

Immediate risk of harm

A student is:

- in distress and needs support
- about to self-harm or has just self-harmed e.g. overdose, cutting
- about to attempt suicide or has just attempted suicide
- being violent and/or aggressive (to self or others)
- in a vulnerable state; intoxicated or in a psychotic state (experiencing delusions, hallucinations or unusual beliefs)

- 1. If you need immediate support to manage the situation**
 - Engage colleagues in the vicinity and ask for their help
 - Call University Security (2222 / 01484 258338) to alert them and seek support
- 2. Explain your concerns to the student and why you think they need support**
 - If student is able to get safely to local Accident and Emergency, offer support to co-ordinate transport (taxi via Mount taxi service 01484 515006)
 - If student is unable to get to Accident and Emergency or refuses help, contact emergency services
- 3. Contact emergency services (999)**
 - Explain the situation to call operator who will advise on dispatch of appropriate services (police, ambulance, fire)
 - If student refuses service or leaves before arrival of service, advise emergency services of situation - they will determine next steps
- 4. After the event:**
 - Email Wellbeing Service (studentwellbeing@hud.ac.uk) with brief overview of situation, circumstances, and actions taken
 - Wellbeing will follow-up as needed with student and offer opportunities for debrief with staff

Moderate risk of harm

A student is:

- distressed and has disclosed concerning information (e.g. acts of self-harm or overwhelming feelings of suicide but no immediate intent or plan)
- concerned about their immediate personal safety, welfare or circumstances (e.g. they are unable to return home, they do not feel safe, they are being threatened)

- 1. Find out more**
 - Start a conversation to find out what's wrong
 - Ask if they're OK and what help they think they need
 - **It's OK to ask direct questions about suicide**
- 2. Offer reassurance that help is available**

Student still distressed, moderate risk of harm to self or others

In working hours:

- Walk student to iPoint, Level 4, Student Central to see the Wellbeing Duty Advisor
- or contact the Wellbeing Duty Advisor for advice: 01484 471001

Out of hours, encourage student to:

- access self-help and 24/7 support services (hud.ac/k8j)
- contact emergency services if their circumstances worsen
- attend Accident and Emergency if self-harm or suicide thoughts worsen

Student is able to calm self, no imminent risk of harm to self or others

Ask

- Check what student plans to do now
- What support do they have?

Signpost (see QR code or visit hud.ac/pzl for links)

- NHS: 111
- Samaritans: 116 123 (24hrs)
- Saneline: 0300 304 7000
- Papyrus: 0800 068 4141
- Emergency Services: 999
- Find your local Accident and Emergency
- Find your local NHS urgent mental health helpline
- Further useful support (including local services and Hub of Hope)

Refer

- Explain you will email Wellbeing Services so that they can offer the student further support

Low risk of harm

A student is:

- struggling academically/not engaging
- behaving differently to usual
- upset (but can calm themselves with some reassurance)
- feeling overwhelmed with the challenges of university life
- struggling to cope with daily tasks (e.g. looking after dependents)
- distressed (struggling to manage their emotional response to a situation)
- disclosing to you that they have a MH diagnosis
- concerned about their personal safety and welfare (no immediate risk)

- 1. Find out more**
 - Start a conversation to find out what's wrong
 - Ask if they're OK and what help they think they need
 - **It's OK to ask direct questions about suicide**
- 2. Offer reassurance that help is available**

Self-directed Wellbeing support

- University Support Services (hud.ac/kzp)
- University self-help wellbeing guides
- University Togetherall platform: anonymous, online 24/7 support and practical wellbeing resources
- External support organisations

School-based support, e.g. for academic support, ECs

- Provide the student with information or refer them directly to your local School support team

Central Disability support, if a student discloses a diagnosed MH condition (hud.ac/disability)

- Direct the student to register with Disability Services
- They may be entitled to support to help them engage with their studies

Central Wellbeing support (hud.ac/wellbeing)

- Provide the student with information about central Wellbeing and share the email address
- While the student is with you, encourage and help them to book an appointment
- If a student would find it helpful, contact central Wellbeing and outline the student's situation

Further options, where a student may not wish to engage directly with university support

- Advise student to contact the SU Advice Centre via email or 01484 473446
- Advise student to contact their GP or other NHS services, e.g. NHS 111

Useful questions

- What has caused you to be upset/concerned now?
- Has this happened before?
- Has it been happening for a long time?
- What would help now?
- What do you plan to do next?
- Are you thinking about suicide?

Note: A student may refuse to access any support. This is their choice



Scan the QR code or visit hud.ac/pzl to:

- access a digital version of this guide, with accompanying training videos/resources
- book an appointment with the Wellbeing Service
- access links to current sources of support and information sharing guidance