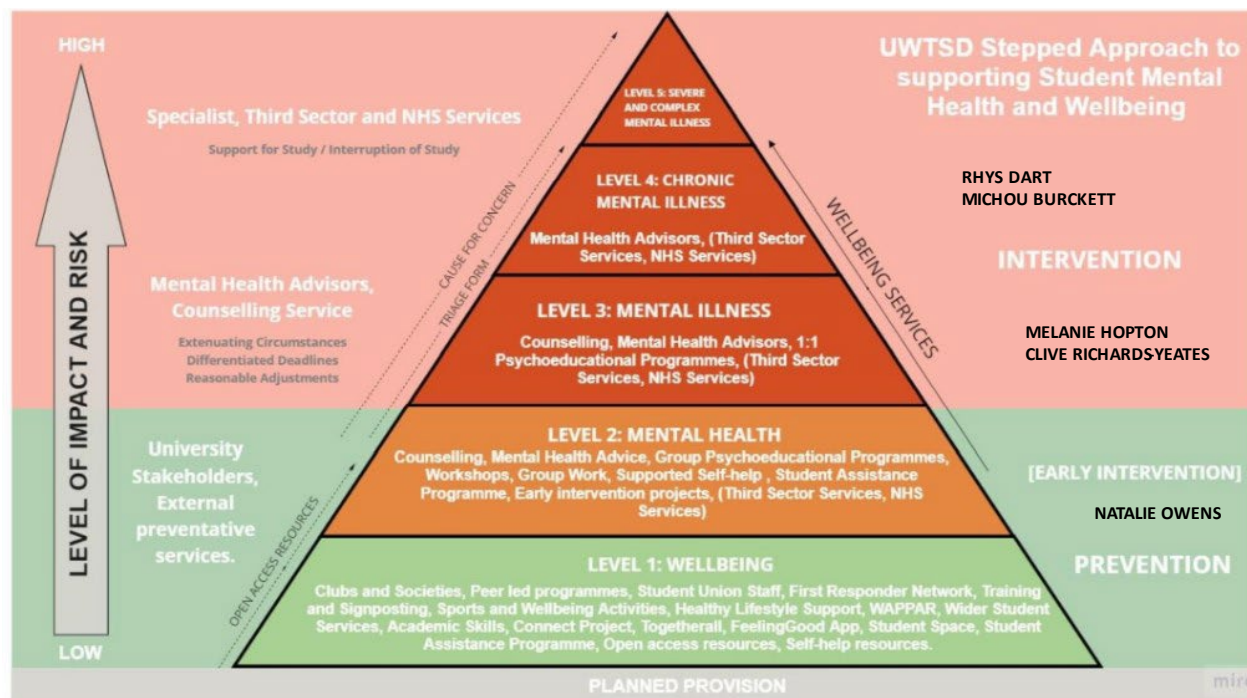


Support and Report

A Guide to UWTSD Mental Health Support

Support and Report

- Quick facts about student mental health
- Defining student mental health at UWTSD
- Spotting signs a student is struggling
- Advice for managing a disclosure
- Support processes at UWTSD
- Your role
- Confidentiality and Boundaries
- Looking after yourself



Defining mental health @ UWTSD

Spotting signs

Behaviours

- Changes in behaviour
- Withdrawal, fear, disengagement
- Signs of poor mental health
- Overt sexual behaviour
- Anger or physical outbursts

Indicators of Safeguarding Concerns / Risk

Physical Signs

- Changes in appearance / poor self-care
- Injuries
- Self-inflicted injuries
- Untreated injuries
- Institutional Abuse
- Lack of choice / flexibility in support
- Lack of access to information
- Inappropriate staff behaviour

Be aware

These indicators are not exhaustive and having an indicator does not mean that the student is definitely at risk or being abused

If you are concerned speak to the safeguarding lead or submit a Cause for Concern

Disclosure

If a student shares a concern with you, it means that they want help. You won't make things worse by talking to them about it.

You are not expected to resolve the issue but you can help by:

- Remaining calm
- If you can, offer them a quiet / more private space to speak
- Explain your role (what you can and can't do)
- Reassure them that help is available and that you will do your best to give them options
- Establish details such as the general nature of the issue and whether the student is already engaged with any services
- Ask the student if they are at risk and what they want from coming to see you.....they will tell you!
- Ask the student what they would like to happen next.....explain any actions you need to take

How to respond

Always explain the reason to the student:

WHY are you doing this?

WHAT they can expect to happen next (i.e. a call, an email, or appointment)

WHEN it will happen, the timeframe

Try to not make promises you cannot keep or offer information you are not sure of.

Support Request Form

(Non Urgent)

Student completes [this form](#) (10 mins) – any member of staff can help with this

Single point of disclosure

Collects info on issues, impact and risk on study including:

Risk of serious harm or suicide

Risk of non-continuation

Risk of lower attainment
Holistic response - Referral directly into other part of Student Services
Student MUST have access to their university email

How to know if a situation is urgent

A situation is urgent if you believe the student may be at risk of harm to themselves or others, and you are concerned for one or more of the following reasons.

The student:

- May be at risk of serious self-harm
- Is violent or threatening violence
- Has completely stopped functioning
- Seems disorientated and out of touch with reality
- Is behaving extremely out of character
- Expresses suicidal thoughts / plans

Cause for Concern

URGENT or EMERGENCY HELP

[Short Form](#) for ANYONE to complete as a single point for reporting safeguarding concerns

- Enable us to respond promptly
- Feedback to referrer according to GDPR rules to update them and collect additional info where needed
- Identify trends in presenting issues over campus' and student groups
- Preventative and targeted intervention can be offered to wider student cohort as part of response
- Link to external / specialist services where appropriate

Wellbeing Website for access to forms and information

[Wellbeing Support | University of Wales Trinity Saint David \(uwtsd.ac.uk\)](http://uwtsd.ac.uk)

Questions of Confidentiality

- A disclosure to you is a disclosure to the university, this means you must report concerns where they relate to the safety of a student
- Do not promise to keep things confidential
- You do not need consent to raise a concern, but where you can it is best to explain your concerns and actions to the student and see if they will consent
- Be honest and work within your competency
- Ask for advice / support if you need it

Looking after yourself is important

- Managing a disclosure can be stressful
- Talk to someone about what has happened, what you did or said, how you are feeling, your concerns, worries or fears
- Focus on the outcome rather than the detail
- Understand supporting a student's health on an ongoing basis is not your/our responsibility
- Be aware of the level and type of communication you are having with a student. Speak to someone if you have concerns
- You can always contact Wellbeing Service to establish what support a student is being offered or what action has been taken

Contact Information & Safeguarding Officers

Lead Designated Officer for safeguarding (LDO)	Michou Burkett St Laurent m.bstlaurent@uwtsd.ac.uk
Operational Officer for safeguarding (OO)	Natalie Owens n.owens@uwtsd.ac.uk

Unit Safeguarding Officers

Institutes:

WISA: Dr Mark Cocks mark.cocks@uwtsd.ac.uk

IICL Shervjeet Garcha s.garcha@uwtsd.ac.uk

IEH (2): Dr Angus Slater and Laurence Thomas a.slater@uwtsd.ac.uk laurence.thomas@uwtsd.ac.uk

IMH: Gareth W Jones gareth.wyn.jones@uwtsd.ac.uk

Units:

Apprenticeship Unit: Martin Locock m.locock@uwtsd.ac.uk

Human Resources: Sarah John Sarah.John@uwtsd.ac.uk

Information and Technology Services (2): Laura Clarke and Paris Bonfield paris.bonfield@uwtsd.ac.uk

Operations: Chloe Parsons chloe.parsons@uwtsd.ac.uk

Registry: Carol Davies C.A.davies@uwtsd.ac.uk

Wales Global Academy: Gruffydd Owen

Widening Access Team: Samantha Bowen sam.bowen@uwtsd.ac.uk