

IT'S OKAY TO ASK

You don't need to be an expert or deal with concerns on your own; reach out to Wellbeing Advice & Guidance. We're here to help you support students.

LEVEL 1: SIGNPOST

Applies to the majority of students.

WHO

Students experiencing:

- Mild emotional distress e.g. anxiety, stress, loneliness
- Low level engagement
- Minor academic struggles

WHO CAN HELP?

- Wellbeing Advice and Guidance - encourage the student to complete a [triage form](#) and they will be contacted within 3 working days
- Signpost to Health Assured
- Provide crisis numbers if you have some concerns

FOLLOW UP

- Document your actions

SHARING INFORMATION

- Where possible, collaborate with the student on next steps and agree who you will contact
- Only use the student's ID and initials if emailing and only cc others if relevant
- Obtain an up to date telephone number for students
- Follow the [Trusted Contacts Policy](#). Only named staff may use trusted contacts without student consent.

ESSENTIAL CONTACTS

[Wellbeing Advice & Guidance](#)

Alsop Building

0151 795 1000

advice@liverpool.ac.uk

Campus Support

0151 794 2222

LEVEL 2: REFER

WHO

- Students experiencing:
- Suicidal thoughts or depression with no intent or plan
- Increased or persistent emotional distress
- Sudden changes in behaviour or appearance
- Unusual ideas
- Mild alcohol or substance misuse
- Declining engagement with studies or student life

WHO CAN HELP?

In office hours call or email Wellbeing Advice & Guidance for advice.

Out of office hours email Wellbeing Advice & Guidance - a Wellbeing Practitioner will respond to you next working day.

If you are concerned about delaying support:

- Book a call back for the student from a [Health Assured](#) counsellor (with their consent)
- Provide crisis numbers

FOLLOW UP

- Document your actions
- If you require further information about a student, please contact Wellbeing Advice and Guidance

Health Assured 24/7 student helpline
0800 028 3766

CRISIS NUMBERS

Mersey Care 24hr urgent care line
0800 145 6570

NHS: 111

LEVEL 3: EMERGENCY

WHO

Students experiencing:

- Suicidal intent or plans
- Actual significant harm/injury to self or a plan to cause harm/injury to self
- Expressions of threat or risk to others
- A loss of sense of reality which places them at immediate risk of harm to self/others

These student are hard to assess, very distressed and their behaviour is unmanageable in the current context.

WHO CAN HELP?

Student is on campus

- Call Campus Support on 2222 They will liaise with Emergency Services, directing them to your location. Campus Support will contact Student Services who will follow-up with the student.

Student is off campus

- Call Emergency Services on 999
- Stay with/in contact with the student until help arrives unless your safety is compromised
- Pass on information to the Emergency Services

FOLLOW UP

- Document your actions
- Inform Wellbeing Advice & Guidance
- Look after your own wellbeing - support is available through the [Employee Assistance Programme](#), tel. 0800 358 4858

Samaritans a listening service
Tel: 116123

Papyrus HopelineUK crisis line
0800 068 41 41 9am-midnight

SHOUT 24/7 crisis text service
TEXT Shout to 85258