



Student Support Quick Guide: A student has a mental health or emotional difficulty

What should you look out for?

According to a recent (2023) NHS Mental Health report 23.3% of 17-19 years old and 21.7% of 20-25 years olds are reporting mental health problems and disorders.

The University has a duty of care to provide support for students experiencing mental health difficulties. Many symptoms are those which affect us all from time-to-time such as anxiety, low mood or feelings of not fitting in, but when these become overwhelming or start to have a serious negative impact on a student's studies and day-to-day life, then they are likely to benefit from contacting our Counselling & Mental Wellbeing team.

What should you do?

1. When a student requires wellbeing support but is not at immediate risk

Please enquire about the root of the distress to ensure you are referring to the correct support. If the distress for example is academic, financial or related to an academic appeal a referral to a wellbeing service as well as other services such Academic Skills, Student Funding or ENSA might be needed. This will ensure that the student receives the right information at the right time, and that their expectations and understanding of what the wellbeing services can support them with becomes clearer, and the student does not need to repeat their story multiple times before receiving the help they need.

Direct the student to [Counselling & Mental Wellbeing \(napier.ac.uk\)](https://www.napier.ac.uk/counselling-mental-wellbeing)

If possible, support the student by giving them access to a computer there and then to enable them to register. Please assure the student that the team will contact them within 48 hours with an offer of support. This may be by phone or email. Ideally the student should use their student email address

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to ensure confidential information is sent more securely.

Do not assume, just because a student is quite distressed, that they will not be able to engage with the form; but they may find taking a first step with someone they trust helpful. Please share the link or show them the page for [emergency and out of hours support \(napier.ac.uk\)](https://www.napier.ac.uk/emergency-and-out-of-hours-support), should they need it in the future, or if you do not consider that they are at imminent risk but want to ensure they know what to do if their state of mind was to deteriorate over the next few days.

2. Remind students to seek help from their GP (or strongly encourage them to register with a GP if required).

Whilst the University Wellbeing Services often are part of the support that can help students, the NHS and GP services are essential to meet their medical needs (including mental health support and wellbeing related risk management). The University's Wellbeing service cannot prescribe medication and cannot provide psychiatric services. If a student speaks about risk issues, such as suicidal thoughts, please contact Safeguarding (and Security if you feel the risk is imminent) and encourage the student to reach out to their GP.

You can support a student to find and register with a GP by using [our webpage on Healthcare \(napier.ac.uk\)](https://www.napier.ac.uk/our-webpage-on-healthcare). Please note: the student might have difficulties registering with a GP due to NHS pressure, so they may need to contact more than one Practice. The [mygov.scot page on How to find a GP](https://www.mygov.scot/page/How-to-find-a-GP) will assist with finding GP practices based on post code. **Please share it with students who do not have a GP.**

3. During University opening hours, if a student is not able to engage with the registration form, and you need advice on how to proceed.

From 9am to 5pm on weekdays, the Counselling and Mental Wellbeing Team can be contacted by students and staff on 0131-4552945 or via email counselling@napier.ac.uk. The Wellbeing and Inclusion Operational Team can assist with questions regarding the registration form and there is scope for arranging 'urgent appointments' and/ or help with arranging a First Appointment (on MyFuture).

4. If you are on campus and are with a student who you are concerned for /do not believe it is enough to only provide emergency contact numbers to:

Please contact security via phone 0131 455 6119 or the [SafeZone App](#) (see below). Security staff are trained mental health first aiders (and in suicide intervention) and are able to provide a first response

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and will triage issues if required. The University encourages all staff and students to download the [free SafeZone app](#), which connects you directly to our Edinburgh Napier 24-hour security team and allows you to send location-based alerts to campus security whenever you need first aid, emergency response, or general assistance. In addition, when alerted, security will also liaise with the Safeguarding Team, and when needed Student Counselling and Mental Wellbeing.

5. If, you become aware of a student who is at imminent risk of harming themselves or others (e.g. threatening to take their own life or the life of another person)

Do not contact the Counselling and Mental Wellbeing team. Instead, contact the University Security Team's 24/7 emergency number 4444 or 0131-455 6119. If a student is threatening to take their life with immediate effect, please call 999. You can also make use of the [SafeZone app](#). Personal development tutors and other members of academic staff are not expected to take on roles that should rightly be delivered by specialists such as counsellors or the Safeguarding team. If, at any point, you feel you need to seek advice and support from specialist services, please contact Counselling & Mental Wellbeing at counselling@napier.ac.uk

What happens next?

When registering with the Counselling and Mental Wellbeing Team, the student chooses if they would like a one-off support session or ongoing therapy. The practitioner and the student will revisit this at their first appointment to ensure they receive the correct support within and outwith the University (access to ongoing therapy is always an option). The team offers a range of ways to help, from online guided self-help and workshops, Single Session Therapy, ongoing short-term therapy (counselling or CBT) or Mental Health Advice. You can read more about the different services available here [Counselling & Mental Wellbeing \(napier.ac.uk\)](#). If Safeguarding is involved in an individual case or incident, then once the initial incident is managed, Safeguarding liaises with the Counselling and Mental Wellbeing management to ensure follow up and offer the student therapeutic support if needed.