University Procedure: Student or Staff in Mental Distress

Purpose Statement
- to ensure that distressed student/staff receive timely, appropriate support
- to enable effective data gathering to inform ongoing support services’ development

**Distressed person identified**

**Is it an emergency?**
- i.e. felt to be a risk to self or others?
  - No

**Is person content to accept help?**
  - Yes
    - Contact security: Main Campus Tel: 4141 Ninewells Tel: 2222 to call police. They can arrange ambulance if necessary.
    - If person leaves in the meantime, call 999 and report this, giving personal description
  - No

**If consent given to record details**
- Advise that many support services available and complete a Report Form
  - If consent refused to record details
    - Record details using ‘Incident Report 1’ (consent required)
      - Mark “confidential” and send to University Health Service
    - Direct person to own GP, Uni Health Service, or ‘support services’
    - Offer support

**If consent refused to record details**
- Record details using ‘Incident Report 2’ (data collection only)
  - Mark “confidential” and send to University Health Service

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**Contact GP**

**Do they have a local GP?**
  - Yes
    - Talk to the person and ascertain the nature of the problem
      - Are they willing to accept help?
        - Yes
          - Record details using ‘Incident Report 1’ (consent required)
            - Mark “confidential” and send to University Health Service
          - Direct person to own GP, Uni Health Service, or ‘support services’
          - Offer support
        - No
          - Direct person to own GP, Uni Health Service, or ‘support services’
          - Offer support
    - No
      - Contact Uni Health Service Ext 84168

**Is it out of hours?**
  - Yes
    - Contact NHS 24 (Tel: 111)
      - If all else fails call an ambulance
    - Contact Uni Health Service Ext 84168

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If you wish any assistance with this procedure please contact University Health Service
Tel: 01382 384168
Email: healthservice@dundee.ac.uk
Office hours during semester 9am-4.30pm

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Apr 19

University Health Service Support Hub
Old Technical Institute