

### Specialist Service – Kingston and Richmond Assessment Team

The Assessment Team works with individuals suffering from serious and/or complex mental health problems like psychosis, anxiety and personality disorders. You need to be referred to this service by your GP. GPs in other boroughs will be able to refer you to your local service.

The Maddison Centre, 140 Church Road  
Teddington, Middlesex TW11 8QL  
020 3513 1733  
sbg-tr.KRAssessmentTeam@nhs.net  
www.nhs.uk/Services/clinics/  
MapsAndDirections/DefaultView.aspx?id=111708

### Telephone

You can call the following services to obtain support:

### NHS 111 Service

NHS 111 is the NHS non-emergency number. It's fast, easy and free. 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 immediately direct you to the best medical care for you. This service is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

111  
www.nhs.uk/111

### The Samaritans

The Samaritans is a confidential emotional support service available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

116 123  
jo@samaritans.org  
www.samaritans.org

### Mind Info Line

Mind Info Line provides information on a range of topics including types of mental health problems, where to get help, medication and alternative treatments and advocacy. They will look for help and support in your own area. The lines are open 9am to 6pm, Monday to Friday (except for bank holidays).

0300 123 3393  
Text: 86463  
info@mind.org.uk  
www.mind.org.uk

### SANEline

SANEline is a national out-of-hours telephone helpline offering emotional support and information for people affected by mental health problems.

1st Floor, Cityside House  
40 Adler Street, London E1 1EE  
0845 7678000 (12 noon-2am)  
info@sane.org.uk  
www.sane.org.uk

### CALM

The Campaign Against Living Miserably (CALM) seeks to prevent male suicide by offering support, via its helpline and website, to men in the UK, of any age, who are down or in crisis.

0808 802 58 58 (London) and  
0800 58 58 58 (Nationwide) 5pm-midnight  
www.thecalmzone.net

There is also a webchat option on the website.

St Mary's  
University  
Twickenham  
London



# Coping with a mental health crisis



## Experiencing a mental health crisis

Experiencing a mental health crisis is a frightening experience. If you don't know what to do and can't get help, it can feel even worse.

## What is mental ill health?

Mental ill health affects one in four students at some point and this can be for a variety of reasons. It could be that university life is stressful and overwhelming and it affects functioning on a day-to-day level.

You could have an underlying mental health condition that hasn't yet been diagnosed and has been exacerbated by student life and needs treatment. Maybe you have been diagnosed and possibly need further treatment to support you in this new phase of your life.

Your experience of mental ill health may include (this list is not exhaustive):

- ▶ 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

If you are experiencing mental ill health, please do the following:

- ▶ Consider talking to a friend, family member or your tutor. They may want to support you and can perhaps assist you with accessing dedicated support services.
- ▶ Register with your local GP and let them know what you are experiencing at this time – they can provide you with medication and/or refer you to appropriate support.

- ▶ Come and speak with someone in the Student Wellbeing Service to see how you can be supported at university.

## How do I know if I am experiencing a mental health crisis?

A mental health crisis is when you are unable to manage your mental health and are unable to function in your day-to-day life, to the point where it feels you can't cope or you feel out of control. Maybe you are thinking about suicide or self-harm and need immediate assistance to help you find the best way to move forward.

### What can I do if I am experiencing a mental health crisis?

**If you feel you are at risk of serious self-harm or suicide, immediately go to A&E or call 999 for an ambulance.**

**If you call an ambulance when on campus, please let the University Security team know on 020 8240 4335 so they can direct the ambulance to the right place.**

## Where can I get help?

### Internal sources of support at St Mary's University

St Mary's University does not act as an emergency service, but we can support you if you are in distress.

### Student Wellbeing Service

St Mary's University  
Waldegrave Road, Twickenham TW1 4SX  
020 8240 4353  
wellbeing@stmarys.ac.uk  
www.stmarys.ac.uk

### Health Centre

020 8240 4100  
healthcentre@stmarys.ac.uk

### Chaplaincy

The Chaplaincy can provide informal chat and spiritual support.

020 8240 4002  
chaplaincy@stmarys.ac.uk

### University Security

020 8240 4335

### External sources of support in Richmond and nationally

#### Accident and Emergency West Middlesex University Hospital

Twickenham Road, Isleworth  
Middlesex TW7 6AF  
020 8560 2121

Opening times: 24 hours  
In the event of an emergency, dial 999 and ask for an ambulance.

#### Accident and Emergency Kingston Hospital NHS Trust

Galsworthy Road  
Kingston Upon Thames KT2 7QB  
020 8546 7711  
www.kingstonhospital.nhs.uk

Opening times: 24 hours  
In the event of an emergency, dial 999 and ask for an ambulance.

### Police

41 London Road  
Twickenham  
TW1 3ST  
Telephone 101 (if a non-emergency)  
<http://content.met.police.uk/Borough/Richmond>

### General Practitioners

Students are strongly encouraged to register with a local GP. There is the St Mary's Health Centre on the main campus – in the D building off the rear car park – which is a branch surgery of The York Medical Practice in Twickenham and offers a nurse-led health service with GPs in attendance.

A health professional is available on campus weekday mornings during term time. Outside of these times, students can access The York Medical Practice in Twickenham.  
healthcentre@stmarys.ac.uk  
[www.stmarys.ac.uk/student-support/student-services/health-centre.htm](http://www.stmarys.ac.uk/student-support/student-services/health-centre.htm)

Or, if you live off campus, you can find the nearest GP online by visiting the National Health Service (NHS) Choices website at [www.nhs.uk](http://www.nhs.uk) and use the appropriate postcode to search for a GP.

### Specialist Service – Richmond Wellbeing Service

Richmond Wellbeing Service offer a range of free and confidential talking therapies and support. You can self-refer to this specialist service.

Richmond Royal Hospital, Kew Foot Road,  
Richmond upon Thames TW9 2TE  
020 8548 5550  
[www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk)