

Shout - 24/7 text service for anyone in crisis.
TEXT Shout to 85258

Find your nearest A&E

