



Student Mental Health Policy – Guidance For Staff



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Edinburgh Napier University

Student Mental Health Policy and Guidance for Staff

Introduction

1. Edinburgh Napier University, through its Strategy 2020, is committed to creating an inclusive environment for our diverse student population and providing responsive, personalised support in order to help them be successful. As a University that is committed to widening access to our programmes and expertise, we are aware that many students are likely to have either experienced or will experience mental distress at times. However, we believe that mental health difficulties should not be a barrier to a full participation in all aspects of student life.

Purpose

2. The purpose of this updated policy and guidance is to outline the University's position on mental health support to students, to help ensure that there is a coherent approach when responding to students with mental health difficulties and to promote best practice. The policy and guidance is also intended to promote proactive measures that encourage good mental health and student wellbeing. Consequently, the guidance also links in with

the University's 'see me' pledge which is a commitment by the University to tackle stigma and discrimination often experienced by those with mental health difficulties.

Edinburgh Napier's Student Mental Health Policy

3. The University aims to create a context and culture which ensures that we deal openly and positively with mental health issues and students experiencing mental health difficulties receive the appropriate support. This will be done by ensuring that:
 - All students who experience mental health difficulties are offered support, are treated fairly, and with respect.
 - Edinburgh Napier's policies and procedures promote a positive environment for students experiencing mental health difficulties.
 - All staff are aware of the limits of the support they can offer and of appropriate referral mechanisms.
 - The effective promotion of good mental health involves the contribution of each individual within the University.

4. The Student Mental Health Policy is underpinned by Edinburgh Napier University's commitments to:

- Create an environment where students who experience, or who have experienced, mental health difficulties feel welcome, supported and valued.
- Ensure that students are aware of where and how to access support.
- Require that students with mental health difficulties are treated with sensitivity and respect, in confidence and in a non-judgemental way in line with good practice and current legislation.
- Ensure that staff are aware of the appropriate procedures, their own responsibilities and, where necessary, the correct referral mechanisms to use when supporting students who are experiencing mental health difficulties.
- Actively tackle discrimination due to mental health difficulties at a personal and institutional level and promote equal opportunities, within a climate of mutual respect and understanding.
- Promote good mental health and student wellbeing, linking in with wider health and government initiatives.
- Work in partnership with other agencies and services in order to ease mental distress, manage risk and promote good practice in dealing with mental health issues.

Context

5. **The University Context** - The University has a duty to respect and support the rights and needs of students experiencing mental health difficulties. However, the University also has to balance the rights of students experiencing mental health difficulties with the overall duty of care it has for all of its students and staff.

6. **Legal Context** – Under the Equalities Act 2010, the University has specific legal responsibilities and duties towards students experiencing mental health difficulties and is required to treat these students no less favourably than others.

Scope of Student Mental Health Guidance and Procedures

7. The Student Mental Health Guidance and Procedures cover:
 - A definition of mental health difficulties;
 - Roles and responsibilities of staff whilst supporting students with mental health difficulties including:
 - Recognising mental health difficulties
 - Roles of staff
 - Confidentiality

- Responsibilities of students;
- Applications, admissions and entry;
- Fitness to practise;
- Reasonable adjustments;
- Extenuating circumstances;
- International students;
- LGBT students.

Definition of Mental Health Difficulties

8. Edinburgh Napier University recognises that the term mental health difficulties covers a wide range of difficulties such as mild anxieties, disappointments and frustrations of everyday life, to severe problems affecting mood and the ability to think and communicate rationally. Severe mental health difficulties may disrupt a person's capacity to function in their everyday life and may endanger their own safety and that of others. These difficulties can be brief or long term.

Roles and Responsibilities of Staff whilst supporting students with Mental Health difficulties

Recognising Mental Health Difficulties

9. Each individual will be affected slightly differently by mental health difficulties and there may be multiple signs and symptoms that might indicate a student has mental health difficulties. However, some generic signs

to look out for may include:

- Changes in patterns of attendance;
- Changes in course work/academic performance;
- Signs of fatigue, exhaustion and lack of energy;
- Limited concentration and difficulty in making decisions;
- Unpredictable or erratic behaviour.

10. In some cultures there is a high level of stigmatisation associated with mental health difficulties and students may be reluctant to admit to mental distress or to seek help. For some students this may lead them to present mental health issues in the form of physical complaints such as headaches, digestive disorders, etc. It is important that staff are aware of the possible indicators that may suggest a student is in distress.

Roles of Staff

11. Whilst the University is committed to providing a supportive environment, it is important to recognise that it is not a mental health facility and that it is not the responsibility of the University to replicate services that already exist within the wider community and NHS.

12. All University staff have a key role in responding to the needs of students with mental health difficulties and for promoting the safety and wellbeing of students. It will often be the case that the first person a student discloses a mental health difficulty to, or who notices that a student has mental health difficulties, will be a member of staff for example, a lecturer, Personal Development Tutor, member of security staff or Senior Resident in halls of residence. Consequently, staff should be ready to offer support to students but are not expected to assume responsibility outside the parameters of their role. Guidelines on how to respond to students are provided in **Appendix 2 'Helping Students in Distress'**. Dealing with emergency situations is covered by the University Emergency Response Procedure which can be found in the **Risk Management** section of **Governance Services** on the Staff Intranet.

13. Staff should respond to any disclosure of mental health difficulties by a student in a non – judgemental and supportive manner. Staff must be sensitive to their use of language. Negative, stereotypical language promotes a climate in which people with mental health difficulties are further stigmatised and may make disclosure of these issues even harder.

14. Any member of staff who has concerns should discuss these with a senior colleague or a member of the Student and Academic Support Services, preferably the Mental Health Advisers or Student Counselling Staff, whose contact details are given in **Appendix 1**. It is important that the confidentiality of the student be respected during these preliminary discussions and, as such, general advice or guidance about a student's wellbeing and/ or a member of staff's response to this, may be sought without mentioning the student's name. (See section on Confidentiality below.)

Confidentiality

15. University staff will treat any disclosure of a mental health difficulty by a student with sensitivity and respect for confidentiality. As it is recognised that some students may be concerned about the sharing of their information, this will be discussed in each individual case to assure students that this will be done appropriately, in confidence and in their best interests.
16. Information about mental health is classed as sensitive personal data under the Data Protection Act 1998 (the Act) and may only be processed in certain circumstances

in accordance with the Act¹. The University's policy on handling such sensitive data is as follows:

- Information relating to a student's mental health will not normally be shared internally with other University staff and students or externally with third parties, including parents or outside agencies, without the student's express written permission. However, students should be aware that if permission is not given then the University may not be able to make any reasonable adjustments required.
- On rare occasions, it may be deemed necessary to share information with a third party such as emergency services without a student's permission. This should only be done in exceptional circumstances and, where possible, in consultation with the relevant line manager and/or the University's Mental Health Advisers or the Governance Officer (Data Protection & Legal)².

¹ Further information is in s.4.4 of the University's Data Protection Code of Practice.

² In accordance with s.8.6 and 8.7 of the University's Data Protection Code of Practice.

- Examples of such circumstances are when:
 - It is felt that a student's behaviour poses an immediate danger to themselves or to others;
 - A crime has been committed or there is a threat of criminal activity;
 - The wellbeing of a child or vulnerable adult is potentially compromised through abuse or neglect.

- In these rare instances, strictly limited information, proportionate to the situation that has arisen, may be disclosed to University staff or third parties including health care professionals. If any such data is to be provided by email rather than verbally, this must be done appropriately: internally by marking any message as strictly confidential and externally by encrypted email in accordance with University policy.

17. Further information on data sharing is available in the University's [Data Protection Code of Practice](#).

18. Students have a right to ask what personal data about them is held by the University. Guidance on this is given in [Access to Personal Information](#)

Responsibilities of Students

19. All students are subject to the rules and regulations of the University and should respect the rights of students and staff in everything they do. For more information visit [Student Charter](#) on [myNapier](#).

20. Students are encouraged to take care of their own wellbeing and mental health e.g., to ensure they get adequate rest, access appropriate support and utilise University led programmes promoting student wellbeing and work/life balance.

21. Students have a responsibility for communicating their needs and seeking appropriate support if and when required.

22. Often it will be other students who highlight concerns about a fellow student's mental health difficulties. It is important in these circumstances that students' should be aware of their personal limitations and should encourage their fellow student to seek specialist support at the earliest opportunity. If this is difficult, they should seek advice, in confidence, from the Mental Health Advisers or ENSA Advice.

Applications, Admissions and Entry

23. The University welcomes enquiries and applications from prospective students who may have a history of mental health difficulties. In line with the University's admissions policy, all decisions on applications will be assessed on their academic merits.

24. In relation to courses where there is a registration with a professional body on completion of the course there may be mental health difficulties which this body considers could compromise a student's ability to practise safely and effectively. However, students may have a mental health difficulty and, when reasonable adjustments are made, are perfectly capable of safe and effective practice.

25. As part of the application process all prospective students with mental health difficulties are encouraged to disclose this information. A member of the Disability & Inclusion Team will then contact them to discuss their support requirements. Any information disclosed will be kept confidential and only disseminated with the student's consent or as permitted under the Data Protection Act 1998.

Fitness to Practise

26. A student's mental health difficulties may impact on their fitness to practise e.g. where a student is studying a vocational qualification. Members of staff should report any serious mental health difficulties being experienced by a student to their line manager in the School, in accordance with sections 15 and 16 above.

Reasonable adjustments

27. All necessary reasonable adjustments will be made to enable students with mental health difficulties to access their course and to ensure that they are not at a disadvantage compared to other students. An example of a reasonable adjustment is when the University may make appropriate individual exam arrangements for a student who provides evidence that they have a mental health difficulty. This might also include learning, teaching or personal support. These arrangements will be assessed and agreed by a member of the Disability & Inclusion Team. For more information, visit [Appeals and Extenuating Circumstances](#) on [myNapier](#).

Fit to Sit and Extenuating Circumstances

28. Under the University Fit to Sit regulations: **a student who attends, submits or participates in any form of assessment, is declaring him or herself to be in a**

position to do so and cannot subsequently claim that their performance was adversely affected by extenuating circumstances. However, the University recognises that unexpected events may occur, which have a negative effect on an individual's mental health and performance and, consequently, students in those circumstances should be encouraged to use the Extenuating Circumstances Process. More information can be found in [Appeals and Extenuating Circumstances](#) on [myNapier](#).

International Students

29. International students come from a wide range of cultural, ethnic and religious backgrounds, and it is important to be aware of the challenges they face in adjusting to living and studying in the UK when considering their mental health. These include not only the same life events and stressors as other students but additional ones such as, adjusting from one academic system to another and possible language barriers, which they have to cope with without access to the usual support structures of family, friends and home.

30. International students may not be familiar with the workings of UK mental health services and may not have a clear understanding of the various roles of Counsellors,

Mental Health Advisers or Community Psychiatric Nurses. Some international students may have difficulty accessing their GP, and staff should not assume they have knowledge of everyday procedures e.g. collecting a prescription.

LGBT Students

31. No matter what our sexual orientation and gender orientation, every one of us may have to deal with issues of mental distress. The LGBT student population will have to deal with the same challenges as the rest of the student body, such as moving away from home, academic and financial pressures. However, they may have to face additional challenges such as homophobic or transgender discrimination and the subsequent negative effects on their mental wellbeing. For these reasons they may be at a greater risk of experiencing mental health problems. If any student feels that they have or are experiencing discrimination on the grounds of their sexual orientation and gender orientation within the confines of the university, they should contact Richard Bews, University Appeals, Complaints and Conduct Officer. More information on this can be found in [Complaints](#) on [myNapier](#).

32. Students facing these issues can also contact the Mental Health Advisers or Counselling team for support. In **Appendix 1** of this Policy there are a list of Edinburgh based agencies which focus on LGBT issues and they can offer both support and advice.

Members of the Student Mental Health Policy Development Group

Liz Brodie, Lecturer, SNM&SC

Allan Brown, Chair, Former Head of Student Counselling & Mental Wellbeing

Fiona Carver, Lecturer, SNM&SC

Mohammed Hameed, Diversity Partner, Human Resources

Kev Head, Pastoral Care Adviser, SNM&SC

Anne Ireson, Head of Disability & Inclusion, S&AS

Leah MacGilp, Mental Health Advisor, S&AS

Angus Mackenzie, Mental Health Advisor, S&AS

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Mike Sanderson, Lecturer, School of Management

Ryan Strachan, NSA, VP Reps and Volunteers

Maxine Wood, NSA, Deputy Manager (Student Engagement)

Appendices

Appendix 1 - Contact Details for Internal and External Services

Appendix 2 - Helping Distressed Students



Appendix 1

Contact Details for Internal and External Services

Edinburgh Napier University Support Services

Mental Health Advisers

E: mentalhealthadviser@napier.ac.uk

Angus MacKenzie

T: 0131 455 2928

E: a.mackenzie@napier.ac.uk

Leah MacGilp

T: 0131 455 2967

E: l.macgilp@napier.ac.uk

Counselling: counselling@napier.ac.uk

Accommodation: 0131 455 3713

Appeals, Complaints & Conduct: r.bews@napier.ac.uk

Disability & Inclusion Team:

disabilityandinclusion@napier.ac.uk

Funding: studentfunding@napier.ac.uk

ENSA Advice (Napier Students Association): E:

ensa.advice@napier.ac.uk

Pastoral Support Advisor – School of Nursing, Midwifery &

Social Care E: k.head@napier.ac.uk

Edinburgh Napier 24hr Services

Security: 0131 455 4444

External Crisis Contacts

Below are a list of crisis contacts each with a brief description of their services.

Breathing Space – This is a confidential helpline, which operates Mon – Thu 6pm - 2pm and Weekends Fri 6pm – Mon 6am. All calls are confidential and are handled by trained staff. The service is free from land lines and most mobile networks. Telephone number – **0800 83 85 87**

info@breathingspacescotland.co.uk

Edinburgh Crisis Centre – The centre provides a 24 hour helpline 365 days a year to those in crisis due to mental health issues. The centre will provide this support to those aged 18 years or over who live in Edinburgh. All support is confidential and is handled by trained staff. Freephone – **0808 801 0414**

www.edinburghcrisiscentre.org.uk

Mental Health Assessment Service (MHAS) – This is an NHS emergency mental health assessment service for people experiencing a mental health crisis. The service is available 24 hours a day, seven days a week and is based at the Royal Edinburgh Hospital. The service is also available at the Royal

Infirmery from 5pm until 8pm. Telephone number –
0131 537 6000

<http://www.nhslothian.scot.nhs.uk/Services/A-Z/MentalHealthAssessmentService/Pages/default.aspx>

NHS 24 – If you are feeling ill when your doctor's surgery is closed and you feel you can't wait until it reopens. Telephone number – **111**

www.nhs24.com

Edinburgh Nightline – This is a confidential helpline run by students for students. All of the student volunteers are appropriately trained. This service is available between 8pm and 8am during term time. Telephone number –
0131 557 4444

www.ednightline.com

nightline@ed.ac.uk

Samaritans – This is confidential 24 hour helpline. All the volunteers are trained. Telephone number 08457 90 90 90

www.edinburghsamaritans.org

Saneline – This is a national confidential helpline providing emotional support and information to anyone effected by

mental health issues. The helpline is open 7 days a week between 6pm and 11pm. All calls are charged at standard rate. Telephone number: 0845 767 8000

info@sane.org.uk

Rape Crisis Scotland – This service provides emotional and practical support to anyone affected by sexual violence. They have a free helpline which is open 7 days a week between 6pm and midnight. They also offer similar support by e-mail. Telephone number: **08088 01 03 02**

support@rapecrisisScotland.org.uk

Victim Support – This is the lead organisation in Scotland helping people affected by crime. The service is free and confidential. A Scottish helpline operates 8am – 8pm Monday to Friday. Telephone **0845 603 9213**

A UK helpline operates 9am–9pm Monday to Friday and 9am–7pm at weekends. Telephone number – **0845 30 30 900**

infor@victimssupportsco.org.uk

Other useful Non Crisis Services (Mainly 9am – 5pm)

Consultation & Advocacy Promotion Service (Caps) – This is an independent advocacy organisation for people who have or are using mental health services. This service is free.

Telephone number – **0131 273 5116**

contact@capsadvocacy.org

Edinburgh Alcohol & Drugs Partnership – Which oversees the development and implementation of the drugs and alcohol strategy for the city. It also provides information (local directory), on where and how to get support, if you, or someone you know has an alcohol or drug problem with the city of Edinburgh. This information is available online through the **Scottish Government Website**

<http://edinburghadp.co.uk>

The Edinburgh Self Harm Project – A confidential and non-judgemental service offering support and advice to those who self-harm or those affected by self-harm. Tel no. in crisis – **0808 801 0414**

Telephone number in office hours – **0131 221 9607**

E: east@penumbra.org.uk

selfharm.edinburgh@penumbra.org.uk

Edspace – an online mental health information and resource service detailing all the mental health services in Edinburgh.

www.edspace.org.uk

Health in Mind Information Resource Centre - a comprehensive library and information service on mental health, wellbeing and local resources. The centre is open 10am – 12.30pm and 1.15pm – 4pm. The resource centre is based at 40 Shandwick Place, Edinburgh. Telephone **0131 243 0106**

contactus@health-in-mind.org.uk or information@health-in-mind.org.uk

LGBT centre for health and wellbeing – offers support to Lesbian, Gay, Bisexual and Transgender individuals and their families. There is a full programme of groups and activities. Telephone number: **0131 652 3283**

LGBT Headspace: 0131 652 3283

alison@lgbthealth.org.uk

www.lgbthealth.org.uk

LGBT Youth Scotland – offering support and advice to young people 17-25. Telephone number: **0131 523 1100** or text **07786 202 370** or online forum.

LGBT Helpline – Tues and Wednesday 12-9pm. Telephone number: **0300 123 2523**

Scottish Recovery Network – for information, resources and models of recovery from mental health problems. Telephone **0141 240 779**

Saheliya – a black and minority ethnic women’s mental health organisation offering counselling, group support, befriending and complimentary therapies. Telephone number: **0131 556 9302**

info@saheliya.co.uk

Shakti Women’s Aid – offering support and advice to black/minority ethnic women, children and young people experiencing or fleeing domestic abuse. Telephone number: **0131 475 2399**

info@sharktiedinburgh.co.uk

Information Section

For anyone interested in finding out more about mental health difficulties the following websites/agencies may be useful. Alternatively, please contact one of the University Mental Health Advisers.

SAMH – Scottish Association for Mental Health – www.samh.org.uk

See Me – www.seemescotland.org.uk

Mental Health Foundation – www.mentalhealth.org.uk

Mind – www.mind.org.uk

Action of Depression – www.actionondepression.org.uk

VOCAL (for carers) – www.vocal.org.uk

Edinburgh Carers Council – www.edinburghcarerscouncil.co.uk

The Mental Health Advisers can provide bespoke mental health awareness for staff and student groups.

Appendix 2

Helping Students in Distress - A guide for staff

Introduction

Data Protection and Confidentiality

Useful links for further guidance

Useful contacts

Easy step guide to responding to students with Mental Health concerns

Section 1

How do you know there is a difficulty?

Don't avoid the situation

Section 2: Non Urgent

Section 2a – Office Hours

Section 2b: Outwith Office Hours

Section 3 Urgent

Section 3a Office Hours

Section 3b Outwith Office Hours

Section 4: Student does not Accept Support

24/7 Crisis Numbers and Contacts

External Crisis Numbers

Introduction

All University staff have a key role in responding to the needs of students with mental health difficulties and for promoting the safety and wellbeing of students. The University has a legal duty to respect and support the rights and needs of students experiencing mental health difficulties. This requires that students with mental health difficulties are treated with sensitivity and respect, in confidence and in a non-judgemental way, in line with good practice and current legislation. However, the University also has to balance the rights of students with mental health difficulties with the overall duty of care it has for all of its students and staff. Therefore staff should be ready to offer support to students within the professional limitation of their role but are not expected to assume responsibility outside the parameters of their role, for resolving a student's mental health difficulties.

This guide has been produced as part of the **Edinburgh Napier University's Mental Health Policy**, (to view this policy go to [Student & Academic Services](#) on the [Staff Intranet](#), then [Student Wellbeing](#) and click [Counselling](#)) and in line with that policy to:

- Assist staff to recognise when a student may be experiencing mental health difficulties.
- Provide advice and guidance on how staff might respond to a student experiencing mental health difficulties.
- Highlight appropriate support services within the University and how best to refer students on to these services.
- Raise awareness of issues relating to student mental health.

As a member of staff, what can we do if we either suspect a student has mental health difficulties or a student approaches us?

- **Don't Avoid the Situation** – be proactive and don't wait for the situation to get worse. If as a member of staff you have concerns about a student and feel uncomfortable about addressing these with the student, an alternative is to discuss these with a member of the counselling team, the mental health adviser or senior colleague. This can be done anonymously, while still respecting the confidentiality of the student.
- **Be prepared to listen** – it is important to remember that a situation may only require the member of staff to listen, and that sometimes students just wish to

share a problem rather than expect us to come up with solutions.

- **Give the student time to talk** – it is important to give the student the space and opportunity to talk. However, it is important to be honest with the student and yourself about how much time you actually have.
- **Be sympathetic and not dismissive** – the student should feel as if they are being listened to and that their problems are being taken seriously.
- **Make an 'action plan'** – if a student approaches you with a concern or problem it may be appropriate, after listening to them, to find some practical solutions to their problem. For instance, this might involve some structured approach around academic worries or a referral to the appropriate student support service or both. However, it is important that any practical solutions are within the remit of the staff member's role and that staff keep themselves and the student safe.
- **Make appropriate referrals** – it is important that staff are aware of how and when to refer a student to more specialist support services within the University. It is always alright to ask for advice.
- **Be aware of confidentiality** – interviews or discussions should be conducted in a private space.

Data Protection and Confidentiality

Staff should not normally disclose information to other staff or third parties relating to a student's mental health, without the agreement of the student concerned; third parties include parents, other students and external agencies. If staff need advice or guidance on a student mental health matter then where appropriate this should be sought on an anonymous basis which will ensure that student confidentiality can be maintained. . However, there is an exception to this rule of non-disclosure where it is considered necessary to disclose strictly relevant medical or other information in order to protect the vital interests of the individual or prevent serious harm to another person. This could for example be in the event of serious concerns about illness, injury, mental health issues and/or issues affecting the person's personal safety or the safety of others. There is further guidance on this in sections 8.6 and 8.7 of the [University's Data Protection Code of Practice](#). (See **University Mental Health Policy sections 14-15**)

Useful links for further guidance

To view the **Edinburgh Napier University's Mental Health Policy** go to **Student & Academic Services** on the **Staff Intranet**, then **Student Wellbeing** and click **Counselling**.

Emergency Response Procedure – This can be found in the **Risk Management** section of **Governance Services** on the **Staff Intranet**

Useful contacts

Counselling Team

E: counselling@napier.ac.uk

Mental Health Adviser

T: 0131 455 2928/2967

E: mentalhealthadviser@napier.ac.uk

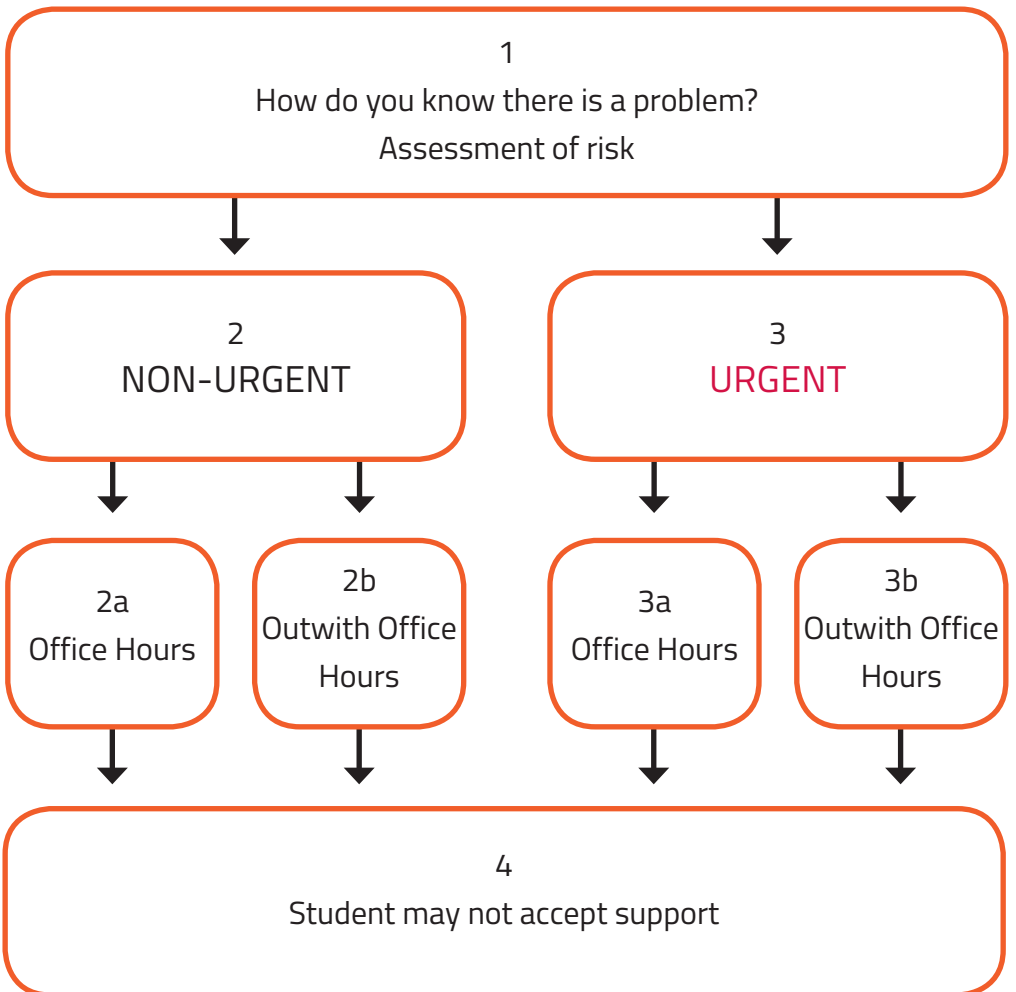
E: a.mackenzie@napier.ac.uk or L.macgilp@napier.ac.uk

Central Security Control 0131 455 4444.

Governance Officer (Data Protection & Legal) 0131 455 6359

Easy step guide to responding to students with Mental Health concerns

NB. The number in the box refers to the guidance notes and flow charts on subsequent pages.



Section 1

How do you know there is a difficulty?

- **Behaviour** - Is there anything unusual or unpredictable about the student's behaviour that is causing concern such as changes in pattern of attendance or their academic performance has changed dramatically?
- **What is the student saying?** – are they talking a lot? Does the content of their conversation seem erratic or out of character? Are they expressing suicidal thoughts/ideas?
- **How does the Student look and seem?** – do they seem tense, irritable, sad or withdrawn? Has the student's appearance changed; for instance, are they unkempt?
- **Additional Information** – has the student declared a mental health difficulty or are other people telling you about a concern?

Don't avoid the situation

- Hopefully, you will feel that you have a good enough relationship with the student to approach them and talk to them and raise your concerns. This should be done sensitively.
- Discuss concerns with a colleague; maybe they too have noticed some changes in the student. Perhaps

this colleague is in a stronger position to approach the student.

- Discuss concerns with a mental health adviser, a member of the counselling team or senior colleague.

Section 2: Non Urgent - 2a – Office Hours

There is no immediate risk to the student or others
This assessment will be based on your relationship with the student
and information gathered about the situation.

Listen to the student's concern
and provide reassurance

If you feel you can deal with the
issue and is not in conflict with
your role then offer practical
advice/support. Follow up
student by e-mail and monitor
the situation

If the issue requires more
expertise or time or is not within
your role then.

- A. Encourage student to seek additional support
from MHA or Counselling.
Refer directly and on behalf of the student to MHA or
Counselling. Student must agree to this referral.
- B. Phone or e-mail MHA or Counselling for advice.
- C. Discuss the situation with your line manager or PDT.

4

Student may not accept support

Section 2: Non Urgent – 2b- Outwith Office Hours

There is no immediate risk to the student or others
All the guidelines in Section 2a should apply. However the member of staff should be aware of the student's and their own safety



Encourage student to refer or be referred to MHA or Counsellor. Ideally follow this up with the student. Discuss with line manager or student's PDT



Enquire about any support that is in place outwith of the University Friends, family, agencies that may be contactable that evening or weekend



Links to 24 hour crisis and helplines are at the end of these guidelines. These can be given to the student



4

Student may not accept support

Section 3: Urgent - 3a - Office Hours

You believe the student may be a serious risk to themselves or others
An assessment will be based on your knowledge of the student and any information gained (Section 1) of their current situation.
It is important to take into account your own safety and wellbeing as well as the student's.

It is important to listen to the student's concerns. Provide re-assurance and take seriously any issues they raise.

You may need to contact the emergency services 999 if threat to life or wellbeing is imminent. Contact University Security as well 4444. Seek help from colleagues if near

If possible discuss with MHA, counselling or your line manager. This can be done confidentially.

Record briefly what has occurred and follow up with student MHA and emergency services if necessary. Report to line manager

Refer student to MHA or Counselling team. Ideally this should be with the student's consent but the severity of the situation can override confidentiality if necessary

Section 3: Urgent - 3b - Outwith Office Hours

You believe the student may be a serious risk to themselves or others
An assessment will be based on your knowledge of the student and any information gathered (see Section 1) of their current situation.
It is important to take into account your own safety and wellbeing as well as the student's

You may need to contact
Emergency Services 999 and
University Security 4444 if
threat to life or wellbeing
is imminent

Ideally this should be with
the student's consent however
the severity of the situation
can override confidentiality
if necessary

Follow up at the earliest opportunity. Inform line manager and MHA.
Keep a brief record of what occurred

4
Student may not accept support

Section 4: Student does not Accept Support

Student does not accept that they need support

If they are not a risk to themselves or others then no immediate action needs to be taken. You can seek advice from the MHA or counselling team, anonymously and follow up at another time

If the student is a serious risk to themselves or others then follow Section 3 and contact the Emergency Services 999 and University Security 4444. Do not attempt to restrain the student. Contact the MHA or Counselling team and inform your line manager

Respect the student's wishes but offer advice/contacts if appropriate. Offer to follow up.

Counselling Team -

counselling@napier.ac.uk

Mental Health Adviser -

a.mackenzie@napier.ac.uk

l.macgilp@napier.ac.uk

mentalhealthadviser@napier.ac.uk

Governance Officer – Data Protection and Legal

h.mizen@napier.ac.uk

Tel extension – 6369

24/7 Crisis Numbers and Contacts

Edinburgh Napier 24 hour services

Security: 0131 455 4444

External Crisis Numbers

Breathing Space – This is a confidential helpline, which operates Mon – Thu 6pm - 2pm and Weekends Fri 6pm – Mon 6am. All calls are confidential and are handled by trained staff. The service is free from land lines and most mobile networks. Telephone number – 0800 83 85 87

info@breathingspacescotland.co.uk

