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?

Is person content to accept help?

Contact security:
Main Campus Tel: 4141
Ninewells Campus Tel: 2222
to call police. They can arrange ambulance if necessary.
Kirkcaldy Campus Tel: 9-999 to call police direct
If person leaves in the meantime, Tel: (9)999 and report this, giving personal description

Contact Uni Health Service Ext 84168
or
Contact NHS 24 (Tel: 111)
If all else fails call an ambulance (Tel: 999)

Contact GP

Do they have a local GP?

Talk to the person and ascertain the nature of the problem
Are they willing to accept help?

Is it something you are able to deal with?

Direct person to
- own GP practice
- Uni Health Service
- ‘support services’

Offer support

Advise that many support services available and complete a Report Form

Record details using ‘Incident Report 1’ (consent required)
Mark “confidential” and send to University Health Service

Record details using ‘Incident Report 2’ (data collection only)
Mark “confidential” and send to University Health Service

If consent given to record details

If consent refused to record details

Record details using ‘Incident Report 1’ (consent required)
Mark “confidential” and send to University Health Service

Record details using ‘Incident Report 2’ (data collection only)
Mark “confidential” and send to University Health Service

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

University Health Service
Support Hub
Old Technical Institute

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