



# MANSION STUDENT

## STUDENT WELLBEING AND MENTAL HEALTH GUIDANCE

---

### Dear Student

Mansion Student Hospitality Teams are a key point of contact for the student community residing at our accommodation. Mental health includes emotional, psychological and social well-being. Mental ill health can range from feeling 'a bit down' to, disorders such as anxiety and depression, and to less common conditions such as a bipolar disorder or schizophrenia.

With this in mind we have developed a mental health awareness policy and procedure to provide guidance for our hospitality teams in managing student mental ill health, promoting awareness of the issues and how to access support networks for students. In addition, all staff working at your accommodation will have or are in the process of receiving training in mental ill health awareness. The aim of the training is to enable our staff to identify signs or symptoms of mental ill health and encourage a supportive environment for you to raise any concerns that you may have.

It may be that a member of our accommodation team, normally the Hospitality Manager approaches you to discuss a concern they have. The team are instructed and trained to do this if they see something that is unusual, or it may be that they have previously spoken with you and are checking how you are.

You do not have to speak with our team but if you chose to do so, this will allow them to provide you with information on support available to you. Even if you do not want to speak with a member of the team at that point, you can approach them on another occasion when you feel more able to do so.

We actively encourage our Hospitality Manager to maintain strong links with universities in the area. This way they can help you liaise with your university who may be able to support you with exam timetables, assignment deadlines and course attendance, as well as access to university trained welfare officers.

There are other organisations that they may wish to approach for further support (see Useful Contacts and Resources).

### Mansion Student Hospitality Team

## Useful Contacts and Resources

**Your University Counselling Service** has a series of self-help and information leaflets on a range of different issues relating to mental health.

**Your GP** may also be able to provide information, support and advice.

### **First Response Service (FRS)** - Ring 111

The First Response for Mental Health scheme sees those people who call 111 choose a special local option where they are put through to a local team and pointed to the right place for treatment avoiding A&E where appropriate.

## Other Organisations and Helplines:

**Anxiety UK** - Working to relieve and support those living with anxiety disorders. Infoline: 08444 775 774; Text Service: 07537 416905; E: [support@anxietyuk.org.uk](mailto:support@anxietyuk.org.uk); [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**Beat Eating Disorders** - Providing support and information for all individuals affected by eating disorders. Helpline: 0808 801 0677; Youth Helpline: 0808 801 0711; [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk).

**Big White Wall** - a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely simply by logging on. [www.bigwhitewall.com](http://www.bigwhitewall.com).

**BiPolar UK** - User-led charity working to enable people affected by bipolar disorder to take control of their lives. T: 0333 323 3880; E: [info@bipolaruk.org](mailto:info@bipolaruk.org); [www.bipolaruk.org](http://www.bipolaruk.org).

**Cruse Bereavement Care** - Cruse provides somewhere to turn when someone dies. Helpline: 0808 808 1677. [www.cruse.org.uk](http://www.cruse.org.uk).

**Harmless** - Harmless is a user led organisation that provides a range of services about self-harm including support, information, training and consultancy to people who self-harm, their friends and families and professionals. E: [info@harmless.org.uk](mailto:info@harmless.org.uk); [www.harmless.org.uk](http://www.harmless.org.uk).

**HOPElineUK** - a confidential support and advice service for young people under the age of 35 who may be having thoughts of suicide and for anyone concerned that a young person may be having thoughts of suicide. Text 07786 209697; T: 0800 068 4141; E: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org). W: [www.papyrus-uk.org/help-advice/about-hopelineuk](http://www.papyrus-uk.org/help-advice/about-hopelineuk).

**Look After Your Mate** - Support for Friends. This guide, which is shaped by students' own experiences, will support students to look out for their friends, from starting a conversation to navigating the student journey. [www.studentminds.org.uk/supportforafriend](http://www.studentminds.org.uk/supportforafriend).

**Mind** - provides advice and support to empower anyone experiencing a mental health problem. Infoline: 0300 123 3393; Text: 86463; E: [info@mind.org.uk](mailto:info@mind.org.uk); [www.mind.org.uk](http://www.mind.org.uk). **Mind infoline** provides information on treatments and advocacy and details of help and support in your local area.

**NHS** - The NHS provides information on Mental Health and Wellbeing specifically for students. [www.nhs.uk/conditions/stress-anxiety-depression/student-mental-health/](http://www.nhs.uk/conditions/stress-anxiety-depression/student-mental-health/)

**Nightline** - offers peer support and information for students out of hours at many institutions across the UK Students. [www.nightline.ac.uk](http://www.nightline.ac.uk).

**No Panic** - helps people who suffer from panic attacks, phobias, obsessive compulsive disorders and other related anxiety disorders, including those people who are trying to give up tranquillizers. T: 0844 967 4848; Youth Helpline (13 - 20 year olds): 0330 606 1174; [www.nopanic.org.uk](http://www.nopanic.org.uk).

**Overeaters Anonymous (Great Britain)** - provide insight into the problems of eating compulsively, strength to deal with it, and a very real hope that there is a solution. T: 07000 784985;  
E: [general@oagb.org.uk](mailto:general@oagb.org.uk); [www.oagb.org.uk](http://www.oagb.org.uk).

**Rethink** - help millions of people affected by mental illness by challenging attitudes, changing lives.  
T: 0300 5000 927; [www.rethink.org](http://www.rethink.org).

**Sane** - works to improve the quality of life for people affected by mental illness. Saneline is a national, 7 days a week, out-of-hours telephone helpline for anyone coping with mental illness, including concerned relatives or friends. Helpline: 0300 3047000; [www.sane.org.uk](http://www.sane.org.uk).

**Samaritans** - Samaritans provide help & advice 24 hours a day, 365 days a year for any crisis. You don't have to be suicidal to call them. Freephone: 116 123; E: [jo@samaritans.org](mailto:jo@samaritans.org); W: [www.samaritans.org](http://www.samaritans.org).

**Students Against Depression** - The story starts with the sad loss of two bright young men to suicide. Their families invested in this project to reach out to other young men and women suffering from the effects of depression and suicidal thinking. [www.studentsagainstdespression.org](http://www.studentsagainstdespression.org).

**Student Minds** - the UK's student mental health charity; they believe that peer interventions can change the state of student mental health. [www.studentminds.org.uk](http://www.studentminds.org.uk).

**Young Minds** - the UK's leading charity fighting for children and young people's mental health.  
<https://youngminds.org.uk/>