

# SUPPORT SERVICES

## SUPPORTING STUDENTS EXPERIENCING MENTAL HEALTH ISSUES



### SUICIDE PREVENTION SERVICES:

#### PAPYRUS



Suicide is something POPYRUS takes very seriously. If this is how the student you are supporting feels, please give Papyrus a chance to help. Papyrus run HOPELINE, a specialist suicide intervention service staffed by trained professionals who give no-judgemental support, practical advice and information to young people aged under 35 who are worried about how low they are feeling and anyone who is concerned about a young person.

WEB: [www.papyrus-uk.org](http://www.papyrus-uk.org)  
CALL: **0800 068 41 41**  
TEXT: **0778 620 9697**  
EMAIL: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

#### OPENING HOURS

Mon - Fri **10:00am to 10:00pm**  
Weekends **2:00pm to 10:00pm**  
Bank Holidays **2:00pm to 10:00pm**

#### GRASSROOTS



Grassroots is not a crisis service. They are an award-winning charity and UK leader in suicide prevention. They believe that suicide can be prevented through open and direct conversations. They provide people with the skills and confidence needed to save lives through our training, innovation, and thought-provoking campaigns.

WEB: [www.prevent-suicide.org.uk](http://www.prevent-suicide.org.uk)

#### CAMPAIGN AGAINST LIVING MISERABLY

CALM is an award winning charity dedicated to preventing male suicide. They offer support to men experiencing low mood, or in crisis, via their helpline, webchat and website. They also support families bereaved by suicide.

WEB: [www.thecalmzone.net](http://www.thecalmzone.net)  
CALL: **0800 585858**



#### MAYTREE

Maytree aims to alleviate suffering and help people in suicidal crisis to re-engage with life and to restore hope.

Maytree provide people in the midst of a suicidal crisis with the opportunity for rest and reflection, giving guests the opportunity to stay in a calm, safe and relaxed environment. The service runs 24 hours/day 365 days per year. They are a befriending service, guests will not receive medical treatment nor counselling but will have access to compassionate volunteers who are there to listen, and their guests can also spend time exploring their problems through writing, drawing and painting.

CALL: **0207 263 7070**  
EMAIL: [maytree@maytree.org.uk](mailto:maytree@maytree.org.uk)



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### LISTENING SERVICES:

#### SAMARITANS



Samaritans is a charity who offer a free round the clock listening service. They offer a safe space to talk, 24 hours a day - about whatever is getting to the student. The student doesn't need to be suicidal to call Samaritans for help.

WEB: [www.samaritans.org](http://www.samaritans.org)  
CALL: **116 123**  
EMAIL: [jo@samaritans.org](mailto:jo@samaritans.org)

#### CHILDLINE



Childline is a free, confidential service available for young people (under the age of 19) 24 hours a day by calling, emailing or by 1-2-1 online chat with a counsellor.

WEB: [www.childline.org.uk](http://www.childline.org.uk)  
CALL: **0800 1111**

#### SWITCHBOARD



Switchboard provides a one-stop listening service for LGBT+ people on the phone, by email and through Instant Messaging.

WEB: <https://switchboard.lgbt>  
CALL: **0300 330 0630**  
EMAIL: [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

#### C.A.L.L. MENTAL HEALTH HELPLINE



CALL offers emotional support and information/literature on mental health and related matters to the people of Wales.

WEB: [www.callhelpline.org.uk](http://www.callhelpline.org.uk)  
TEXT: **'help' to 81066**

**Community Advice & Listening Line**  
CALL: **0800 132737**

**OPENING HOURS**  
Mon - Fri **9:00am to 5:00pm**



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### ONLINE SERVICES:

#### HEARING VOICES NETWORK



If your student is hearing voices, seeing visions or has unusual perceptions, the Hearing Voices Network may be able to help. They aim to support anyone having these experiences and to help them understand, learn and grow from them in their own way.

WEB: [www.hearing-voices.org](http://www.hearing-voices.org)

#### THE MIX



The Mix is a charity aimed at supporting under 25's. There are many ways to access support; group chats, discussion boards, a crisis messenger service, 1-2-1 chat service and their counselling line. They offer support on a variety of topics.

WEB: [www.themix.org.uk](http://www.themix.org.uk)  
CALL: **0808 808 4994**  
TEXT: **85258**

#### TALK TO FRANK



For friendly, confidential advice about drugs, TalkToFrank. They offer live chats, email, text and phone service too.

WEB: [www.talktofrank.com](http://www.talktofrank.com)  
CALL: **0300 123 6600**  
TEXT: **82111**

#### BE GAMBLE AWARE



Be Gamble Aware provide information to help people make informed decisions about their gambling. They will help you find out more about gambling and what safer gambling means, to understand and recognise problem gambling, and show you where to go for further information, help and support should you need it.

WEB: [www.begambleaware.org](http://www.begambleaware.org)  
CALL: **0808 020133**

#### DRINK AWARE



Drink aware are an independent charity working to reduce alcohol misuse and harm in the UK. They're here to help people make better choices about drinking.

WEB: [www.drinkaware.co.uk](http://www.drinkaware.co.uk)  
CALL: **0300 123 1110**

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### INFORMATION CHARITIES/SERVICES:

#### MIND



Mind provide help and support to empower anyone experiencing a mental health difficulty or those supporting people with mental ill-health. They have information of various diagnoses, will signpost to support services and offer help & advice.

WEB: [www.mind.org.uk](http://www.mind.org.uk)  
CALL: **0300 466 6463**  
TEXT: **86463**

#### STUDENTS AGAINST DEPRESSION



Students Against Depression is a website offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves - after all, who better to speak to their peers about how depression can be overcome.

WEB: [www.studentsagainstdepression.org](http://www.studentsagainstdepression.org)

#### NO PANIC



No Panic is a service helping those people who suffer with anxiety and panic attacks, phobias, obsessive compulsive disorders and other anxiety-related disorders. During the night, the crisis message is played which is a recorded breathing exercise that can help students through a panic attack and help them learn diaphragmatic breathing.

No Panic also have a Symptom Checker and their Body Scan Relaxation tool which is free to use online or via their mobile App.

WEB: [www.nopanic.org.uk](http://www.nopanic.org.uk)  
CALL: **0844 967 4848**

#### SANE



Sane work to improve the quality of life for anyone affected by mental illness. One of their main objectives is to provide care and emotional support for people with mental health problems, their families, and carers through their helpline, Textcare and their online support forums.

WEB: [www.sane.org.uk](http://www.sane.org.uk)  
CALL: **0300 304 7000**

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### INFORMATION CHARITIES/SERVICES:

#### STUDENT MINDS



Student Minds works with students, service users, professionals and academics to develop new and innovative ways to improve the mental health of students.

They empower students and members of the university community to develop the knowledge, confidence and skills to look after their own mental health, support others, and create change, so that all in higher education can thrive.

WEB: [www.studentminds.org.uk](http://www.studentminds.org.uk)

#### BEAT EATING DISORDERS

Beat is the UK's leading charity supporting anyone affected by eating disorders, anorexia, bulimia, EDNOS or any other difficulties with food, weight and shape. If you call their Helpline you will speak to a trained support worker experienced in listening and talking to people in a similar situation to you. Their website has lots of information, message boards and links to find help in your local area. Beat is also a member of Language Line and can provide access to an interpreter for non-English speaking callers.



WEB: [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)  
CALL: **0808 801 0811 (Student Helpline)**  
CALL: **0808 801 0677 (Adult Helpline)**  
EMAIL: [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

#### VIDEO GAME ADDICTION



Video Game Addiction is an organisation providing treatment and advice for a range of addiction and dependency problems related to gaming, Internet and other electronic entertainment. They offer a top quality help and referral service which matches their clients to the right treatments to solve their problems and get them into a position where they can carry on their normal lives free of addiction.

Their 24/7 accessible telephone service is staffed by highly experienced advisors who are on hand to give information on video game addiction and make sure you get a referral to the treatment centre that is right for you. They will make sure you go to see the ideal therapist or rehab clinic that will suit your problems and needs as an individual.

WEB: [www.videogameaddiction.co.uk](http://www.videogameaddiction.co.uk)  
CALL: **0800 0886 686**

#### MIND OUT

MindOut is a mental health service run by and for lesbians, gay, bisexual, trans, and queer people. They work to improve the mental health and wellbeing of the LGBTQ communities and to make mental health a community concern.



WEB: [www.mindout.org.uk](http://www.mindout.org.uk)  
CALL: **01273 234 839**  
EMAIL: [info@mindout.org.uk](mailto:info@mindout.org.uk)

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