

Mental health crisis and suicide prevention guide

Supporting students

Very urgent situation

Immediate response needed

CALL 999
and inform Security 24/7 on
0118 378 6300

Very urgent

- risk of ending their life or harming others now
- taken steps to end their life, ie reports taking an overdose
- has a serious medical emergency
- imminently at risk from others
- violent or threatening violence to people or property
- significantly disorientated and out of touch with reality.

Urgent situation

NOT requiring immediate response

If you are concerned about a student, but there is no immediate risk to their wellbeing or safety you can alert the **Student Welfare Team** by making a Notification of Student Concern referral

or

contact security 24/7 on 0118 378 6300

or

refer to 24HR SUPPORT LINE: 0800 023 2466 or via the **Wisdom AI app**.

Urgent

- risk of harm to self or others/ expressing suicidal thoughts but no intent to act on thoughts
- exhibiting extreme behaviour ie elated, withdrawn
- causing significant concern from others
- using very concerning language in discussions/academic work/ mitigation requests
- homeless or at risk of imminent homelessness
- disengaged from contact and you have concerns about their welfare.

Not urgent

Additional support recommended

Encourage & signpost students to contact:

Counselling & Wellbeing

Email: counselling@reading.ac.uk to book an appointment

Student Welfare Email: studentwelfare@reading.ac.uk

NHS 111 press option 2

Call or email Samaritans by dialling **116 123 (free)** or email jo@samaritans.org

24HR SUPPORT LINE

Students have unlimited access to the free and confidential **24HR SUPPORT LINE** to call or live chat day and night with experts on any personal issues.

0800 023 2466 or via the **Wisdom AI app**.

Contact their GP

Not urgent

- low in mood, anxious, stressed
- homesick, lonely, isolated
- difficulty with relationships
- experiencing low self esteem, confidence
- difficulties with eating
- drug and/or alcohol problems
- bereaved
- difficulties studying.



In all situations

- try to stay calm
- aim to be patient, respectful, non-judgemental
- engage with the student if possible but prioritise yours and others safety
- remember confidentiality guidelines
- wherever possible, try to inform a colleague about the situation to support you at the time
- debrief by talking the situation through with a colleague or a member of the welfare team. Keep a written record of events.

NB: these lists are not exhaustive and if unsure, we encourage staff to contact the **Student Welfare Team** studentwelfare@reading.ac.uk / **0118 378 4777**

Support for you

You can contact Confidential Care (Employee Assistance Programme) in the following ways:

- By phone: **0800 085 1376** for the Advice Line
- By email: assist@cwelling.com
- By the Live Chat facility on the Well Online portal (between 9.00 and 17.00 pm Monday to Friday)