

Cause for concern 2016/17

Supplement for wardens and subwardens

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1. Introduction

This supplement has been produced to provide additional information to wardens and sub-wardens, particularly on how to deal with out of hours emergency situations arising from mental health difficulties.

It is designed to be read in conjunction with the main *Cause for concern* booklet, available in hard copy from the Student Wellbeing Service (student.counselling@lse.ac.uk or 020 7852 3627) and online available online under “Worried about someone” at lse.ac.uk/counselling.

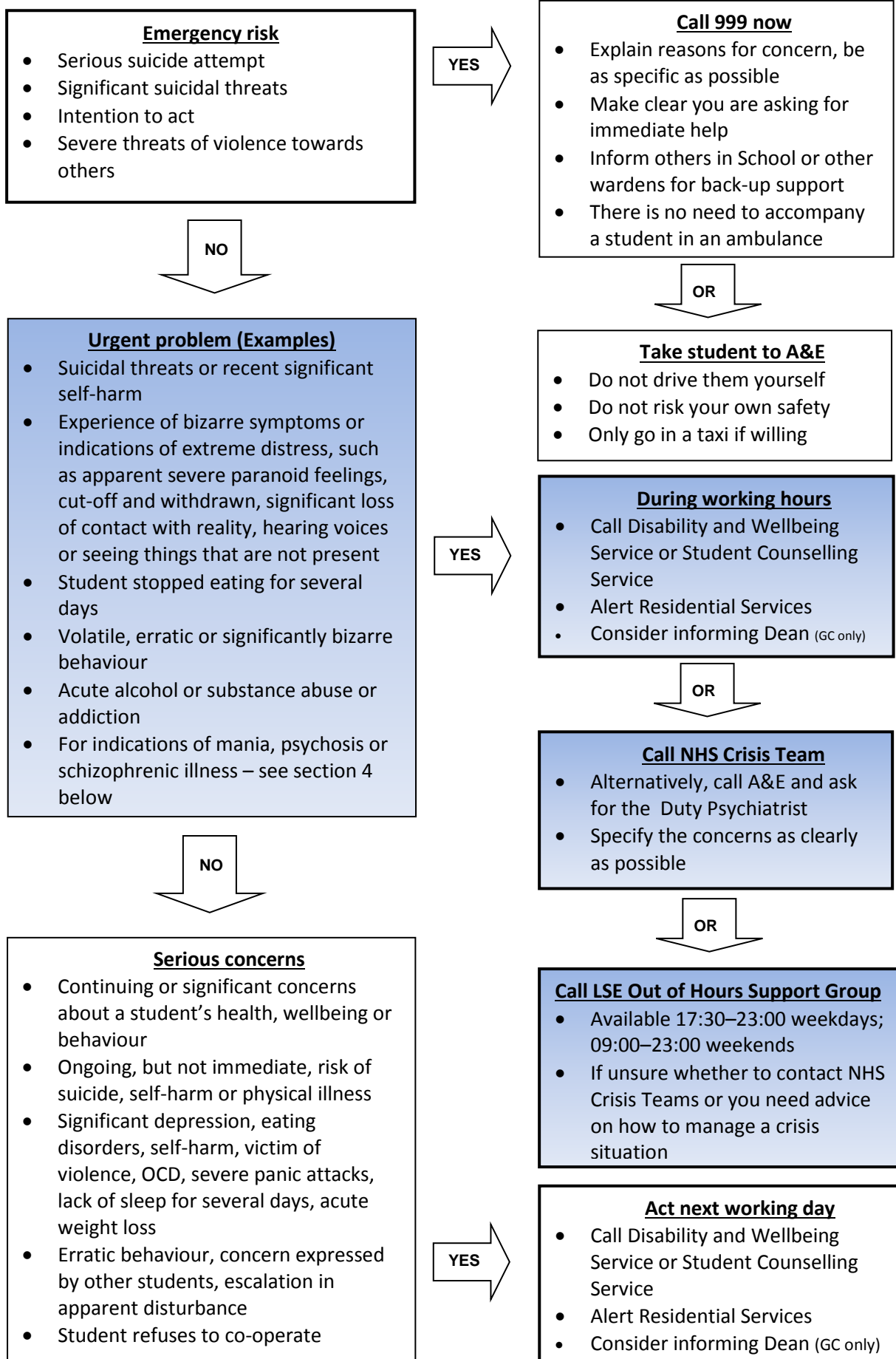
Wardens should also be aware of the School's procedure for responding to major emergencies. The Major Incident Initial Response Plan (MIIRP) is available from Business Continuity or online at lse.ac.uk/intranet/news/businessContinuity/home.aspx

2. At a glance: key contacts at LSE

Rachael Elliott	Head of Residential Life	020 7106 1153
Adam Sandelson	Head of Student Wellbeing	020 7852 3627
Paul Glynn	Counselling Service Manager	020 7852 3627
Sarah Slater	Disability and Wellbeing Service Manager	020 7955 6034
Hannah Bannister	Head of Student Services	020 7955 7457
Stef Hackney	Mental Health Adviser - available term time only	020 7852 3627

Mobile phone numbers are circulated to wardens separately (on the LSE Out of hours support group poster) and also kept at LSE Security. If you need to speak with someone, please work through the list.

3. Flow chart for emergency situations



How can you help?

- Listen to student concerns and provide reassurance
- Get more information where necessary
- Offer practical advice
- Record discussions, advice and outcomes
- Contact next of kin/ emergency contacts with the student's agreement

Further action

- Use Hallpad to report any student incident in residences where there is a cause for concern (note: staff outside of residences use Incident Report Form A, available in *Cause for concern* booklet, or online under "Worried about someone" at lse.ac.uk/counselling).
- If using Hallpad, ensure you select the Head of Residential and Head of Student Wellbeing under "staff to be notified".
- Ensure you or someone else follows up on emergencies
- Contact the Disability and Wellbeing Service or Student Counselling Service without delay to discuss the situation and identify outstanding issues/ further action required
- Do not work in isolation! Get support and debriefing help for yourself and others if necessary

4. Guidance indications for specific mental health difficulties

Anxiety	Agitation, significant changes in appetite, headaches, digestive difficulties, or panic attacks; includes post-traumatic stress disorder (PTSD), an anxiety disorder that may be characterised by repetitive memories or flashbacks to a traumatic event.
Depression	Low mood, lack of motivation, sense of emptiness, change in appetite, disturbed sleep patterns, withdrawal, self-neglect, self-loathing, thoughts of hurting or killing oneself.
Mania	Elated mood, rapid speech, little sleep, relentless high energy, reckless behaviour, delusions or hallucinations. Mania with depression may also be a feature of 'bi-polar disorder' (also known as manic depression).
Psychosis	Disordered or paranoid thoughts, delusions, disorganised or strange speech, 'hearing voices', hallucinations, agitated or bizarre behaviour, extreme emotional stress.
Schizophrenia	Schizophrenia is the most common psychotic disorder. In addition to the symptoms of psychosis listed above, this disorder may be characterised by negative symptoms such as social withdrawal, poor personal hygiene and poor motivation.
Anorexia nervosa	An eating disorder characterised by extreme fear of being fat, distorted body image, extremely low dietary intake, excessive exercise.
Bulimia nervosa	An eating disorder characterised by 'binge' eating, induced vomiting, induced diarrhoea.
Obsessive-Compulsive Disorder	Repetition of behaviours, rituals, checking, ruminating, repetitive thoughts. Intense fear, usually with one focus such as open or confined spaces, heights, rats, spiders, social situations.

5. Contacting the NHS Crisis Teams/GP/LSE Out of Hours Support Group

Talking to the NHS Crisis Teams (for contact details, see section 6 below)

- Explain your role.
- Be direct and explicit about why you are concerned (eg *'A student in my hall has threatened to take an overdose and has locked themselves in their room; they had a previous suicide attempt last year, and we need urgent help to ensure that they are safe'*).
- Give them relevant background information (eg any known past or current risk issues).
- Be clear in what you are asking them (eg *'We want someone to assess this student asap as we are worried that they may have mental health difficulties and are at risk of significant harm'*).
- Don't be afraid to mention any specific issues (eg *'They appear to be in a highly manic state, are speaking rapidly and in a confusing way, are dressing and behaving in a bizarre way [give details]'*). You may find it helpful to refer to the guidance indications for mental health difficulties – see section 4 above.
- It is helpful to record details of what has been taken in case the person is not conscious by the time the ambulance arrives. Show any remaining pills/tablets/poisons/alcohol to the ambulance crew or doctor.

Contacting the GP and other sources of help

You may also want to refer the student to their GP – this could be a doctor at the St Philips Medical Centre, if they are registered, or a local GP. You have the option of making an appointment on the student's behalf and, if necessary, walking with them to the Medical Centre, or allowing them to phone from your office. If the student is not registered locally, they can still be seen by the St Philips Medical Centre in an emergency if they are physically present on the LSE campus.

St Philips Medical Centre	0207 611 5131
LSE Security	020 7955 6200; Emergency 020 7955 6555 or ext 666 if dialled internally
Central London Samaritans	020 7734 2800 or 116 123; walk-in support available 09:00-21:00 seven days a week at 46 Marshall Street, Soho, London W1F 9BF

Contacting the LSE Out of Hours Support Group (OSG)

- The OSG is a group of LSE senior managers involved in pastoral care, who are available to give telephone advice to wardens in a crisis situation.
- They are available 17:30-23:00 weekdays; 09:00-23:00 weekends and bank holidays.
- The OSG can be contacted if you need to speak to someone within the School, and are unsure whether to contact the NHS Crisis Teams.
- Contact numbers for the OSG are held by LSE Security (020 7955 6200; or ext 666 from LSE) and listed on the LSE Out of Hours Support Group poster
- Members of the OSG are able to provide immediate reassurance and back-up to LSE staff who are dealing with critical student concerns. They will also record issues that need to be followed up from any incident on the next working day. They will advise if anyone else needs to be involved in the response (eg NHS Crisis Teams, Accident & Emergency units), and may decide to contact others within the School if necessary (including those listed via MIIRP).

6. List of emergency contacts for NHS Crisis Teams

In an emergency, go to your nearest Accident & Emergency Department or call 999 for ambulance/police/fire.

- Samaritans: <http://www.samaritans.org/> 116 123 (24-hour listening service for people who are experiencing feelings of distress and despair, including those which may lead to suicide)

Central Cluster: Northumberland House, High Holborn, Grosvenor House, Westminster Bridge

- Single Point of Access – North West London Adult Community Mental Health Team: 0800 0234 650 (24 hour service)
- Central and North West London Hospital: 020 7854 4100 (Main Reception – 24hr Service)
- South Westminster Community Mental Health Team:
Central Locality Team: 020 7854 4243 (09:00-17:00 weekdays)
South Locality Team: 020 7854 4162 (09:00-17:00 weekdays)
- Gordon Hospital: 020 3315 8733 (24hr service)

South Cluster: Bankside House, Sidney Webb House, Butlers Wharf, Lillian Knowles

- Maudsley Hospital:
Main switchboard: 020 3228 6000
- Southwark Home Treatment Team: 020 3228 3500 (08:00-22:00 daily)
- Mental Health Support line: 020 3228 5104 or 0800 7312 864 (24hr Service)
- CREST (North and South Southwark Home Treatment Team): 07659 158 085 (08:00-24:00 – leave a message with your name and contact number and the team will call you back)
- PALS (Patient Advice and Liaison Service) at the Maudsley Hospital: 0800 731 2864 (24-hour service, can speak to a qualified Mental Health Nurse for urgent advice) Administrative support between 9-5
- Liaison Psychiatry Service at St Thomas Hospital: 020 7188 2152 (24-hour service)

North Cluster: Rosebery Hall, Carr Saunders, Passfield, King's Cross

- Liaison Psychiatry in Accident & Emergency at St. Mary's Hospital: 020 7886 3733 (24-hour service)

- Liaison Psychiatry at Royal Free Hospital: Main Switchboard: 020 7794 0500 (24-hour service - ask for Liaison Psychiatry) Ask switchboard for extension 1784
- South Islington Crisis Resolution Team: 0203 317 6333 – (24 hour service leave a message and the team will call you back)
- North Camden Crisis Resolution Team: 020 3317 6333 (24 hour service)
- South Camden Crisis Resolution Team: 020 3317 2914 / 020 3317 2915 (24 hour service)
- North Camden Recovery and Rehabilitation (The Hoo): 020 7685 4600 - ask for Psychiatric Nurse (09:00-17:00 weekdays)
- Tottenham Mews Resource Centre: 020 3317 644, 0203 317 6700, 0207 317 6541 (09:00-17:00 weekdays)