

## EMERGENCY SITUATIONS (RED)

Are you in danger of immediate and significant harm?

YES

Contact the Porters' Lodge  
(01223 3)38300  
07711 783000

OR

Go to A&E or In a medical  
emergency dial 999  
& tell the Porters

UNSURE

Seek advice

*out of hours:*

Contact the Porters'  
Lodge for advice  
OR call 111  
OR use helplines  
(on welfare hub)

*in office hours:*

1. College Welfare Officer /  
Tutor / / Chaplain / Nurse  
JCR welfare officers  
2. Senior Tutor if the above  
are unavailable

NO

Same day GP appointments are usually available for urgent needs, and you can also contact the UCS mental health adviser for advice, in their office hours.

### Need to calm down?

Visit the Welfare Hub for some basic self-help mental health first aid to tide you over, and helpline numbers you can call.

## NON-EMERGENCY SITUATIONS (AMBER)

What support do you need, and how might your needs best be met? **WORK OUT** who might be the best person to approach for support and arrange to meet with them.

They may be able to support you themselves, or may refer you to someone else who is better able to support you, or encourage you to refer yourself.

**DECIDE** on any actions to be taken by you or by the person you spoke to, and what to do if things deteriorate. Make a note of any contact details you need.

**AGREE** with the person you spoke to who else might need to be informed, and who will contact them.

**FOLLOW UP** if necessary, either to let them know how you got on, or to seek further support if what they suggested didn't help.

- Consider the nature of the primary issue you have, and any other concerns—you may need more than one kind of support, and the issues you face may be affecting several aspects of your life.
- It's important for you to retain a sense of agency about how you will be supported.
- Consider who really is your best source of support, bearing in mind the level of support you need and the complexity of the challenges you are facing. Some issues might need specialist support, even if it's from someone you don't already know, and you may need to be prepared to summaries what your needs are more than once in the process of finding that best support.
- Ask advice (again, see below) if you are not sure, or the situation is especially complex.
- Make sure you understand the limits of, as well as the importance of, confidentiality. It may be necessary for something of your situation to be shared in order to access the support you need. If in doubt, ask.

## SUPPORTING ANOTHER STUDENT (GREEN)

Thank you for using this flow chart to help another student access the support that they need.

Having supported someone else, look after your own needs.

Take a break

Arrange a debrief

Practice self care

Are you feeling overwhelmed or anxious, or does another person's needs seem to take up all your head-space, with no sign of progress?

Ask regularly, 'Am I the right source of support'?

Seek advice if something doesn't feel right.

Supporting others can be draining. Make sure you do something else (or nothing) to help you recover/recharge. Helping others can trigger our own difficult experiences. If you need to debrief, the welfare officer, nurse or chaplain are happy to listen.

When we are supporting others we can be drawn into a 'drama triangle' in which we end up fulfilling the role of 'rescuer' - this can be overwhelming. If you think this may be happening, seek advice.

Please do make use of the resources on the [student welfare hub](#), and let the Welfare Team know how we can support you better.

# Help & Support

how and where to find it when you need it, in St Catharine's and beyond.

There is a wealth of support available to student within College, from the University, the NHS and national charitable foundations. The table below sets out some of the main sources of support for students directly, together with sources of advice and support for tutors and others. is is not a comprehensive list but a useful starting point for referral, signposting and advice.

NHS	Tutor	College Nurse	Welfare Officer	Chaplain
<b>NHS 111 &amp; nhs.gov.uk</b> COV-19 symptom checking & refer to 999 if needed; access to mental health support (111 option 2 in Cambridge) Non-COV-19 advice & symptom checking	Support for a difficulty with your home or household situation	Signposting / referral for mental health issues including to College Counsellors	Triage / advice	General support, listening, check in
	Gatekeep for further resources/support	Symptom checking (Covid and non-covid)	General support, listen, check in	Existential or spiritual issues
<b>GP Surgery</b> Regular prescriptions, symptom checking, signposting, referrals, mental health as well as physical health issues.	General oversight & Checking in	Advice and triage	Just a chat	Just a chat
	Liaising with DOS for academic issues	Referral for non-mental health issues	Bereavement support	Signposting / referral to support for mental health issues including College Counsellors
	Signposting / referral to support for mental health issues including College Counsellors	General support, listen, check-in	Signposting / referral to support for mental health issues including College Counsellors	Contributing to oversight of welfare policy and provision
		Support with Covid	Oversight of welfare policy and provision—workshops & learning	
Counsellors	Senior Tutor	Peer Support	Welfare Hub	DRC
<b>College Counsellors</b> Urgent referral via tutor / nurse / welfare officer / chaplain; counselling & CBT online or by phone; assessment & advice to College.	Advice and support in complex situations	<b>JCR officers, especially:</b> Female/NB welfare Male/NB welfare BME, LGBTQ, Disability Women's officer  <b>MCR officers, especially:</b> Welfare, LGBT women's officer, BME	<a href="https://caths.cam.ac.uk/students/welfarehub">caths.cam.ac.uk/students/welfarehub</a>	Support for students with disabilities eg for online teaching and assessments
	Ensuring continuity of good practice across College / University		<b>CUSSU</b> <a href="https://studentadvice.cam.ac.uk">studentadvice.cam.ac.uk</a>	Self care resources
<b>UCS counselling.cam.ac.uk</b>  Students can self refer via the website for online or telephone consultation; Access to Mental Health Adviser (via nurse/tutor/chaplain) & Sexual Assault & Harassment Adviser.	Oversight of welfare policy and provision	<b>Student Minds</b> <a href="https://studentmindscambridge.wordpress.com/">studentmindscambridge.wordpress.com/</a> self help resources, signposting, peer support, support for parents & friends	Information on events and workshops	Support for students with SPLDs eg for online teaching & assessments
	<b>DOS</b> Difficulty with work (situationally)		<b>togetherall.com</b> forum with support for mental health (CRSid signup)	Resources for social interaction and building community
	Difficulty with work (academically)		Relaxation webinars	
	Academic support		Physical fitness videos	
	Assessment concerns		Links to self-help courses via Togetherall / UCS	
			Sign-posting to third party support including the Healthy Universities Project (from <i>Mind</i> )	
<b>togetherall.com</b> text / voice counselling			Walking routes	
			Ideas for fun	