

Sources of support for staff in assisting students with mental health difficulties:

People seek counselling with a range of concerns varying from short term personal, social, family or academic worries to longer term more complex psychological problems. Some may attend only once or twice, others may use counselling for regular meetings over a period of several months.

The Counselling Service offers a confidential, professional service to students. Students can make an appointment to see the University Counsellors by calling into Student Services or by ringing ext. 3733.

The Student Liaison Officers based in each Faculty of Study are available to provide confidential advice and support, offer opportunities to develop student study skills and coordinate a Peer Mentoring scheme.

University of Bolton contacts:	
Disability Team Student Centre Chancellor's Mall Tel:01204 903478 SMS: 07799 657 035 Email: disabilityinfo@bolton.ac.uk	Student Counsellor Student Centre <u>Tel:</u> contact student advisors to book an appointment on 01204 903733 Email: studentadvisors@bolton.ac.uk
Chaplaincy Chancellor's Mall Tel: 01204 903415 Mob: 07958 692 454 Email:chaplain@bolton.ac.uk www.bolton.ac.uk/chaplaincy	Nurse Advisor Clinic Student Centre Chancellor's Mall Wednesdays - 12 noon to 2.00 pm No appointment required
Student Liaison Officers www.bolton.ac.uk/Students/AdviceAndSupport/StudentLiaisonOfficers	Immigration and Welfare Officers Student Centre Chancellors Mall Tel: 01204 903437 or 903496
Organisations external to the University that may provide a source of support:	
Alcohol Abuse Bolton Alcohol and Drug Services 20 Wood Street Bolton BL1 1DY Tel: 01204 382230 or 01204 393660	Alcoholics Anonymous 5 Newton Street Manchester M1 1HL Tel: 0161 236 6569
Beacon Bolton Counselling Services (General Counselling) 124 Newport Street Bolton BL3 6AB Tel: 01204 532605	Bolton Citizen's Advice Bureau 26 – 28 Mawdsley Street Bolton BL1 1LF Email: office@boltoncab.co.uk 24 hour advice line: 0870 126 4038
Bolton Community Drug Team 24 – 26a Higher Bridge Street Bolton	Bolton Community Transport Unit 3 Kay Works Moor Lane

BL1 2HA Tel: 01204 397129	Bolton BL1 4TH (Will accept furniture, appliances and supply those in need) Tel: 01204 364777
Bolton Council for Volunteer Service (Bolton CVS) Bridge House Pool Street South Bolton BL1 2BA Tel: 01204 396011	Bolton Primary Care Trust (Information and Health Authority Watchdog) St Peter's House Silverwell Street Bolton BL1 1PP Tel: 01204 377000
Bolton Welfare Rights Service Le Mans Crescent Bolton BL1 1SA Tel: 01204 380460 www.welfare.rights@bolton.gov.uk	Bolton Women's Aid – Fortalice 43 Bradford Street Bolton BL2 1HT Email: bwa@fortalice2001.worldonline.co.uk Tel: 01204 523476 (For single women with children, married women who need help, no men allowed)
BPAS Pregnancy Advisory Service Merseyside Clinic 32 Parkfield Road Liverpool L17 8UJ Actionline: 08457 304030 Clinic: 0151 709 0663 www.bpas.org.uk	Bury Fellowship Manna House Irwell Street Bury BL9 0HE Tel: 0161 764 8131 (Christian Group providing a drop-in service, practical assistance and counselling)
BYPASS Trinity House Brightmet Street Bolton BL2 1BR Tel: 01204 362002 (Help and advice for up to 21 year olds, regarding accommodation, job shop, etc)	Community Care Options New Horizons Centre Knowsley Street Bolton BL1 2BJ Tel: 01024 373316
Depression Alliance 20 Great Dover Street London SE1 4LX Tel: 0845 12 32 320 Email: information@depressionalliance.org www.depressionalliance.org	Equality & Human Rights Commission Arndale House The Arndale Centre Manchester M4 3AQ Tel: 0845 604 6610 www.equalityhumanrights.com
Family Support Office Bolton (Greater Manchester Police) Brightmet House	FSIDS (Sudden Infant Death Syndrome and Cot Death support group)

Bury Road Brightmet Bolton BL2 6JA Tel: 0161 856 5787	24 hour helpline:0870 7870554 (Mon-Fri 9am – 11 pm, Sat-Sun 6am – 11 pm) www.sids.org.uk
Gamblers Anonymous Bolton Unitarian Chapel Bank Street Off Deansgate Bolton (Access: at rear in Crown Street next to Pepper Alley Hotel facing multi-storey car park. Meetings: Friday at 7.30 pm) Tel: 08700 508880	Guild of Help 27 Silverwell Street Bolton BL1 1PP Tel: 01204 524858 (Financial Help for those in need)
Harbour Project 65 Corson Street Bolton BL3 2QA Tel: 01204 62274	Housing Options Tel: 01993 776318 Email: enquiries@housingoptions.org.uk
Immigration Aid Unit (Manchester) Tel: 0161 740 7720	Manchester Rape Crisis Tel: 0161 273 4500 (Rape and sexual abuse counselling service)
Mental Health Foundation 9 th Floor Sea Containers House 20 Upper Ground London SE1 9QB Tel: 020 7803 1100 Email:mhf@mhf.org.uk www.mentalhealth.org.uk www.connects.org.uk	Mental Health Independent Support Team Deajon House 30 Chorley New Road Bolton BL1 4AP Tel: 01204 527200
Mother and Baby Unit (For single mothers) Tel: 01204 332397	National Mental Health Development Unit Wellington House 135 - 155 Waterloo Road London SE1 8UG www.nmhdu.org.uk
Pierpoint House 385 Clifton Drive St. Annes-on-Sea Lytham St. Annes Lancashire FY8 2NW Tel: 01253 723144 (Private rehab clinic for drug and alcohol abuse)	Rainbow Pregnancy Advice Centre Bolton Pentecostal Church Bury New Road Bolton BL2 2BD Tel: 01204 522002
RASAC Women's Helpline: 01962 848024 *Calls answered by women only Mon 11.30 am – 1.30pm Tue & Thu Evenings 7pm – 9.30pm	RASAC Men's Helpline: 01962 848027 *Calls answered by men and women Mon 11.30 am – 1.30pm Tue & Thu Evenings 7pm – 9.30pm

(For rape, incest and sexual abuse counselling)	(For rape, incest and sexual abuse counselling)
Rethink Various local locations Tel: 0845 456 0455 Email: info@rethink.org www.rethink.org	SAVS Tel: 01204 364743 (Sexual Abuse Victim Support)
Simeon Centre Counselling Service Victoria Hall Knowsley Street Bolton BL1 2AS Tel: 01204 522569	Tacade Exchange Buildings 6 St. Anns Passage King Street Manchester M2 6AD Tel: 0161 836 6850 (For drug education, help, leaflets, training, etc)
The Salvation Army Hostel Social Service Centre Duke Street Bolton BL1 2LU Tel: 01204 394499	Turning Point Smithfield Project Smithfield Centre Thompson Street Manchester M4 5FY Tel: 0161 839 8829 Email: info@turning-point.co.uk www.turning-point.co.uk (Helps people with drink, drug and mental health problems)
Victim Support Bridge House Pool Street South Bolton BL1 2BA Tel: 01204 399736 Email: victim@victimsupport-bolton.co.uk	Women's Refuge for Asians (Manchester) Tel: 0161 945 4187
Other Useful Links:	
Relief Series & Beating the Blues www.ultrasis.com	Royal College of Psychiatry www.rcpsych.ac.uk
Sainsbury Centre for Mental Health 134 Borough High Street London SE1 1LB Tel: 020 7403 8790 Fax: 020 7403 9482 Email: contact@centreformentalhealth.org.uk www.centreformentalhealth.org.uk	Samaritans Tel: 08457 90 90 90 www.samaritans.org.uk
Sane 1 st Floor Cityside House	Shift – anti-stigma campaign www.shift.org.uk

40 Adler Street London E1 1EE Tel: 020 7375 1002 Helpline: 0845 767 8000 www.sane.org.uk	
Social Anxiety www.social-anxiety.org.uk	Wellness Recovery Action Plan (WRAP) www.mentalhealthrecovery.com

Guidelines on Student Mental Health and Wellbeing

The purpose of these guidelines is to provide basic guidance on identifying warning signs, symptoms and behaviour, with a view to informing or advising students on possible sources of appropriate support across the University.

It is a guide to help staff to understand some common mental health difficulties. **Staff are not expected to become diagnosticians, as this is a specialist task.** However it is hoped that these notes will assist in making decisions about referring a student for further support.

Knowing that a student carries this or that particular mental illness label is usually unhelpful, and conveys little or nothing about the person's difficulties or experiences. Information about the typical symptoms of illnesses is readily available from a range of sources. This section avoids a condition-by-condition approach, and concentrates instead on behaviours which staff may encounter, and the responses which are likely to be helpful.

It is important to remember no two people experience mental health difficulties in exactly the same way. Mental health difficulties are likely to be temporary and are often treated effectively by counsellors, psychologists and/or medication. They may be caused by the need to cope with sudden change, e.g. bereavement, or the break up of a relationship. They can be the result of chronic stress or can also stem from emotional difficulties which people have experienced in their childhood, adolescence or as adults.

Staff in a pastoral role such as Personal Tutors, counsellors, postgraduate supervisors and accommodation services staff can have an important role in the early detection of these disabling but eminently treatable conditions. People who are experiencing symptoms may not recognise what is happening and only seek help when prompted by friends, flatmates, family or university staff.

A change in behaviour can be associated with some medical conditions. Behaviour which is out of character for an individual may be associated with being run down, very tired and overexcited or under stress. Alternatively it may result from the use of drugs (legal and illegal), medication etc. Mental illness is different. Mental illness can have a deeply incapacitating effect, and may require hospital admission. Its diagnosis is unlikely to depend on isolated symptoms and are usually associated with the observation of a persistent cluster of symptoms over a period of time. By contrast with mental health difficulties, which affect approximately one in four of the general population, mental illness is experienced by approximately one in fifty.

Feeling worried is a healthy response in many situations, and an important aspect of successful achievement. We all develop ways of coping with our anxieties when we feel under pressure. However, between 7 – 10% of the population is likely to be worried about many aspects of living and when anxiety becomes too great and significantly impairs the ability to function, we need to encourage students to seek help. Sessions with a counsellor or psychologist can be helpful ways of exploring the causes of stress and implementing ways forward.

In rare cases of severe anxiety and panic attacks, or severe mental illness, a GP referral, medication and the use of psychological or cognitive therapies may be beneficial.

Depression is one of the most common forms of mental health distress. We all go through difficult times in our lives, but for people who are depressed life can be a real struggle. They may feel bad about their lives and themselves in many ways. At times they may feel despairing. Counselling can provide a powerful way of safely exploring how the depression began and of assisting the student to mobilise those centres of resilience that still remain, GP referral is recommended and the careful use of anti-depressant medication can prove helpful.

If you are aware of a student experiencing some of the symptoms listed below it may be appropriate to make them aware of resources which are available to them. For students who experience a cluster of symptoms over a period of time, it is important that they are encouraged to seek professional help.

Recognising warning signs, symptoms and behaviours

It should be reiterated that there is no expectation that University staff will become diagnosticians, and the following list of symptoms is in no way intended to be a diagnostic tool. It is, rather, guidance to staff in advising or informing a student about possible sources of help.

Examples of a range of symptoms:

Behaviour

- Change in study patterns e.g. doing considerably more or less work than usual
- Change in attendance patterns at university
- Falling grades
- Agitation
- Over-intense interaction/withdrawal
- Uninhibited/disruptive/disturbing behaviour
- Disrupted eating pattern
- Disrupted sleeping pattern
- Reduced concentration
- Changes in motivation
- Self harm
- Suicidal thoughts and activity
- Avoidance of everyday activity

Appearance

- Lack of attention to appearance and poor personal hygiene
- Marked weight loss or increase
- Particularly drawn/tired looking
- Noticeable smell of alcohol, cannabis
- Bizarre, unusual and out of character dress

Mood

- Loss of interest in most things/exaggerated interest
- Significant mood swings
- Excitable/restless/fidgety
- Extremely angry
- Extremely sad
- Feeling flat
- Isolated and withdrawn
- Feeling of disorientation
- Altered states of perception
- Persecutory ideas
- Feelings of acute loneliness

Other indicators

- Something what the student is saying or doing makes you feel very concerned or uneasy
- History of mental health difficulties
- Recent disruptive/traumatic events
- Significant loss in their lives (past/present)
- Debt/financial worries
- Lack of other supports/isolated
- Significant academic pressure
- Difficulties in the home environment (family/flatmates)

Reproduced with permission from the University of Strathclyde