

Mental Health services

Mental Health Support Line

If you need mental health and wellbeing support in a crisis, you can call the South West London and St George's Mental Health NHS Trust 24/7 Mental Health Support Line: 0800 028 8000

Richmond Wellbeing Service

Richmond Wellbeing Service offers free and confidential talking therapies and support. You can access these services by completing the online self-referral form on their website, or by calling/emailing.

First Floor, St Johns Health Centre, Oak Lane, Twickenham TW1 3PA

020 8548 5550

elft.rws@nhs.net

www.richmondwellbeingservice.nhs.uk

Open: Mon-Thurs 8.15am-8pm;

Fri 8.15am-5.30pm

Richmond Borough

Mind Journey Recovery Hubs

Available for residents of Richmond and Kingston, the hubs provide out-of-hours support for those living with mental health problems. They aim to prevent escalation, reduce isolation and increase independence and self-management.

Twickenham Hub:

32 Hampton Road, Twickenham TW2 5QB

Open: Tues, Thurs, Fri 6-10pm; Sun 2-8pm

Kingston Hub:

Alfriston Centre, 3 Berrylands Road KT5 8RB

Open: Tues, Thurs, Fri 6-10pm; Sun 2-8pm

020 3137 9755

recoveryhub@rbmind.org

www.rbmind.org/our-services/recoveryhub

Off the Record, Twickenham

Provides free, confidential counselling for young people from the age of 11-24 who live, work or study in the Richmond Borough.

2 Church Street, Twickenham TW1 3NJ

020 8744 1644

counselling@otrtwickenham.com

otrtwickenham.com

Open: Tues 2-6pm; Weds 3.30-7pm; Thurs 3.30-7.30pm; Fri 2.30-6.30pm; Sat 10am-12pm

Helplines/websites

The following organisations can be accessed for mental health support via phone or online, wherever you are.

giveusashout.org – text 'shout' (free) to 85258 for help with anxiety, depression, suicidal thoughts, relationship problems, bullying or if you're feeling overwhelmed.

papyrus-uk.org – call HOPELINEUK on 0800 068 4141 or text 07860 039967 for confidential support and advice for under-35s at risk of suicide, and for those with concerns about someone else.

togetherall.com – 24/7 online community for those who are stressed, anxious or feeling low; includes self-guided courses and resources.

samaritans.org – call 116 123 (free) or email jo@samaritans.org to talk in confidence with trained responders who are available 24/7.

hubofhope.co.uk – database of mental health charities and organisations across Britain that offer mental health advice and support.

Crisis app – Stay Alive

The Stay Alive app is a suicide prevention resource right there on your phone. It's packed full of useful information and tools to help you stay safe in crisis. You can use it if you are having thoughts of suicide or if you are concerned about someone else who may be considering suicide.

www.stayalive.app

Follow Student Services on social media



Instagram



Twitter



Togetherall

St Mary's
University
Twickenham
London



Your mental health matters

Accessing support and advice



Looking after your mental health

Experiencing a deterioration in your mental health (or someone else's) can be really frightening, especially if you're not sure what to do or where to get help.

Please be assured that you're not alone. There are lots of people both within and outside St Mary's University who are keen to support you and help keep your mental health in check.

Mental health and uni life

It's not uncommon for students to find that they struggle with their mental health at some point while they are at uni. This can be for a variety of reasons.

Alongside all the exciting opportunities to explore new experiences, uni life can sometimes be stressful and overwhelming.

For some, the difficult feelings may pass; while, for others, it can be more severe and affect their ability to function on a day-to-day basis.

It could be that there is an underlying, undiagnosed mental health condition that becomes exacerbated by student life and needs treatment. Or, it may be that a diagnosis has already been made but further support is needed during this new phase of life.

Mental health concerns include*:

- ▶ Emotional distress
- ▶ Anxiety and/or panic attacks
- ▶ Depression
- ▶ Feelings of being manic or 'high'
- ▶ Hearing voices
- ▶ Experiencing hallucinations
- ▶ Trauma related flashbacks and nightmares
- ▶ Eating problems
- ▶ Sleep problems

* This list is not exhaustive

Ways to help yourself

If you are struggling with your mental health, please consider:

- ▶ talking to a friend, family member or your tutor – they are likely to want to support you and can also help you to access dedicated support services;

- ▶ registering with a local GP so that you can talk over how you are feeling and get the support you need, whether it's medication or a referral to other appropriate services;
- ▶ calling or visiting St Mary's University's Student Services, where you can find a range of support and advice, whether it is from our mental health or disability and dyslexia advisors, our counselling service or the accommodation and funding teams. (See right for contact details.)

In times of crisis

Signs of a mental health crisis include isolating yourself or engaging in risky behaviour, such as abusing alcohol and drugs; you may be struggling with eating (either not eating or eating all the time), or having difficulty sleeping (insomnia); you may be experiencing hallucinations or paranoia, or are having panic attacks or flashbacks; or you might find that you are having thoughts about self-harm or suicide.

If you find you are unable to manage your mental health and are struggling to function in your day-to-day life, to the point where you feel that you can't cope or feel out of control, you may be experiencing a mental health crisis and need assistance to help you find the best way to move forward.



Mental health emergencies

If you feel unable to keep yourself safe, have seriously harmed yourself or taken an overdose, call 999 for an ambulance or go to A&E immediately. If you are unable to do this yourself, ask someone to help.

If you are on campus when an ambulance is called, please inform the University Security team (call 020 8240 4335) so they can direct the ambulance to you as quickly as possible.

Mental health emergencies are serious. Please do not feel like you are wasting anyone's time.

Accessing support

St Mary's University support services

St Mary's University provides a range of support services to help if you are in distress. Please note that the University does not act as an emergency service.

Student Wellbeing Service

The Wellbeing Service offers somewhere to discuss, in confidence, any concerns that may affect your studies or your time at St Mary's. Located in Student Services, our student life team, disability and dyslexia advisors, mental health advisors and counsellors are here to listen.

Student Services

St Mary's University
J Building, 2nd floor
Waldegrave Road, Twickenham TW1 4SX
020 8240 4353
wellbeing@stmarys.ac.uk
www.stmarys.ac.uk/student-services/wellbeing
Opens: Mon-Fri, 9am-5pm

Students' Union (SMSU)

SMSU is keen for students to know that it's okay not to be okay. You can access their drop-in service at the SMSU Office (K11), as well as student support officers (based in De Marillac; 5pm-1am) for those living in halls.
020 8240 4360 (Student Support Officers)
smsu@stmarys.ac.uk
www.stmaryssu.co.uk/support/wellbeing

Chaplaincy

A place to discover and nurture your faith as the way to understand yourself through religious practice, conversation and formation of friendships. All are welcome.
chaplaincy@stmarys.ac.uk
www.stmarys.ac.uk/chaplaincy

University Security

The security office patrols the University campus, monitors CCTV, investigates crimes, responds to emergencies and can offer advice on how to prevent crime.
020 8240 4335
security@stmarys.ac.uk

Local support services

Hospital A&E/urgent care

In an emergency, dial 999 and ask for an ambulance.

West Middlesex University Hospital A&E

Twickenham Road, Isleworth, Middlesex TW7 6AF
020 8560 2121
Open: 24 hours

Kingston Hospital NHS Trust A&E

Galsworthy Road, Kingston Upon Thames KT2 7QB
020 8546 7711
www.kingstonhospital.nhs.uk
Open: 24 hours

Richmond Urgent Treatment Centre

(For urgent, non-life-threatening medical attention)
Teddington Memorial Hospital
Hampton Road, Teddington TW11 0JL
020 8973 3000
Open: Mon-Sun 8am-8pm

General practitioners

Students are strongly encouraged to register with a local GP, such as York Medical Practice in Twickenham. Or you can find your nearest GP online at www.nhs.uk/service-search/find-a-GP by entering a town, city or postcode in the search field.

York Medical Practice

St John's Health Centre
Oak Lane, Twickenham TW1 3PA
020 8744 0220
yorkpractice.co.uk
Open: Mon-Fri 8am-6pm (Tues 7.30pm)

NHS 111 Service

NHS 111 is the free NHS non-emergency service where you can speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and direct you to the best medical care.
111 (free from landlines and mobile phones)
www.nhs.uk/111
Open: 24 hours a day, 365 days a year

Police

41 London Road, Twickenham TW1 3SY
Telephone 101 (non-emergency); 999 (emergency)
www.met.police.uk