

# 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 organisations. 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. It is not a comprehensive list but a useful starting point for referral, signposting and advice.

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

## 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. Head of Wellbeing / Community  
Health Practitioner / Tutor /  
Chaplain / JCR welfare officers  
2. Senior Tutor if the above are  
unavailable

NO

Same day GP appointments are usually available for urgent but non-emergency needs, and you can also ask the Welfare Team to refer you to a mental health adviser.

**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 OK to approach first the person you are most comfortable contacting.*

*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 summarise 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 and recharge. Helping others can trigger our own difficult experiences. If you need to debrief, any member of the Welfare Team will be 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 feel overwhelming and put us under a lot of pressure. 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.