

# Student Support

Supporting Students in Distress



UNIVERSITY OF  
**BATH**

## Is the student?

- In immediate danger either from self or others?
- Disoriented or appears out of touch with reality, or behaving unusually?

Then

- Call emergency services on 999, and contact University of Bath Security Services on **01225 383999**, or by using the SafeZone app
- Call the Staff Advice Line on **4321** (7 days a week, 9.00-5.00pm)

## Is the student?

- Very distressed or needing support urgently, but safe from immediate risk?

Then

- Call the Staff Advice Line on **4321** (7 days a week, 9.00-5.00pm)
- Encourage the student to make an appointment with their GP asap, and to contact the University Wellbeing Service to make an appointment.

## Is the student?

- In need of support but safe from immediate risk and willing/able to engage with services?

Then

- Encourage the student to make an appointment with their GP asap, and to contact the University Wellbeing Service to make an appointment.

If you're worried about a student but they are unsure about engaging with support, you can call the **4321** Staff Advice Line for guidance.

## Contact information for staff:

**Student Support & Safeguarding** can provide advice and guidance for staff on a range of student related issues

**Staff Advice Line** – 01225 384321  
(7 days a week 9.00 - 5.00pm)  
Email: [wellbeingservice@bath.ac.uk](mailto:wellbeingservice@bath.ac.uk)

**University Security Services** are able to provide 24/7 support on and off campus and are First Aid and Mental Health First Aid trained. 01225 385349 or 01225 383999 (emergencies)

## Support information for students:

### Wellbeing Service

Email: [wellbeingservice@bath.ac.uk](mailto:wellbeingservice@bath.ac.uk)  
[www.bath.ac.uk/professional-services/wellbeing-service/](http://www.bath.ac.uk/professional-services/wellbeing-service/)

### University Medical Centre

Surgery phone +44 (0)1225 789100  
[www.umcbath.co.uk/](http://www.umcbath.co.uk/)

### Other useful contacts

NHS – 111  
(for non-emergency response/advice)  
Samaritans – 116 123  
Nightline – 01225 383030 (9pm - 8am)  
Students Union Advice and Support Service – [suadvice@bath.ac.uk](mailto:suadvice@bath.ac.uk)