CONCERNS ABOUT A STUDENT’S MENTAL WELLBEING?

A GUIDE FOR STAFF

Everyone has mental health – sometimes good, sometimes not so good. Like physical health, support is available and recovery is possible. Difficulties with mental health are broad and can range from everyday worries to diagnosable illness.

There are resources and services for every student experiencing problems with their mental wellbeing. We want to make sure that you are clear on how much you can help students, and that you always feel supported by providing information to support you in your role and make referrals.
IF YOU ARE WorRIED ABOUT A STUDENT

Talk to the student
The most helpful approach is a collaborative one that involves the student. The first step would usually be to talk to the student to allay your concerns and find out their current situation. You may find on speaking to the student that they are already in touch with the appropriate service, such as SWIS, local mental health service or their GP.

However if they are not yet receiving support, pointing them in the right direction may be all that is needed.

Potential warning signs for mental health difficulties:
- Erratic or unpredictable behavior
- Lack of self-care
  - Poor personal hygiene
  - Unkempt appearance
  - Significant weight changes
- Under-performance in academia
  - Frequent lateness / absence
  - Missing deadlines
  - Poor concentration
- Changes in behavior
  - Very withdrawn
  - Unusually quiet in behaviour
  - Aggressive/agitated behaviours
  - Substance/alcohol misuse
  - Changes in eating habits

LIMITS AND BOUNDARIES

There are no Data Protection issues in sharing concerns about a student with appropriate staff within the university. However, there are legal reasons why you cannot discuss concerns with a parent or other students.

Be clear about the boundaries of your role and work within them. You have limits both in terms of the amount of confidentiality you can offer and the amount of time you can spend supporting the student. Be aware of your personal threshold relating to stress and anxiety and do not let care for a student step over that threshold. Please note; staff within SWIS are unable to share information about a student without the students consent.

Dos
- Listen non judgmentally.
- Make it clear to students that information they give you is only confidential to an extent. If they give you reason to believe that themselves or anybody else is at danger, you are obliged to notify SWIS or emergency services.
- Refer to our flow chart for suggestions of what to do when worried about a student's mental wellbeing.
- Seek support from colleagues or your line manager, if supporting a student has affected you in some way.
- Make time to take care of yourself.

Don’ts
- Share your personal information with students; this includes your personal telephone numbers and social media details.
- Share information about students with inappropriate members of staff, or your social circle.
- Try to tackle a student’s wellbeing issues on your own, help and support is available.
CONCERNED ABOUT A STUDENT’S MENTAL WELLBEING?

Is the problem urgent?
Do you have reason to believe:
- There is a potential risk of suicide?
- They may be at risk of hurting themselves or others?

YES

If the student is willing to accept help
- Encourage the student to use the drop-in service at the SSH, see details of opening times for each campus
- Do not rely on emails, use the phone
- Alternatively, encourage the student to refer themselves to their GP or the local A&E

YES

If the student will not accept help
- Call your SSH
- Do not rely on emails, use the phone
- In rare cases where there is an immediate danger to the student’s self or to others, phone security staff* (24/7) to contact emergency services

In an emergency, call security staff *
Colchester 2222 or 01206 872222
Loughton 07920 822101
Southend 07920 821678

NB, SWIS can only share information about a student if they have given consent.

Can you help?
Do you have the time and/or skills to listen and support?
Do you know who to consult for advice?

YES

Offer targeted and appropriate support.
This might include:
- Student Wellbeing Support Line 0800 970 5020 (outside UK +44 141 271 7168)
- For online support joining v club at Validium https://vclub.validium.com/login.aspx
- Username: UniofEssex
- Password: Wellbeingsupport
- Signpost to specific student centred suggestions for looking after mental health https://www.mind.org.uk
Select: Information & support, tips for everyday living, student life

Signpost to self-help at https://essex.silvercloudhealth.com/signup/
Signpost to online one to one support at https://mnessexmind.org/chat-with-charlie/
Providing reassurance
Offering practical support
It is important to set clear boundaries to your involvement and encourage the student to engage with services.

In rare cases where there is an immediate danger to the student’s self or to others, phone security staff* (24/7) to contact emergency services

NO

Signpost the student to Student Support Hub or their GP
- Drop in sessions are available Monday to Friday
  - Colchester 01206 874000
    Support Desk in the Silberrad Centre
    9.30am-4.00pm
  - Loughton 0208 508 5983
    Ground floor, Hatfield House
    10.50am-11.10am
    1.10pm-2.10pm
    3.50pm-4.10pm
    6.00pm-7.00pm
  - Southend 01702 328444
    2nd floor, The Forum
    11.00am-2.00pm
- Students can find out more about the support they can access from SWIS on our website https://www1.essex.ac.uk/students/health-and-wellbeing/
  Encourage the student to seek help from specialist services

NO
WHAT IF THE STUDENT WILL NOT ACCEPT HELP?

Most adults with mental health difficulties are able to make informed choices about all aspects of their lives, including accessing health care and support. While it's important that we make students aware of the support the university offers, we also have to accept that they have the right to decline support. For further advice, or to raise any concerns please contact the Student Services Hub on 01206 874000 or email wellbeing@essex.ac.uk.

Staff can access advice from the Student Wellbeing and Inclusivity Service (SWIS) on:
01206 874000 (9.00am-5.00pm Mon - Fri) – wellbeing@essex.ac.uk

WHAT IF IT IS URGENT?

See the flowchart for case-by-case advice. Contact the SWIS for advice if needed. If a student appears very unwell, have someone wait with them while you seek immediate support.

CAN I GET SUPPORT TO DEAL WITH NON-URGENT SITUATIONS?

The SWIS can advise staff by supporting students with non-urgent personal difficulties. We have a new line dedicated to supporting staff dealing with non-urgent situations 01206 872365 between 10.00am and 12.00pm Mon-Fri. Outside of these hours you can contact via the Student Services Hub or via email wellbeing@essex.ac.uk. Issues to discuss may include:
- Is the approach I am taking helpful?
- Have I offered all that I should within the boundaries of my role?
- Is there anything else that I or my department should be doing?

WHERE TO REFER STUDENTS

Student drop in
Drop in sessions are available Monday to Friday.

Colchester
9.30am-4.00pm at the Student Support Desk, 1st floor of the Silberrad Student Centre

Southend
11.00am-2.00pm, 2nd floor of The Forum

Loughton
10.50am-11.10am
1.10pm-2.10pm
3.50pm-4.10pm
6.00pm-7.00pm
SSH, Ground Floor, Hatfield House

Drop in sessions are typically half an hour in duration, and are a convenient opportunity to talk with a staff member of the student support team in a safe space. Students can talk about anything that is troubling them in these sessions, including but not limited to mental health issues. Students do not need to book an appointment, just turn up during drop in hours fill out an enquiry form and are seen almost immediately. A resolution may be achieved there and then, or a longer appointment may be scheduled, a referral to counselling or liaison with or referral to external specialist services.

Reporting a concern about a student

If you are concerned about the welfare of a student you can report your concerns by completing the form in the link provided www1.essex.ac.uk/students/contact/report-concern.aspx

This form is not reviewed outside of normal business hours, including bank holidays and closure periods. If you consider the situation to be an emergency, ie. someone is at immediate risk or harm, please contact security on your campus.
USEFUL NUMBERS AND CONTACTS

Student Wellbeing and Inclusivity Service (SWIS)
Email: wellbeing@essex.ac.uk

Student Services Hub (SSH)
Colchester: 01206 874000
Southend: 01702 328444
Loughton: 0208 508 5983

Campus security
Colchester: 2222 or 01206 872222
Loughton: 07920 822101
Southend: 07920 821678

Samaritans
Phone: 116 123

Out of hours
Colchester
North Essex Partnership NHS Helpline
24 hours a day
Phone: 0330 726 1800

Southend
North Essex Partnership University Trust
Phone: 0300 123 0808

Loughton
North Essex Crisis Line
Phone: 0330 726 0110

Nightline (open 10pm-8am during term time)
Phone: 01206 872020/2022
Freephone: 0800 326 5454

Student Wellbeing Support line
Phone: 0800 970 5020
(outside UK +44 141 271 7168)

Useful resource from Mental Health UK
https://truths.mentalhealth-uk.org/depression

Free e-learning package for all university staff
Would you like to feel more confident to support students in distress?
Easy-to-follow 20 minute sessions including:
- Signs to look out for
- Key helping skills
- Knowing who else to involve

Who is the training for?
All academic and support staff, including
- Personal tutors
- Librarians
- Security staff
- Accommodation staff
- Careers advisors
- Chaplains

To find out more and access the sessions, visit: www.learning.cwmt.org.uk