



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

Safety and Support:

01326 253503

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

Student Support 01326 370460

wellbeingadmin@fxplus

Out of hours, call:

Safety and Support 01326 253503

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- exhibiting extreme behaviour ie elated, withdrawn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
- appearing disorientated and out of touch with reality.

Not urgent

Additional support
recommended

Encourage & signpost student to contact:

- Undergraduate or Postgraduate Taught students – departmental Pastoral Mentor
- Postgraduate Research students – Pastoral Tutor or the PGR Support Team
- Their Doctor (GP)

Exeter

- Wellbeing Services Emotional and Mental Health support:
exeter.ac.uk/students/wellbeing/devon/contact/makeanappointment
- A-Z Index of student wellbeing support:
exeter.ac.uk/students/wellbeing/index

Penryn and Truro

- Contact support and wellbeing:
wellbeing@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

The situation is not urgent if there is no risk to the student or others. However, the student may be experiencing some emotional and personal difficulties and may need signposting to additional support.

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