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

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

Distressed person identified

Is it an emergency?
- i.e., felt to be a risk to self or others?

Yes
- Is person content to accept help?
- Yes
- Is it out of hours?
- Yes
- Contact NHS 24 (Tel: 111)
- If all else fails call an ambulance (Tel: 999)

No
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No
- Do they have a local GP?
- Yes
- Contact GP

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- Contact Uni Health Service Ext 84168

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

Yes
- Is it something you are able to deal with?
- Yes
- Direct person to
  - own GP practice
  - Uni Health Service
  - ‘support services’

No
- Offer support

No
- Talk to the person and ascertain the nature of the problem. Are they willing to accept help?

Yes
- Is it something you are able to deal with?
- Yes
- Direct person to
  - own GP practice
  - Uni Health Service
  - ‘support services’

No
- Offer support

Advise that many support services available and complete a Report Form

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

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

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

Yes
- Yes
- Yes

University Health Service
Support Hub
Old Technical Institute

Nov 19