

Emergency and urgent concerns

Assess

The student or others may be at immediate risk

- Active talk or plans of suicide and or self-harm
- Expressing threats or significant risk/harm to others
- Appearing very distressed, agitated and unpredictable
- Visual and/or auditory hallucinations (e.g. hearing voices)
- Out of touch with reality or delusional thoughts
- Heavily under the influence of drugs or alcohol
- Cannot engage with a plan to stay safe

Get help

If you or someone else is at immediate risk of danger, call 999 and don't delay

Within office hours:

Call Student Wellbeing and Disability on **0151 330 3013** who will attend to support.

Out of office hours:

Inform Security on **0151 330 3012** or **07535298919** who can support. Let them know if the emergency services have been called.

Other sources of support:

- LIPA 24/7 Support Line: **0800 028 3766**
- Mersey Care Urgent Support Line: **0800 145 6570**
- Samaritans: **116 123**

Follow up

If the incident occurs out of hours, as soon as you are able, complete the online incident form. This can be found on the Student Wellbeing and Disability 'Staff Hub' on SharePoint.

If you/others have been affected by a significant incident, please let Student Wellbeing and Disability, HR or your line manager know. We can provide support.

Serious concerns

Assess

The student is safe from immediate risk

- Thoughts of suicide or self-harm but no plans
- Previous suicide attempt or self-harm
- Serious depression or anxiety, problems with self-care, going out or eating normally, inability to look after themselves
- Feeling hopeless, appearing very distressed or exhausted/withdrawn
- Significant eating disorders (known or suspected)
- Significant drug/alcohol abuse (known or suspected)
- Disclosure of sexual assault or domestic abuse

Get help

Complete a referral form to refer the student to the Student Wellbeing and Disability Service. The student will be contacted by the team as soon as possible.

Within office hours:

If you need advice, contact the Student Wellbeing and Disability Service on:

0151 330 3013 or wellbeing.disability@lipa.ac.uk
Or, if appropriate, you can bring the student up to the Student Wellbeing and Disability Offices (rooms 6.43 - 6.45, Arts Building).

Crisis support lines:

- Mersey Care Urgent Support Line - **0800 145 6570**
- Samaritans - **116 123**
- SHOUT 24/7 text service - text Shout to **85258**

Other sources of support:

- Support the student to call their GP and make an urgent appointment
- LIPA 24/7 Support Line: **0800 028 3766**
- NHS Direct: **111**

Follow up

Arrange a follow up with the student to see if they accessed help or need further support.

Inform your line manager if appropriate and seek support from HR if needed.

If the student has disclosed sexual misconduct which relates to a member of the LIPA community, you must report this as soon as possible to the Director of Students.

Ongoing concerns

Assess

There is no current risk to the student

- Signs of stress, anxiety or depression
- Bereavement or loss
- Feeling homesick, isolated, or lonely
- Relationship difficulties
- Health/wellbeing/behaviour that impacts academic work
- Finance or housing issues
- Disordered eating or body image issues
- Disclosure that they have a significant but managed mental health condition
- Bullying and harassment

Get help

Offer time to meet with the student, listen and show concern.

Support the student to complete online referral form, or refer to the service on their behalf. The student will be contacted as soon as possible.

Signpost the student to support services on the Wellbeing and Disability Hub (on the LIPA website).

Email the Student Wellbeing and Disability Service for general advice at wellbeing.disability@lipa.ac.uk

Provide information to the student on LIPA 24/7 Support Line: **0800 028 3766**.

For bullying and harassment issues, signpost the student to **Report a Concern**.

Follow up

Remember to check back in with the student to see if they need any further support.

LIPA Student Wellbeing and Disability Service

0151 330 3013

wellbeing.disability@lipa.ac.uk

Rooms 6.43 - 6.45, Arts Building

lipa.ac.uk/wellbeing