



MENTAL HEALTH AND SUICIDE AWARENESS (supporting Students)

Very urgent situation

Immediate response needed

CALL 999

and inform either:

Exeter

Estate Patrol:

01392 722222

Penryn and Truro

Campus Safety and Support:

01326 255875

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

Exeter

Contact Wellbeing Services by completing the Student Concern Referral Form

tinyurl.com/3tz5xtuz

(click here or scan QR code further details).

Out of hours, call:

Estate Patrol (Exeter) 01392 722222



Penryn and Truro

Contact support and wellbeing:

studentsupportadmin@fxplus.ac.uk

Out of hours, call:

Campus safety and support 01326 255875

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- exhibiting extreme behaviour ie elated, withdrawn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 student to contact:

- University Wellbeing services for emotional and mental health support
- their GP

Exeter

Wellbeing Services Emotional and Mental Health support:

exeter.ac.uk/students/wellbeing

Education Welfare Adviser for any academic issues

A-Z Index of student wellbeing support:

exeter.ac.uk/students/wellbeing/index

Penryn and Truro

Contact support and wellbeing:

studentsupportadmin@fxplus.ac.uk

fxplus.ac.uk/student-support/support-wellbeing

Education Welfare Adviser for any academic issues exeter.ac.uk/students/wellbeing/cornwall-student-welfare

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.

NB: these lists are not exhaustive and if unsure, we encourage staff to contact to wellbeing services wellbeing@exeter.ac.uk / 01392 724381

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 the Wellbeing Service or communities of practice meeting. Keep a written record of events.

Support for you

Please find resources to help you look after your own wellbeing and mental health here:

exeter.ac.uk/staff/wellbeing/suicide/training/support