Edinburgh Napier University

Student Mental Health Policy Statement and Staff Guidance

Policy Statement

Edinburgh Napier University commits to:

• Creating an environment where students who experience or who have experienced mental health problems feel welcome and valued.
• Ensuring that students are aware of where and how to access support
• Requiring 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.
• Ensuring that staff are aware of the appropriate procedures, their own responsibilities and, if necessary, the correct referral mechanisms to use when supporting students who are experiencing mental health problems.
• Actively tackling discrimination due to mental health problems at a personal and institutional level and promote equal opportunities, within a climate of mutual respect and understanding.
• Promoting good mental health and student wellbeing, linking in with wider health and government initiatives.
• Working 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.

Staff Guidance

Introduction

1. Edinburgh Napier University is committed to creating an inclusive environment for students from all backgrounds. Edinburgh Napier is responsible for the education of over 17,000 people annually and believes it has a duty to deal openly and positively with mental health issues. As a University that seeks to open Higher Education to all those who can benefit from it, we are aware that many students are likely to have either experienced or will experience mental distress at times. Edinburgh Napier University believes that mental health problems should not be a barrier to a full participation in all aspects of student life.
2. **This policy statement and staff guidance** aims to create a context and culture in the University which ensures that 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.

**Purpose**

3. The purpose of **this policy and staff 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 problems and to promote best practice. The **policy and staff guidance** is also intended to promote proactive measures that encourage good mental health and student wellbeing. Consequently, the policy will also link in with the University’s ‘see me’ Action Plan, ([http://www.napier.ac.uk/policies/equality-diversity/Documents/see-me-Action-Plan.doc](http://www.napier.ac.uk/policies/equality-diversity/Documents/see-me-Action-Plan.doc)), which is a commitment by the University to tackle stigma and discrimination often experienced by those with mental health problems.

**Context**

4. **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.

5. **Legal Context** – 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.

**Definition of Mental Health Difficulties**

6. 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

7. 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

8. In some cultures there is a high level of stigmatisation associated with mental
health problems 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.

9. Further information and guidance on common mental health issues and how
they might affect someone is being developed and should be available by the
start of Session 13-14.

Roles of Staff

10. 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.

11. All University staff have a key role in responding to the needs of students with
mental health problems 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
difficult 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 highlighted in Appendix 2 ‘Helping Students in Distress’. Dealing with emergency situations will be covered by the proposed Emergency Response Procedure which will be formally adopted later this year.

12. 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 mental health problems even harder.

13. 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 Adviser or Student Counselling Staff (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

14. 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, and will not affect their academic standing.

15. 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 Act. The University’s policy on handling such sensitive data is as follows:

15.1 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 the reasonable adjustments required.

1 Further information is in s.4.4 of the University’s Data Protection Code of Practice
15.2 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 Adviser or the Governance Officer (Data Protection & Legal).²

15.3 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.

15.4 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.

16. Further information on data sharing is available in the University’s Data Protection Code of Practice.

17. Students have a right to request to see written information held by the University about them:
http://www.napier.ac.uk/policies/foi/Pages/How_to_access_information.aspx

Responsibilities of Students

18. 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. See the Student Charter:
http://staff.napier.ac.uk/services/sas/studentcharter/Pages/StudentCharter.aspx#11.

19. 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.

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

² In accordance with s. 8.6 of the University’s Data Protection Code of Practice
21. Often it will be 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 Adviser or ISAS.

Applications, Admissions and Entry

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

23. 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.

24. As part of the application process all prospective students with mental health difficulties are encouraged to disclose this information. A member of the Disability and 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 Practice

25. 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 faculty, in line with data protection and confidentiality as mentioned in section 15-19.

Reasonable adjustments

26. 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. These arrangements will be assessed and agreed by a member of the Disability and Inclusion Team.
Extenuating Circumstances

27. 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.

International Students

28. 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.

29. 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, even accessing their GP may be problematic for some international students, and staff should not assume they have knowledge of even basic procedures e.g. collecting a prescription.

Appendices

Appendix 1 – Contact details for services in house and external
Appendix 2 – Helping distressed students

A staff guide on common mental health issues is being developed as a further appendix. This will be available by the start of Academic Session 2013-14.
Appendix 1

Counselling and Mental Health Contact List

Edinburgh Napier University Support Services

- **Mental Health Adviser** – 0131 455 2928
  Email – [a.mackenzie@napier.ac.uk](mailto:a.mackenzie@napier.ac.uk)

- **Counselling**
  Email – [counselling@napier.ac.uk](mailto:counselling@napier.ac.uk)

- **Accommodation** – 0131 455 3713
  Email – [accommodation@napier.ac.uk](mailto:accommodation@napier.ac.uk)

- **Appeals, Complaints & Conduct**
  Email – [r.bews@napier.ac.uk](mailto:r.bews@napier.ac.uk)

- **Disability and Inclusion Team**
  Email – [disabilityandinclusion@napier.ac.uk](mailto:disabilityandinclusion@napier.ac.uk)

- **Funding**
  Email – [studentfunding@napier.ac.uk](mailto:studentfunding@napier.ac.uk)

- **ISAS** (Napier Students Association)
  Email – [isas@napier.ac.uk](mailto:isas@napier.ac.uk)

- **Pastoral Support Advisor** - School of Nursing, Midwifery and Social Care
  Email – [k.head@napier.ac.uk](mailto:k.head@napier.ac.uk)

Edinburgh Napier 24hr services

- **Chaplaincy** (24hr telephone helpline) – 0131 455 2926
  Email – [spiritualcare@napier.ac.uk](mailto:spiritualcare@napier.ac.uk)

- **Security** – 0131 455 4444
Crisis Contacts

- **Breathing Space** – this is a confidential helpline, which operates Mon – Thurs – 6pm – 2am 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](mailto: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. Free telephone – **0808 801 0414**. ([www.edinburghcrisiscentre.org.uk](http://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. This service is also available at the Royal Infirmary from 5pm until 8am. Telephone number – **0131 537 6000**. ([http://www.nhslothian.scot.nhs.uk/Services/A-Z/MentalHealthAssessmentService/Pages/default.aspx](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. The number is - **08454 24 24 24**. ([http://www.nhs24.com](http://www.nhs24.com))

- **Night line** – 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**. ([nightline@ed.ac.uk](mailto:nightline@ed.ac.uk))

- **Samaritans** – this is a confidential 24 hour helpline. All the Volunteers are trained. Telephone number – **08457 90 90 90**. ([www.edinburghsamaritians.org](http://www.edinburghsamaritians.org))

- **Saneline** – this is a national confidential helpline providing emotional support and information to anyone affected by mental health issues. The helpline is open 7 days a week between 6pm and 11pm. All calls are charged at standard rate. The number is **0845 767 8000**. ([info@sane.org.uk](mailto: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 email – **08088 01 03 02** (info@rapecrisisscotland.org.uk)

• **Victim Support** – 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 – **0845 603 9213** and a UK helpline which operates 9am -9pm Monday to Friday and 9am -7pm at weekends – **0845 30 30 900.** (info@victimsupportsco.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 538 7177** (contact@capsadvocacy.org)

• **Edinburgh Alcohol and 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 within the City of Edinburgh. This information is available on line 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. Telephone number **0131 229 6262.** (selfharm.edinburgh@penumbra.org.uk)

• **Edspace** – an online mental health information and resource service detailing all the mental health services in Edinburgh. ([edspace.org.uk](http://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.**

  (information@health-in-mind.org.uk)
• **LGBT centre for Health and wellbeing** – offers support to Lesbian, Gay, Bisexual and Transgender individuals and their families. Telephone number – **0131 652 3283**
  ([lgbthealth.org.uk](http://lgbthealth.org.uk))

• **LGBT Youth Scotland** – offering support and advice to young people 17 -25 Telephone number – **0131 555 3940**
  ([info@lgbtyouth.org.uk](mailto:info@lgbtyouth.org.uk))

• **Scottish Recovery Network** – for information, resources and models of recovery from mental health problems. Telephone **0141 240 7790**
  ([info@scottishrecovery.net](mailto:info@scottishrecovery.net))

• **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](mailto: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 3940**
  ([info@shaktiedinburgh.co.uk](mailto:info@shaktiedinburgh.co.uk))
Appendix 2

Helping Students in Distress
A guide for staff
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Introduction

All University staff have a key role in responding to the needs of students with mental health problems 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 Student Mental Health Policy Statement and Staff Guidance to:

- Assist staff to recognise when a student may be experiencing mental health problems.
- Provide advice and guidance on how staff might respond to a student experiencing mental health problems.
- 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 problems 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 advisor 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** – if possible conduct interviews or discussions 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 and in sections 14 -17 of Student Mental Health Policy Statement and Staff Guidance document.

### Useful links for further guidance

- University Mental Health Policy (Link)
- Emergency Response Procedure (Link)

### Useful contacts

- **Counselling Team** –  
  email – counselling@napier.ac.uk
- **Mental Health Adviser** – 0131 – 455 – 2928  
  email – a.mackenzie@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 numbers in the boxes refer to the guidance notes on subsequent pages.

1
How do you know there is a problem?
Assessment of Risk

2
Non Urgent

2a
Office Hours

2b
Out with Office Hours

3
Urgent

3a
Office Hours

3b
Out with Office Hours

4
The student may not accept help
Section 1

How do you know there is a problem?

• **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 problem or are other people telling you about a problem?

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 the mental health advisor, a member of the counselling team or senior colleague.
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 any information gathered through the points identified in Section 1.

Listen to the student’s concerns/provide reassurance.

If it is an issue that you feel you can deal with and does not conflict with your role, offer practical support and advice. It is always good to follow up conversations either directly or by email. This is also a way of monitoring whether a student’s needs have changed and adapting future responses depending on this information.

If it is an issue that you feel may require more time or greater expertise than your own:

- **c) Encourage the student to seek additional support from the Mental Health Adviser or Counselling team.**
- **a) Refer directly and on behalf of the student to the Mental Health Adviser or Counselling team.** (The student will have to agree to this referral.)
- **b) Phone the Mental Health Adviser or Counselling team for advice.** This can be done in confidence without mentioning the name of the student. You may wish to discuss your concerns with someone else in the faculty/department such as the student’s PDT or your line manager.
2b. Outwith Office Hours

There is no immediate risk to the student or others:
All the guidelines and principles mentioned under Section 2a. should apply.
However the member of staff should –

- Encourage or agree to refer the student for additional support, such as the Mental Health Adviser or the Counselling team. Ideally, it is good to follow this up with the student.
- Discuss you concerns with your line manager/student’s PDT.
- Be aware of the student’s and your own safety
- Explore any additional support mechanisms that the student may have; for example friends/family that may be contactable that evening/weekend.

24hour/Crisis numbers are located at the end of these guidelines and may be given to students.
Section 3 Urgent

3a. Office Hours

You believe the student may be a serious risk to themselves or others.

This assessment will be based on your relationship with the student and any information gained through the points highlighted in Section 1.

Discuss the situation with your line manager, the Mental Health Adviser and/or Counselling team. This may be done without mentioning the name of the student.

It is important to listen to the student’s concerns, provide reassurance and take seriously any issues they raise.

Refer the student to the Counselling service or the Mental Health Adviser

Ideally the student will agree to this referral. However, the student’s wellbeing or safety and those of others, has to take precedence over issues of confidentiality and as such a referral or information may be passed on, in these circumstances, without the student’s direct consent.

It is important that you take into account your own safety and wellbeing.

It may be necessary to contact the Emergency Services.

As a matter of policy, if the Emergency Services are called Security must also be contacted. (See the Emergency Response Procedure Link).

When dealing with urgent situations it is important that any referrals or agreed action plans are followed up, preferably with the student directly.
3b. **Outwith office hours**

You believe the student may be a serious risk to themselves or to others

The assessment of urgency will be based on your relationship with the student and information gained through the points highlighted in **Section 1**.

In such an urgent situation if you feel that the student’s wellbeing is at risk their safety, or that of others, must take precedence over confidentiality. However, personal information must be treated sensitively and only disclosed on a need-to-know basis.

**Contact**

- **Emergency Services**
  (Security must be informed if the emergency services are contacted).
- **Security**
  Tel – 455 - 4444

The next day or at the earliest opportunity

- A senior member of staff
- The Mental Health Adviser
- Follow up any agreed actions.
Section 4  Student does not want assistance.

Student may not want to accept help

If the student is not a risk to themselves or others they have the right to refuse assistance, even if this assistance is deemed to be in the student’s best interests.

It is good practice to follow up concerns with the student.

If the student is assessed to be a serious risk to themselves or others, their safety and wellbeing must take precedence, and even if the student refuses help, assistance must be sought; such as Emergency Services, Security, the Mental Health Adviser, and line manager or other senior colleague. The response will depend on whether the incident occurs during office hours or out with office hours.

If the student wishes to leave and is refusing assistance, it is not the role of university staff to physically restrain them.

Things to remember:

1. It is important to acknowledge that on occasions a student may be unable or unwilling to accept assistance. This may be due to fear around the stigma of disclosing a mental health issue, cultural differences, fear of some disclosure affecting their academic grading or even that they have support structures out with the University and are dealing with the problem on their own.

2. A student’s wish not to want to discuss their problems should be respected.

3. In general, when a student realises that information is being passed on for their own wellbeing and benefit, they are usually happy to give consent. However, any information passed on to others should be communicated sensitively, appropriately and only on a strictly need-to-know basis.
The Counselling team-
counselling@napier.ac.uk

The Mental Health Adviser-
a.mackenzie@napier.ac.uk

Governance Officer – Data Protection and Legal.
h.mizen@napier.ac.uk

Tel Extension - 6359

24/7 Crisis Numbers and contacts

Edinburgh Napier 24 hour services

- **Chaplaincy** - 24hr telephone helpline – 0131-455-2926
  Email – spiritualcare@napier.ac.uk
- **Security** – 0131 -455 -4444

External Crisis Numbers

- **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. Free telephone – 0808 801 0414. [www.edinburghcrisiscentre.org.uk](http://www.edinburghcrisiscentre.org.uk)
- **Breathing Space** - this is a confidential helpline, which operates Mon – Thurs – 6pm – 2am 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](mailto:info@breathingspacescotland.co.uk))
- **Night line** – 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. ([nightline@ed.ac.uk](mailto:nightline@ed.ac.uk))
- **Samaritans** – this is a confidential 24 hour helpline. All the Volunteers are trained. Telephone number – 08457 90 90 90. [www.edinburghsamaritans.org](http://www.edinburghsamaritans.org).