

MENTAL HEALTH SUPPORT

If you are an apprentice at the University of Cambridge, and you are struggling to manage your own mental health, there are a number of sources of support and resources available to you dependent on your need.

Key safeguarding support contacts:

If you need to speak to someone, we understand that it can sometimes be easier to approach someone whom you know and feel comfortable talking to. The members of staff on your Course Team will be able to listen and refer you to relevant support and resources.

You can also contact your College Tutor or Pastoral Tutor, if you would prefer to speak to someone not connected to your course.

The Institute has a Designated Safeguarding Lead, Dr Holly Tilbrook, who can be contacted at studentwelfare@ice.cam.ac.uk

When might I be struggling with my mental health?

You might be struggling with your mental health if you notice that you are withdrawing from others, this could be not staying in touch with friends, keeping to yourself in your bedroom, not responding to text messages or, avoiding situations where you might come into contact with others e.g. mealtimes, going to the shops. You might also notice that you have less energy or feel less motivated. You might find it hard to complete normal everyday tasks and responsibilities like cooking, cleaning, self-care, and you might be struggling to keep up with your studies. You might start to feel hopeless, as if things will never change or get better.

You can go on to www.studentsagainstdepression.org for more detailed information on the types of warning signs that you might notice if you start to struggle with your mental health.

When you are struggling with your mental health it can be difficult to carry on as normal, and you might find it hard to keep doing the things that normally keep you well, or you might struggle to think of what you can do or who you can call for help and support.

In order to make accessing help for your mental health easier, we have compiled this guide which includes information from the University Counselling Service and sets out the support available for you to access, both in Cambridge or nationally. These resources have been divided up into the following categories:

1. Who can I call for support?
2. Where can I go for support?
3. What can I do to help myself?

In each of these categories there is information about resources available both locally to Cambridge, and nationally across the UK. There is also information about services for crisis support, and those that you can access if you are not yet at the crisis point but are struggling to manage.

If you are not sure which services or resources will be helpful for you, there is a flow diagram to help guide you to the most helpful services for your needs.

There is further information posted on the Wellbeing and Safeguarding pages of the VLE:
[Course: 2021-22 Student information, Section: Student wellbeing and safeguarding \(cam.ac.uk\)](#)

Who can I call for support, and what help can they offer?

	Local to Cambridge	<p>FRS</p> <p>The First Response Service, or FRS, is a mental health crisis line available in Cambridgeshire. To access this, you can contact the service on NHS 111, option 2. The service is 24/7, and you will be put through to a mental health professional who can talk to you about your current situation and what your needs are. Following a conversation about your needs, the professional and yourself will work together to develop a plan moving forward, this may be:</p> <ul style="list-style-type: none"> - a phone conversation, where you can discuss what it is distressing you and get advice and support about how to use coping strategies to make you feel better. - Referral on to secondary mental health services if needed. - Referral to the Sanctuary, a safe space run by the mental health charity MIND which is accessible through FRS from 6pm to 1am. - In some cases, the professional may wish to arrange check in with you at a later time.
	Available Nationally	<p>GP</p> <p>If you have registered with a GP and it is within operating hours, you can contact your GP surgery for help, support and advice.</p> <p>If it is out of hours, you can contact the out of hours GP service through NHS 111.</p>
		<p>Samaritans</p> <p>Samaritans is a listening and support service run by volunteers. When you call Samaritans, you can share your thoughts and feelings with the volunteer and talk through anything that is worrying, concerning or distressing you. Samaritans is not an advice service, but they will give you the space to talk about what is going on for you.</p> <p>You can contact Samaritans by calling 116 123, or email them at jo@samaritans.org</p>

Shout

Shout is a confidential mental health text support line run by volunteers that is available 24/7. You can text Shout if you are struggling with low mood, anxiety, relationship difficulties, issues with bullying, are feeling suicidal, or if you just feel overwhelmed and are struggling to cope.

You can text Shout at 85258.

YoungMinds

YoungMinds is a confidential text-based crisis line available to young people up to the age of 25 years of age. The service is available 24/7, and is run by volunteers.

If you need urgent support, you can text YM to 85258.

The Mix

The Mix offers online support and counselling services to individuals under the age of 25 years. You can contact The Mix via telephone, e-mail, text, or online messaging.

The Mix helpline, available from 3pm to 12 am 7 days a week on 0808 808 4994.

For 24/7 text support you can text the phrase THEMIX to 85258.

You can access one-to-one online messaging support via the mix website at <https://www.themix.org.uk/get-support/speak-to-our-team>. Messaging support is available 7 days a week from 3pm to 12 am.

HopeLine

Hopeline is a phone line service offering support for individuals under the age of 35 years who are experiencing suicidal thoughts. You can access Hopeline between 9am and 12am, 7 days a week.

You can contact Hopeline at 0800 068 4141 or you can text 07860039967.

		<p>CALM CALM has a national helpline that is available to contact 7 days a week from 5pm to 12am. CALM offer confidential and anonymous support, information and signposting to people struggling to manage their mental health.</p> <p>You can call CALM on 0800 58 58 58</p>
		<p>A&E If you are feeling distressed and don't feel able to keep yourself safe or have done something to hurt yourself that might need professional attention, you can attend your local A&E department.</p>
		<p>999 If you are feeling distressed and don't feel able to keep yourself safe or have done something to hurt yourself that might need professional attention, if you are not able to attend hospital yourself, you can call 999.</p>
Mental Health support, not yet at crisis point	Local to Cambridge	<p>College support You can always contact your College Tutor for support, and check your College website for any wellbeing resources they have available.</p>
		<p>Qwell Mind's Good Life Service, running in Cambridgeshire, provide access to Qwell. Qwell is a free online support and wellbeing community where you have access to counselling via instant messaging, online peer support and self-help resources.</p> <p>You can access Qwell via the Mind website at www.cpslmind.org.uk/qwell</p>
	Available Nationally	<p>TogetherAll TogetherAll is an online subscription service that has been commissioned by the University of Cambridge to provide mental health and wellbeing support. TogetherAll is available 24/7 and is a monitored peer support community where students and staff are able to share concerns and advice. Posts on TogetherAll are anonymised.</p> <p>You can access TogetherAll online through the University Counselling Service web page www.counselling.cam.ac.uk/togetherall</p>

	<p>Family If you are struggling and feel that you need someone to talk to, you could get in touch with some trusted family members, either on the phone or in person and talk to them about what is going on.</p>
	<p>Friends If you are struggling and feel that you need someone to talk to, you could get in touch with some trusted friends, either on the phone or in person and talk to them about what is going on.</p>
	<p>GP If it is within operating hours, you can contact your GP surgery for help, support and advice. If it is out of hours, you can contact the out of hours GP service through NHS 111.</p>
	<p>Crisis support lines You don't have to be in a mental health crisis to speak to someone working at one of the crisis support lines (e.g. Samaritans, YoungMinds, Shout, etc.). If you are struggling to manage your mental health and don't feel able to talk to anyone close to you, call one of the crisis support lines.</p>

Where can I go for support, and how will they help me?

Crisis support	Local to Cambridge	<p>Addenbrookes A&E If you feel that you need medical attention or think that you are unable to keep yourself safe, then you can attend Addenbrookes A&E department.</p>
		<p>GP If you have registered at a GP in Cambridge and it is within operating hours, you can contact your GP surgery for an urgent appointment. If it is out of hours, you can contact the out of hours GP service through NHS 111.</p>
		<p>The Sanctuary You can contact the First Response Service on 111, option 2 and request a referral to attend the Sanctuary.</p>
	Available Nationally	<p>Local GP If it is within operating hours, you can contact your GP surgery for help, support and advice. If it is out of hours, you can contact the out of hours GP service through NHS 111.</p>
		<p>Local A&E If you feel that you need medical attention or think that you are unable to keep yourself safe, then you can attend your local A&E department.</p>
		<p>Local crisis support services You can check the NHS website to find your local crisis support services https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline</p>

Mental Health support, not yet at crisis point	Local to Cambridge	<p>College staff You may wish to contact your College Tutor or the College Chaplain.</p>
		<p>Qwell Mind's Good Life Service, running in Cambridgeshire, provide access to Qwell. Qwell is a free online support and wellbeing community where you have access to counselling via instant messaging, online peer support and self-help resources.</p> <p>You can access Qwell via the Mind website at www.cpslmind.org.uk/qwell</p>
	Available Nationally	<p>GP If it is within operating hours, you can contact your GP surgery for help, support and advice.</p> <p>If it is out of hours, you can contact the out of hours GP service through NHS 111.</p>
		<p>TogetherAll TogetherAll is an online subscription service that has been commissioned by the University of Cambridge to provide mental health and wellbeing support. TogetherAll is available 24/7 and is a monitored peer support community where students and staff are able to share concerns and advice. Posts on TogetherAll are anonymised.</p> <p>You can access TogetherAll online through the University Counselling Service web page www.counselling.cam.ac.uk/togetherall</p>
		<p>Student Space Student Space is a service to support students through the coronavirus pandemic. There are a range of services available including phone, e-mail, text and webchat support. You can also search the Student Space website to find what support is available at your university.</p> <p>You can find more information at https://studentspace.org.uk</p>

	<p>Every Mind Matters You can access Every Mind Matters through the NHS website. This is a website with practical tips to help you look after your mental health and wellbeing. You can also create a personalised 'mind plan'.</p> <p>You can access Every Mind Matters here https://www.nhs.uk/oneyou/every-mind-matters/</p>
	<p>NHS website Check what local support is available to you on the NHS website https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline</p>

What can I do to help myself?

Crisis support	Local to Cambridge	<p>Addenbrookes A&E If you feel that you need medical attention or think that you are unable to keep yourself safe, then you can attend Addenbrookes A&E department.</p>
		<p>Crisis support Access the crisis support services above.</p>
		<p>College staff Contact your College Tutor to ask what wellbeing support is available from your college.</p>
	Available Nationally	<p>Local A&E If you feel that you need medical attention or think that you are unable to keep yourself safe, then you can attend your local A&E department.</p>
		<p>National crisis support Contact some of the crisis support services listed above.</p>
		<p>Talk to someone Make sure you talk to someone and tell them how you are feeling. It might be helpful just to have someone listen to what's going on, but they also might be able to help you with ideas about what you can do to improve the situation or help to distract you from what's going on. Make sure people are aware of what's going on for you and how it is making you feel.</p>
		<p>Distract yourself Distraction is all about giving yourself something else to focus on when you are feeling distressed, overwhelmed, or anxious. There a lot of different ways that you can try to distract yourself including:</p> <ul style="list-style-type: none"> - Reading a book - Watching TV or a movie - Listening to music - Painting, colouring, arts and crafts, knitting, crochet - Playing video games - Practising mindfulness techniques

		<ul style="list-style-type: none"> - Cleaning and tidying - Baking or cooking
	Available Nationally	<p>Keep a routine Some of the first things you notice when you are struggling with mental health is a lack of motivation. Make sure you keep doing daily tasks like washing, dressing, cleaning and eating. If you are finding these too overwhelming, then create a plan or schedule for the week. You don't have to achieve everything every day, but make sure you keep doing something.</p> <p>Self-help apps Check the NHS app library for some helpful apps to support your mental health and wellbeing https://www.nhs.uk/apps-library/</p> <p>Wellness plan Mental health is individual, and everyone responds differently to different situations and techniques. Create a wellness plan to help you identify what it looks like for you when you are struggling with your mental health, and the things that do and do not help to make you feel better.</p> <p>Mindfulness Practise mindfulness regularly to improve your skills. You can do this by learning a few mindfulness activities or going onto YouTube to find guided mindfulness practices. You can also look at the NHS app library to find mobile mindfulness apps https://www.nhs.uk/apps-library/</p> <p>Self-refer to UCS For MSt apprentices: If you are struggling to manage your mental health, and think that you might need some more help and support to manage this, you can make a self-referral to the University Counselling Service for counselling or Cognitive Behavioural Therapy www.counselling.cam.ac.uk</p> <p>For postgraduate apprentices: if you are struggling to manage your mental health and think that you might need some more help and support, contact studentwelfare@ice.cam.ac.uk to discuss a referral to a counsellor.</p>



