

**We offer three main channels of in-house support which are outlined overleaf.**

This is a loose framework to help you direct students towards the service which will best support them. However the student accesses the service, they will be cross-referred if another support channel would be more appropriate. All the examples given need to be seen in the context of the person and their individual needs.

Emergency services are included on the reverse to ensure that time is not lost in an emergency situation.

For more information contact us by telephone (01752) 587676, emailing [studentcounselling@plymouth.ac.uk](mailto:studentcounselling@plymouth.ac.uk) or call into the Learning Gateway in the Roland Levinsky Building.

[www.plymouth.ac.uk/counselling](http://www.plymouth.ac.uk/counselling)



## EMERGENCY SERVICES AND SECURITY

**((5)88400 OR 999)**

**CALL THE EMERGENCY SERVICES IN THE CASE OF THE FOLLOWING:**

- **Violent or aggressive behaviour.**
- **Student has acted on suicidal thoughts (eg taken an overdose).**
- **Student has disclosed current plans to harm self and is unwilling or unable to wait for support.**
- **Student experiencing a psychotic episode (eg irrational/delusional beliefs) which puts themselves or others at risk.**

## ANYTIME ADVICE AND MENTAL HEALTH SUPPORT LINE

Around the clock (24/7), free, confidential, in-the-moment counselling and advice for all Plymouth University students

**0800 042 0134**

[www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line](http://www.plymouth.ac.uk/student-life/services/learning-gateway/anytime-advice-line)

## STUDENT COUNSELLING AND PERSONAL DEVELOPMENT SERVICE

# WHICH SERVICE WILL BEST SUPPORT THE STUDENT?

### A REFERRAL LEAFLET FOR STAFF



**SUCCEED WITH PLYMOUTH UNIVERSITY**

Learning Gateway  
Roland Levinsky Building  
01752 587676  
[studentcounselling@plymouth.ac.uk](mailto:studentcounselling@plymouth.ac.uk)  
[www.plymouth.ac.uk/counselling](http://www.plymouth.ac.uk/counselling)

## THE LISTENING POST

- Easy access, no need to book
- Staffed by trained listeners
- Term time, 10.00 to 16.00 hrs
- Call into the Learning Gateway, Roland Levinsky Building

## EXAMPLES OF ISSUES

- Feeling unhappy or lonely
- Missing home
- Issues with housemates
- Friendship or relationship difficulties
- Social stressors
- Family problems and pressures
- Worries about academic or University life
- Concerns about the future

## COUNSELLING

- Initial consultations
- Usually bookable within 10 working days
- Professionally trained counsellors
- Duty counsellor available for consultation
- Brief counselling
- Referral to appropriate University or city services
- Liaison with other professionals, including GPs

## EXAMPLES OF ISSUES

- Anxiety or stress
- Low mood or diagnosed depression
- Suicidal thoughts
- Occasional self-harm
- Anger management
- Loss and bereavement
- Abuse – current or past
- Bullying
- Victim of assault or crime
- More complex personal issues arising from academic concerns
- Low self-esteem or self-confidence
- Culture shock
- Sexual orientation or gender identity
- Addictive behaviour

## MENTAL HEALTH SUPPORT

- Professional mental health workers
- Drop-in sessions in Learning Gateway  
No appointment required  
Mondays 9.30 to 12.30 and  
Thursday 12.30 to 15.30 hrs
- Email consultation  
[mentalhealthsupport@plymouth.ac.uk](mailto:mentalhealthsupport@plymouth.ac.uk)
- Support for students currently or previously involved with mental health services
- Support for students struggling to access community mental health services
- Support where there may be an acute mental health episode
- Support where there is high risk of harm to self or others

## EXAMPLES OF ISSUES

- Regular or serious self-harm
- Plans for suicide
- Rapid weight loss
- Hallucinations
- Confused or disturbed thoughts
- Out of touch with reality
- Extreme restriction of food intake
- Binge eating and vomiting
- Self-neglect
- Diagnosed mental health disability

