

Mental Health: Responding to Emergencies

Occasionally, an individual's behaviour may cause significant alarm to be classified as an **EMERGENCY** and require **IMMEDIATE** action. In all situations remain calm, remember confidentiality guidelines and listen non-judgementally. Talk through the situation with a colleague/line manager, ensure written records are up to date and inform the Student Wellbeing Service of your concerns and actions.



Useful Resources:

Site Security:

2649 from internal phones
01970 622649 from external phones and mobiles
Email: sitesecurity@aber.ac.uk
Website: www.aber.ac.uk/en/campusservices/security

Emergency Services:

Fire, Ambulance, Police and Coastguard
9999 from an internal phone
999 from external phone or mobiles

NHS Direct

Telephone: 111

Accident and Emergency Department (A & E):

Bronglais General Hospital
Caradoc Road
Aberystwyth
Hospital Switchboard:
01970 623131

Accommodation:

2984 from internal phones
01970 622984 from external phones and mobiles (office hours)
24 hour Helpline: 01970 622900
Email: accommodation@aber.ac.uk
Website: www.aber.ac.uk/en/accommodation

Mental Health Pocket Guide



Helplines:

NHS Direct
Telephone: 111

Papyrus Hopeline
papyrus-uk.org
0800 068 41 41

SHOUT – Crisis Text Line
Text SHOUT to 85258
www.crisistextline.uk

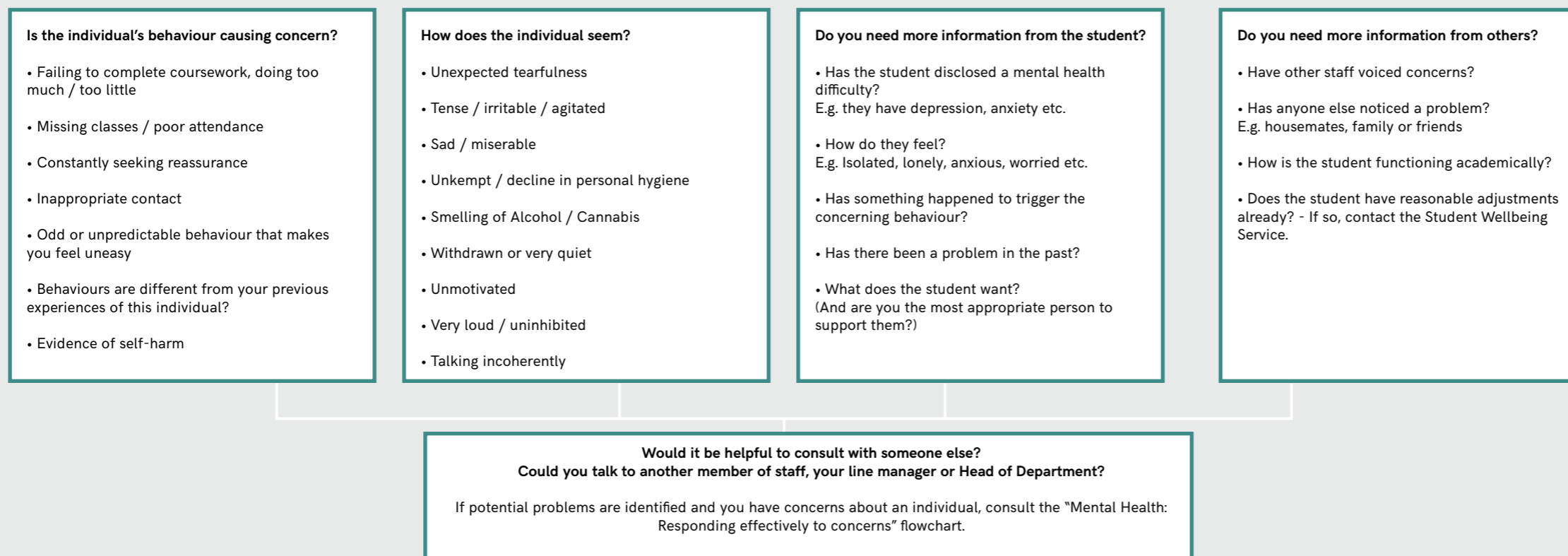
Samaritans
116123 - Free to call
Service 24 hours a day, 365 days a year
Email: jo@samaritans.org
Website: www.samaritans.org

The Student Wellbeing Service
Office Hours: Mon – Thurs
09.00 – 17.00, Fri 09.00 – 16.00
E-mail:
studentwellbeing@aber.ac.uk
Telephone:
01970 622087 or 621761
Website: www.aber.ac.uk/en/student-support/our-services/



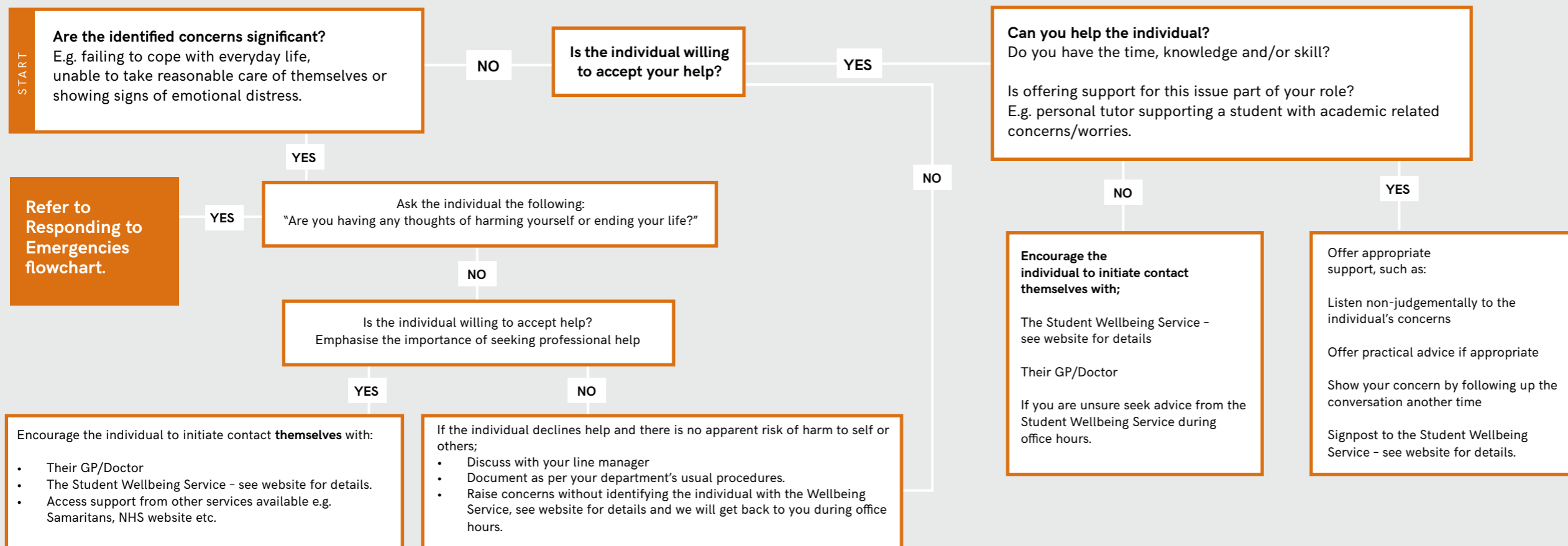
Mental Health: Identifying potential problems

There is rarely one single indicator of difficulty. The following checklists suggest possible changes which, in combination, could indicate that the individual is struggling. This list is not exhaustive, but can be used to help you identify if there are potential problems.



Mental Health: Responding effectively to concerns

If you have identified concerns, knowing how to respond effectively can help the individual ensure they get the most appropriate support. In all situations remain calm, remember confidentiality guidelines and listen non-judgementally. Talk through the situation with a colleague/line manager, document actions in accordance with departmental practice and inform the Student Wellbeing Service of your concerns and actions



Useful Resources:

Health, Safety and Environment:
2169 or 2073 from an internal phone 01970 622169 or 622073 from external phones and mobiles
Email: hasstaff@aber.ac.uk
Website: www.aber.ac.uk/en/hse/emergency/contacts/

Employee Assistance Programme:
Details are available on the Human Resources website
Information and support 24/7
0800 174319
Website: www.carefirst-lifestyle.co.uk

Human Resources:
8555 from internal phones
01970 628555 from external phones and mobiles
Email: hr@aber.ac.uk
Website: www.aber.ac.uk/en/hr

Self Help

Get Self Help
www.getselfhelp.co.uk

Information, Awareness and Wellbeing Now:
www.iawn.wales.nhs.uk/home

Computerised CBT
www.Lttf.com

