



Student Mental Health Matters



Disclaimer:

The information in this booklet is correct at the time of going to print. However, changes may occur so please visit the Health and Wellbeing portal livecoventryac.sharepoint.com/sites/students-healthandwellbeing for up-to-date information.

If you are reading the printed version of this booklet (not an electronic copy) and want to look up a website, please add www. at the beginning of the link in your browser.

Introduction

Coventry University together with Coventry University London Campus, CU Coventry, CU London (Dagenham and Greenwich), CU Scarborough and Coventry University Online come together to form the Coventry University Group ('Coventry University Group').

Coventry University Group has a global presence with hubs in different parts of the world and collaborations with over 150 academic institutions. Here in the UK, we are just as diverse as we have welcomed over 13,000 international students from 150 different countries.

We welcome and value diversity and recognise that students may have multiple identities connected to gender, race, sexuality, religion, disability, or mental health. We also understand that a student's background is important when dealing with mental health and wellbeing. For example, a student may come from a country or culture where poor mental health or health and wellbeing is not really talked about or is even seen as taboo. Social and economic backgrounds are important too; for example, studies show that males and the LGBTIQ+ community are less likely to ask for help.

Sometimes life can be difficult, and we can become unwell. It could be the stress of studies, managing on limited finances, difficulties with relationships, family issues or something else entirely.

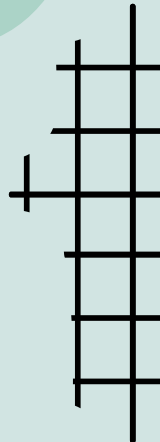
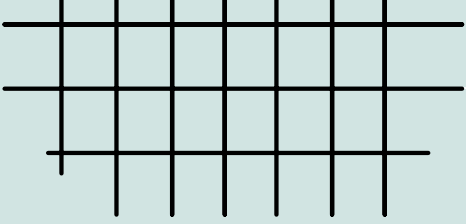
Coventry University Group recognises the importance of mental health and wellbeing and encourages students who feel they need support to reach out. If we feel well, we can study better because we will have more confidence, energy and motivation. Our aim for you while you are studying with us is for your student journey to be the best it can be.

This booklet has been developed with the support of our students. It is aimed at increasing students' understanding and awareness of how life events can influence our mental health. We hope to show that seeking professional support from medical professionals such as General Practitioners (GP/doctor) and Coventry University Group support services can have a positive impact on our own and others' mental health and wellbeing.

This booklet has five sections:

- **Part 1**
Information regarding support services (internal and external)
- **Part 2**
Four case studies that are based on examples shared in focus groups with students at Coventry University.
- **Part 3**
Additional useful information for specific groups
- **Part 4**
Useful contact details
- **Part 5**
10 key contact numbers





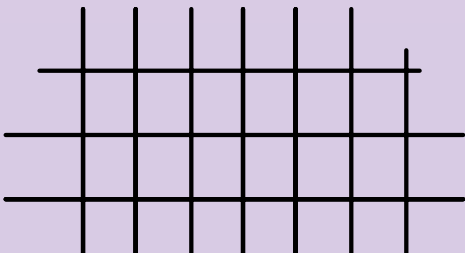
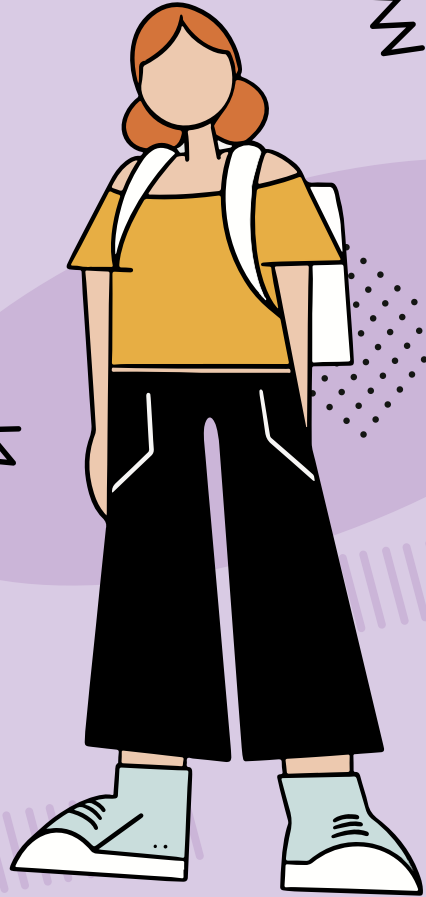
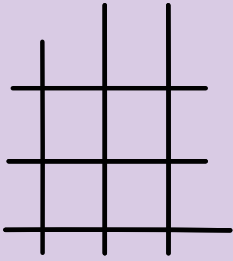
At the end of working through this resource, you should be able to:

- Recognise when changes in behaviour may indicate a risk of developing mental ill health
- Determine what to do when you recognise these changes in yourself or others
- Learn about how to access help and support – including signing up to a GP (General Practitioner/doctor).

We hope that by taking action to encourage good mental health and increasing awareness, reducing stigma, and explaining the support available to people experiencing mental health difficulties, you will feel more supported at whatever point you are at in your student journey.

Trigger warning:

Please be advised that some of the material shared as a part of this resource may be upsetting for some students as we talk about depression, anxiety, eating disorders, self-harm, alcohol abuse etc. If this could be you, we advise that you prepare yourself before engaging with any of the information, and if you feel distressed at any time, please seek support from the Health and Wellbeing team or your GP/doctor.



PART 1

What to do in a Mental Health Emergency



A mental health emergency could be suicidal thoughts or plans or an inability to keep yourself or others safe.



If you feel that you are in immediate danger, or in a life-threatening situation or could harm yourself and need hands-on support, please call **999** to speak with emergency services (police, ambulance) or go to your nearest **Accident and Emergency (A&E)** in your local hospital. The same applies if you have concerns about someone else.


What To Do In An Urgent Mental Health Crisis

If you are in an urgent mental health crisis, or you know another student who is, please do one of the following:

-  **111**, listen out for 'mental health crisis' (option 2)
-  or go online 111.nhs.uk to access medical help immediately; open every day, all day.


Alternatively, if you are on campus, you can contact one of the local NHS 24-hour crisis help lines:

Coventry University and CU Coventry


-  0808 196 6798
Coventry and Warwickshire
Partnership NHS Trust

The Hudson Building, Vauxhall


School of Nursing, Midwifery and Health

-  0800 731 2864
South London and Maudsley
NHS Trust


Coventry University London

-  0800 073 0006
North East London
NHS Foundation Trust

CU London, Dagenham

-  0800 995 1000
North East London
NHS Foundation Trust

CU Scarborough

-  0800 051 6171
Tees, Esk and Wear Valleys
NHS Foundation Trust

CU London, Greenwich

-  0800 330 8590
Oxleas
NHS Foundation Trust

Or if you are not in the areas listed above, you can also visit the following website to find a local NHS urgent/crisis mental health helpline near to you:

-  nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline. You just need to insert a postcode.

On Campus Assistance (non-emergency)

Coventry University and CU Coventry

If you are on campus or in university accommodation, you can call Protection Services, who are available 24/7 every day of the year:

☎ 024 7765 5555 / 024 7765 8555.

Coventry University London (reception/front desk)

☎ 020 7247 3666

8am - 6pm, Monday - Friday*

CU London, Dagenham (reception/front desk)

☎ 0203 873 0700 *option 2* or 0203 873 0650

8:30am - 5pm Monday - Friday*

CU London, Greenwich (reception/front desk)

☎ 0203 873 0700 *option 3*

8:30am - 5pm, Monday - Friday*

CU Scarborough (reception/front desk)

☎ 01723 336700

8:30am - 5pm, Monday - Friday*

* excluding bank holidays and closure periods, e.g Christmas

We also encourage students to download the **SafeZone app** from the App Store or Google Play and log in using your university credentials. If you are on campus and need assistance, you can ask for help using the app. Unfortunately, it is **not available** to CU Scarborough students.

Mental Health and Wellbeing

Help and Support Services

If you are experiencing mental health difficulties, there are lots of places you can go to for help and advice.

Registering with a GP

General Practitioners (GPs) are doctors and are part of the National Health Service (NHS). They assess, diagnose and treat a wide range of health difficulties, including mental health issues. GPs can refer you on to specialist care if needed.

Most GPs also offer vaccinations, sexual health advice, contraception, smoking cessation and dietitian services.

If you are a student at Coventry University or CU Coventry and your address has a postcode of CV1 to CV6, you can register with the GP in the Hub on Coventry University campus: covunigp.co.uk

Alternatively, or if your postcode is outside of CV1–CV6, or you are studying at one of the other campuses, we encourage you to sign up with a GP near to where you live. Please visit: nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery

To register, home students will need to know their National Insurance Number. International students should have a number printed on their Biometric Residence Permit (BRP) and EU students will have a digital share code; in 2025 all immigration statuses will be digital.

You will also need your course details when registering with a GP.

Once registered with the GP you will receive your NHS number. This is important because it will allow you to access NHS services.



Coventry University Group Support

The Health and Wellbeing Service can provide support to both home and international undergraduate enrolled students.

It can also support postgraduate teaching students. For postgraduate research students, please see page 13. The service can also support PhD students (non-staff).

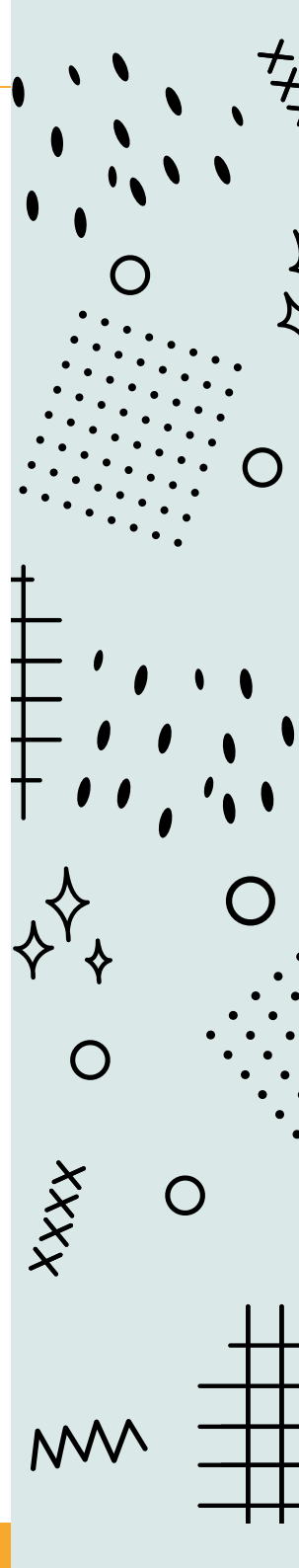
The service consists of a variety of different services including:

- Welfare
- Disability Support
- Mental Health and Counselling
- Spirituality and Faith
- Hate and Harassment.

In addition to the services offered, there is also a variety of different information you can access, e.g. self-help information.

Read more about Coventry University Group's offering here on the student portal:

 livecoventry.ac.sharepoint.com/sites/students-healthandwellbeing



Coventry University Mental Health and Counselling

Many people can feel low at certain times especially when faced with new life events. If you are feeling anxious, depressed, are constantly tearful or feeling unable to cope, you can access a counsellor or mental health advisor.

You will need to complete a registration form. This can be found under 'Mental Health and Counselling' on the portal.

📞 024 7765 8029, 8.30am - 5pm

✉️ counsell.ss@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing

Welfare

Welfare covers family difficulties, bereavement, relationship breakdown, difficulties with workload/exams, pregnancy and other issues.

For Welfare, you can book an appointment using the Connect 2 booking system.

📞 024 7765 8029, 8.30am - 5pm

✉️ welfare.ss@coventry.ac.uk

🌐 healthandwellbeingbookings.coventry.ac.uk

Disability

If you have a disability, long-term medical condition or a specific learning difference (SpLD) including autism, ADHD and dyslexia, you can access the Disability Team. There is a variety of support available for students with any kind of disability.

Appointments are available to discuss support and reasonable adjustments including support for exams.

📞 024 7765 8029, 8.30am–5pm

✉️ disoff.ss@coventry.ac.uk

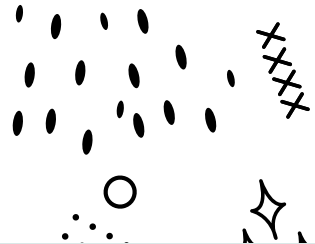
Mental Health Zone

If you are a postgraduate research student, you can access support at the Mental Health Zone.

Appointments are available on Tuesday, Wednesday or Thursday every working week.

To book an appointment please go to coventry.ac.uk/study-at-coventry/student-support/mental-health/book-and-appointment

If you are a student at the Hudson Building, School of Nursing, Midwifery and Health, you can contact any of the numbers above for support.



Support at other Campuses

Health and wellbeing services including mental health and counselling, disability, and welfare are also provided at all our other campuses:

Coventry University London

You can contact the team and request an appointment via email:

✉ care.culc@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-london-wellbeing

CU Coventry

You can contact the team and request an appointment via email:

✉ welfare.ss@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing

CU London

You can contact the team and request an appointment via email:

✉ studentsupport.cul@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-cug-dag/SitePages/Welfare.aspx

CU Scarborough

You can contact the team and request an appointment via email:

✉ welfare.cus@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-cug-sca/SitePages/CU-Scarborough%20Student%20Support%20Services.aspx

Sometimes, we can experience new difficulties in life or perhaps our situation has been going on for a long time. Often, we just feel like something is not quite right. Whatever is going on for you, please make an appointment with one of our team; you will be able to talk through your difficulties and be supported to consider some strategies to help you to cope.

Spirituality and Faith

All our chaplains (Anglican, Muslim, Free Church, Catholic, Jewish) are based at Coventry University campus, but they are **available to all students across the Coventry University Group**.

📞 024 7765 8029

✉️ faith.ss@coventry.ac.uk

🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing/SitePages/Spirituality-and-faith.aspx

Hate and Harassment Support

If you have experienced or witnessed incidents because of your race, age, sex, gender reassignment, sexual orientation, disability, faith or any other reason, we can support you.

These incidents can include domestic abuse, sexual harassment, honour-based abuse, racism, bullying etc.

Discussions are confidential and you will not be pressured into making a formal report if you don't want to do so. Our aim is to provide you with someone to talk to.

Please visit our webpage for more information, including how to make a report.

📞 024 7765 8029

✉️ report.ss@coventry.ac.uk

🌐 coventry.ac.uk/harassment

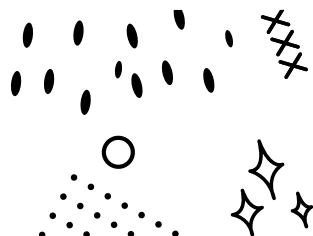
Connections Matter

Connections Matter is an online resource that brings together a selection of resources, activities and support information to help you stay connected, support your studies, and to stay healthy, both mentally and physically.

🌐 livecoventryac.sharepoint.com/sites/students-connections-matter

Mental Health First Aiders

Coventry University Group has a number of Mental Health First Aiders. They are trained to listen and to refer you on for additional support. You can visit an information desk at any of our campuses for contact details of our Mental Health First Aiders.



External Sources of Support

Samaritans

Samaritans provides confidential, non-judgmental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in some cases talk to someone face to face.

☎ 116 123
24 hours a day, 365 days
of the year

✉ jo@samaritans.org

🌐 samaritans.org

Papyrus UK

Papyrus is a suicide prevention charity for young people under 35. They have a helpline – HOPELINE UK that is available 365 days of the year.

HOPELINE UK is staffed by trained advisors whose sole aim is to keep you safe. You can call, text, email or webchat.

☎ 0800 068 4141
9am - midnight, 365 days
of the year

💬 07860 039967

✉ pat@papyrus-uk.org

🌐 papyrus-uk.org

CALM

Campaign Against Living Miserably has a helpline.

☎ 0800 58 58 59
5pm - midnight, 365 days
of the year

QWell

An online platform providing help and support. It has a friendly chat facility and messenger.

🌐 qwell.io/home

Mind Infoline

Mind provides confidential mental health information services.

Mind enables people to make informed choices. The Infoline gives information on types of mental health difficulties, where to get help, drug treatments, alternative therapies and advocacy.

☎ 0300 123 3393
Monday to Friday, 9am - 6pm

🌐 Helplines: mind.org.uk/information-support/helplines

BEAT

Information and support for all eating disorders.

🌐 beateatingdisorders.org.uk

Togetherall

Togetherall is a safe, online community where people support each other anonymously to improve mental health and wellbeing.

On Togetherall you can connect with others who can relate to how you're feeling and use a range of tools to better understand those feelings.

Sign up with your university email address here:

 account.v2.togetherall.com/register

Your Students' Union

Your Students' Union (SU) is a charity dedicated to improving the lives of students studying at the Coventry University Group. It is a student-led organisation with students at the heart of their decision-making. Your SU offers a range of activities for students to get involved with including societies, sports, volunteering as well as campaigns and activism. They also offer a free and independent advice service for students.

- Students can get advice and support relating to their academic, housing and financial concerns: yoursu.org/advice
- Students can get involved in wellbeing activities and find support in their local area: yoursu.org/wellbeing

No Panic

No Panic offers advice, support, recovery programmes and help for people living with phobias, OCD and other disorders.

☎ Helpline: 0300 772 9844
10am - 10pm
365 days per year

🌐 nopanic.org.uk

The Mix

The Mix provides judgement-free information and support to young people aged 13-25 on a range of issues including mental health difficulties.

☎ 0808 808 4994
11am - 11pm, free to call

🌐 themix.org.uk

Crisis Messenger

💬 Text **'THEMIX'** to 85258, available 24/7.

Group chats are also available on the website.

Students against depression

This website offers advice, information and guidance to those affected by low mood, depression and suicidal thinking.

🌐 studentsagainstd Depression.org

SHOUT

SHOUT is available all day every day.

💬 Text **'SHOUT'** on 85258 and someone will talk to you via text. It is free for anyone who feels anxious, stressed and needs support.

🌐 giveusashout.org

IAPT

IAPT (Improving Access to Psychological Therapies) is an NHS Service. It is more commonly known as 'talking therapies'. If you're based in England, you can use the webpage to find and refer yourself to mental health services in your area. Waiting times for the first session vary; the service will tell you what to expect.

🌐 nhs.uk/mental-health/talking-therapies-medicine-treatments/talking-therapies-and-counselling/nhs-talking-therapies/

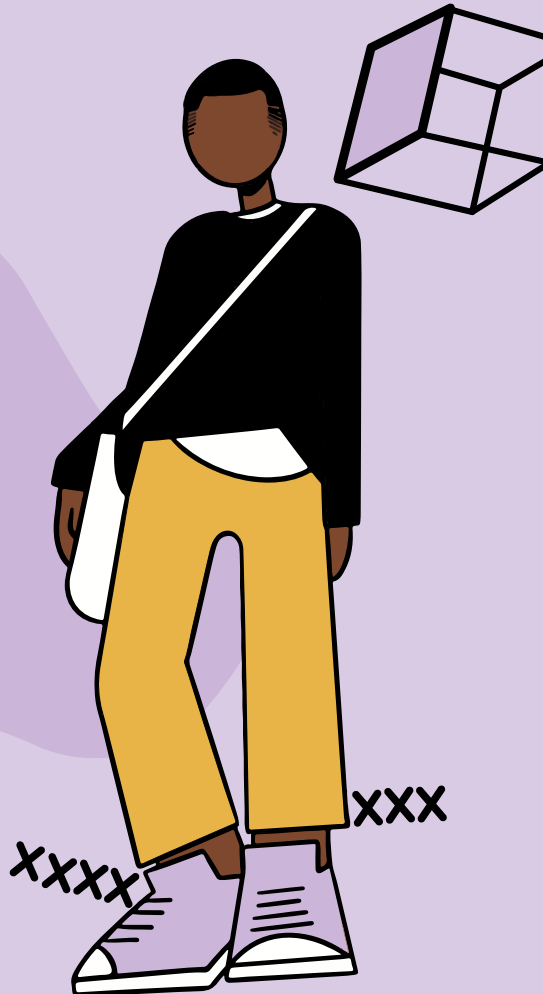
The Hub of Hope

The Hub of Hope is a national mental health database. You can access it here: hubofhope.co.uk, and it will direct you to different services within the community – just put in a postcode.

PART 2

Case Studies

This section consists of four case studies. These reflect some of the difficulties students have told us about. We hope that these will help you recognise if you or someone you know may be struggling mentally and help you access the most appropriate support for some of the specific difficulties identified.





Case Study 1

Sam

When 19-year-old Sam first started University, they were a hard worker and consistently achieved good grades, but their grades have been steadily dropping. You are concerned, so decide to reach out to find out more. Sam appears to be quite tense and seems tired. When you ask how they are, they say that they have not been sleeping well. Sam tells you that their brain feels very 'noisy' at night, and they can't stop thinking about things that might happen or replaying situations in their head. This means that they can't relax or sleep properly at night.

Sam reveals that they are worried that they won't achieve the grades that they need to study at master's level. They believe that this will mean that they won't get a good job and won't be able to succeed in life. They are finding it difficult to concentrate and so the work is becoming overwhelming. Sam says that when they think of all the work they need to do, they feel sick and often have a pain in their stomach.

Sam tells you that because of these worries, they spend most of their time alone in their room. You've tried to encourage Sam to attend some of the Your Students' Union de-stress and wellbeing events where they might be able to find some coping strategies to relax. However, Sam doesn't want to spend much time socialising with friends because they are too anxious about getting a bad grade and are now worried that their friends are angry because they don't go out with them.

Q: What do you think are the potential signs that Sam may need support with their mental health?

A: Although feeling worried and anxious is perfectly normal, these worries should not feel overwhelming and affect day-to-day life. Sam’s tense appearance, inability to relax and stomach pains, indicate that their anxiety levels are high.

Sam is also worrying a lot about the future; this in turn is causing them to worry more about their grades. Although it is completely normal to think about the future, worrying a lot about it, like Sam is, can be a sign of anxiety.

Sam is also not spending any time with friends as they are so focused on studying; this means they are becoming increasingly isolated. It is important that we make time to socialise and do things that we enjoy, as this helps to improve our wellbeing. As Sam hasn’t been socialising with friends for a while, this is a sign that Sam may need some support.

Sam feels that if they spend time supporting their wellbeing, this will have a negative impact on their grades. However, the opposite is true; by making time to look after your physical and mental wellbeing, you are more likely to do well at university.



Q: How could you speak to Sam about their anxiety?

- Don't pressure them. Putting pressure on Sam to attend events or change behaviour could further increase their anxiety. Instead, make some suggestions – perhaps ask Sam if he would like to attend an event with you; you could also suggest going to the library together or even going for a walk. Be patient and remember that Sam isn't feeling in control of their emotions.
- Ask Sam what they would like you to do to support them. You can support them to reach out to the Health and Wellbeing Service or if they prefer, help them to reach out to external and/or online services.

Further resources and guidance can be found on pages 8-18, 37-39 and 40-46 of this booklet.





Case Study 2

Jital

You have recently moved into your new student accommodation and have made friends with Jital, an international student. You are now spending the afternoon together and are encouraging Jital to go to the Your Students' Union welcome events.

Jital arrived from India alone and is not an outgoing person. He is also not familiar with English culture. This means they feel nervous speaking to new people, and they are struggling to make new friends. They mention sometimes feeling a bit sad and lost, and that they don't really have much energy to do anything. They spend much of their time sleeping in their room. Jital says they are missing home, and that they feel that they aren't enjoying anything about university. When Jital tells you this, they start to cry, and tell you that they have been crying a lot recently.

When you mention to Jital that they seem unhappy and they should seek some support, they disagree. They say that they are lucky to be on their course and they don't want to do anything which might jeopardise their place at university. They are concerned that if they speak with someone at the university about the way they feel, their lecturer could find out and will treat them unfairly.

Q: What do you think are the potential signs that Jital may need support with their mental health?

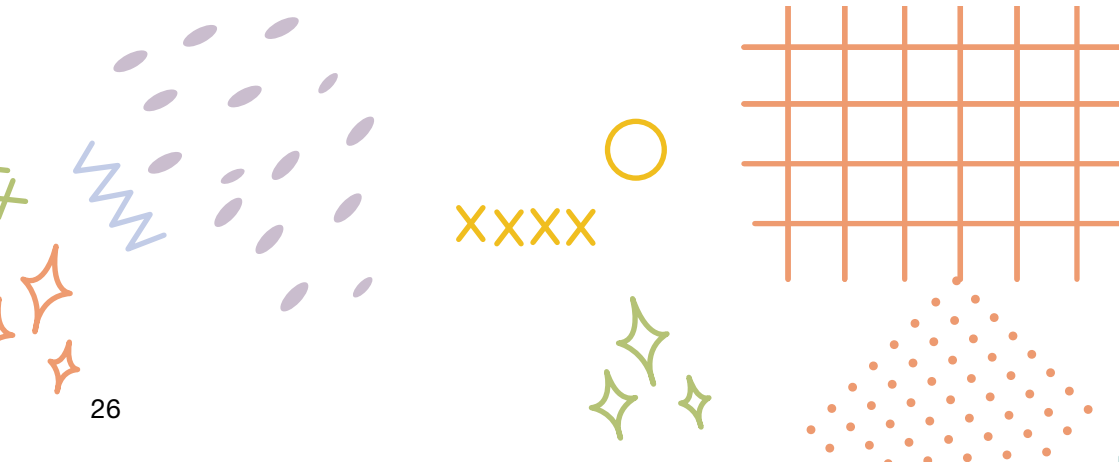
A: Moving to a new place can be difficult, especially if you don't know anyone and it is natural to feel lonely and homesick at times. Jital is feeling lonely and isolated, which can really damage your wellbeing.

Jital seems to have low self-esteem. They are generally down and tearful, feel hopeless, have no interest in activities, lack energy and are isolating themselves. These changes in behaviour suggest that Jital may be suffering from low mood, which can develop into depression if they don't receive any support.

Q: How could you speak to Jital about their difficulties?

A: You can encourage Jital to seek support for their mental health and tell them that the University will not judge them for seeking help or treat them any differently.

You can also explain that the way we talk about mental health here is different perhaps to their experience at home. We know that anxiety and depression are very common and that's why we have services to support enrolled students so that they can continue with their studies.



You can suggest to Jital that they contact other Indian students who might be feeling the same as them; you could help them do that through Your Students' Union.

You could invite Jital to an event or to go for a walk with you; being out and about with someone is preferable to staying on your own indoors.

You can also encourage and offer to help them to contact Health and Wellbeing Services who will be able to support them.

Q: What are some common signs of depression and low mood?

- Feeling sad
- Feeling numb
- Feeling more tired than usual
- Finding it difficult to sleep
- Feeling easily angry or frustrated
- Feeling less confident
- Feeling hopeless or guilty
- Not enjoying activities or struggling to concentrate
- Feeling suicidal or having thoughts about harming yourself
- Feeling tearful, crying.

Further resources and guidance can be found on pages 8-18, 37-39 and 40-46 of this booklet.



Case Study 3

Zain

Zain had been diagnosed with a borderline personality disorder before starting University, and he has also experienced disordered eating in the past. In his second year, he found that he was struggling with poor mental health and took an authorised interruption of studies, but he has now returned to university. However, Zain frequently talks about the pressures of high expectations of his family and his religious community.

Zain feels very alone and feels that he can't share or disclose his previous diagnosis to anyone, and he has stopped taking his medication. He has not shared his previous diagnosis with the university and feels it should be a secret. He has noticed that he is falling into similar patterns of disordered eating again, including binge eating and purging. He is falling behind with his studies.

This creates a vicious cycle. As Zain feels unable to share his struggles, he is unable to get the support he needs, and his symptoms get worse. Zain mentions to you that he has started to drink alcohol as a way of coping.

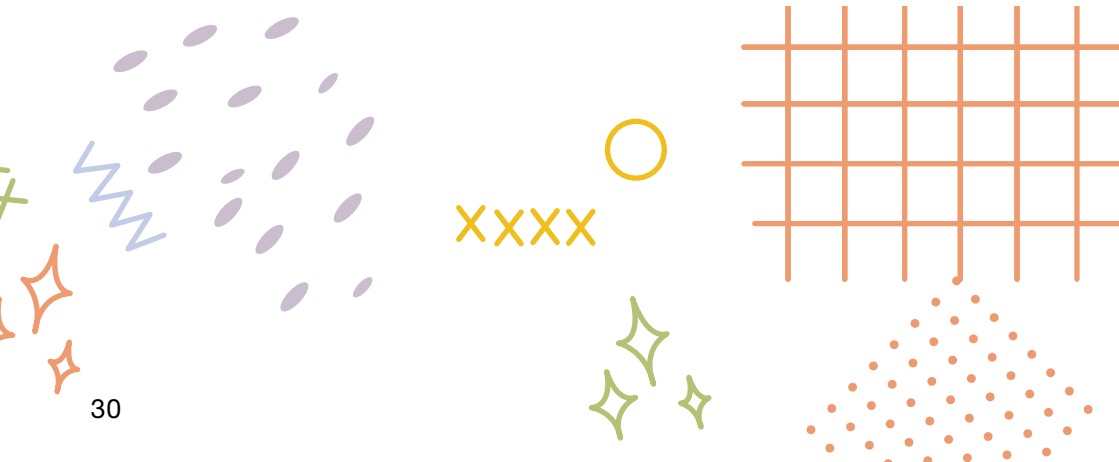
Zain has thought about speaking to the Health and Wellbeing Service but doesn't want to talk to someone who may not fully understand his cultural views and religious commitments.

Q: What do you think are the potential signs that Zain may need support with his mental health? Why is he struggling to get support?

A: Pressure from your family or expectations from others can make university very challenging; you don't want to disappoint anyone. However, this pressure can create additional stress and anxiety that can have a negative impact on your mental health.

Zain is finding it difficult to take control of his health and is neglecting signs and symptoms that he is struggling. He has stopped taking his medication and feels that he must hide his diagnosis. By not disclosing this, he is unable to take advantage of the support that could be available to him around his studies, including support from the mental health team.

Zain has started drinking; before he didn't drink at all but now, he is drinking regularly. Drinking more is not a safe or effective coping mechanism and any changes like this should always be a cause for concern.



Q: How could you speak to Zain about his difficulties?

A: In the first instance, you could suggest to Zain that he reaches out to someone in Spirituality and Faith who shares the same faith as him. This might help him to talk about some of the pressures he feels.

You could ask if he has registered with a GP and suggest that he goes to talk to his GP about his medication. If someone is prescribed medication, it is important that they take it or if they feel it's not working to talk to their GP.

You should also encourage him to reach out to the Health and Wellbeing Service.

Further resources and guidance can be found on pages 8-18, 37-39 and 40-46 of this booklet.





Case Study 4

Jaz

Jaz is a 32-year-old student from Jamaica. She is confident and friendly and always playing the joker. You work with her part-time in a bar; Jaz wants to earn extra money whilst she studies as she is saving for a holiday with her friends after graduation.

Everyone loves Jaz as she is so sociable. However, you notice that sometimes her behaviour can sometimes be inappropriate or reckless, and you worry that Jaz often does things that are unsafe or could lead to her getting in trouble at work.

One day, she is helping you to wash glasses in the bar and you notice that she has a lot of scars on her arms; some look like old scars, but there are some marks that look like they are very recent. She seems shocked that you have noticed them and covers her arms up quickly. The next time you are due to work together, she does not show up or call in. This is unusual, as you both like working with each other and sometimes message outside of work.

Q: What do you think are the potential signs that Jaz may need support with her mental health?

A: Although Jaz's behaviour often looks like fun to others, it could be a sign of hypomania or mania, which are periods of over-active and excited behaviour that can have a significant impact on your day-to-day life. Signs and symptoms could include:

- Happy, euphoric behaviour
- Feeling very excited, and having fast paced actions
- Being over-friendly and talking non-stop!
- Losing social inhibitions and acting on impulse.

The marks on Jaz's arms could also be a sign of self-harm. Self-harm is when you hurt yourself as a way of dealing with very difficult feelings, painful memories or overwhelming situations and experiences. Although it could be that these marks are old or accidental, as Jaz is trying to avoid you, it might suggest that it is behaviour linked to self-harm. Jaz is now isolating herself, which is very worrying as she has displayed signs of harmful behaviour.

Q: How could you speak to Jaz?

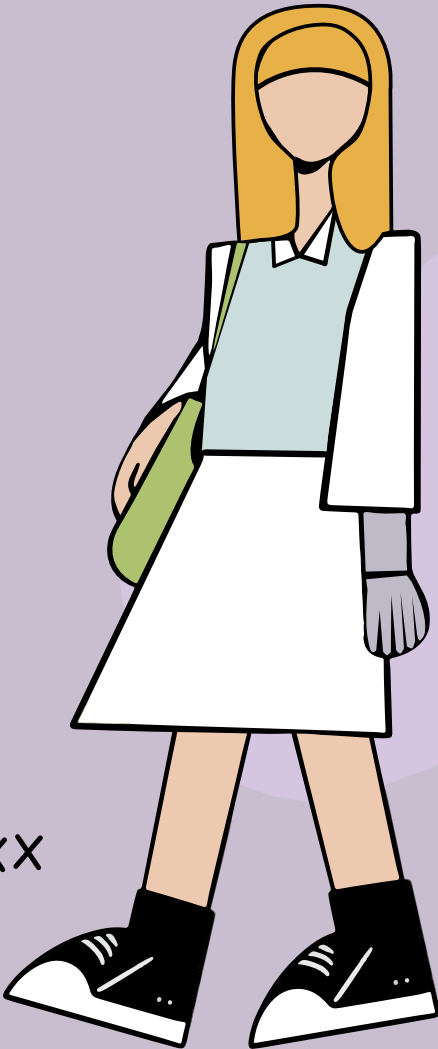
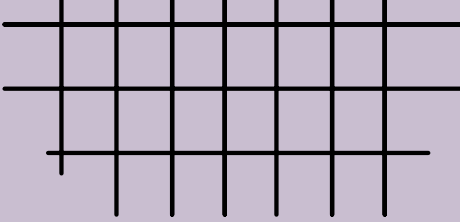
A: As you are friends outside of work, message her and ask her if she is ok as she didn't turn up for work and you're worried about her.

Suggest that you meet up either at the university or elsewhere.

Tell Jaz that you are worried that she is harming herself and that you know she can get help from the Health and Wellbeing Service. You could help her make contact and make an appointment.

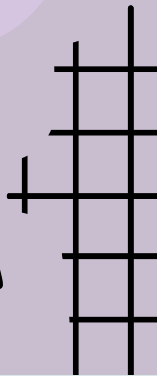
If Jaz refuses to contact the Health and Wellbeing Service, and you are still concerned that she will continue harming herself, you may wish to alert them yourself.

There is useful guidance on how to support others who are self-harming at [nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/self-harm/how-to-help-someone-else](https://www.nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/self-harm/how-to-help-someone-else).



XXXXX

XXXXX



Further resources and guidance can be found on pages 8-18, 37-39 and 40-46 of this booklet.

PART 3

Additional Information for Specific Groups

This section focuses on information specific to students from particular community groups. Certain communities can face additional challenges and these challenges can affect physical and mental health.

Influences on Students' Mental Health

There are several factors which can affect students' mental health. This is not an exhaustive list, but some examples are below:

- Racism and discrimination – some people from particular ethnic minority groups may face challenges because of their race and colour. This can lead to anxiety, emotional distress, and depression, which can have an impact on their lives. We want to encourage students who are facing these difficulties to come forward for support.
- Social and economic inequalities – some men are less likely to seek help because as men they may feel that they just need to 'suck it up' or 'tough it out'. We know it takes courage to ask for support but we want to encourage men to come forward as we know it can make all the difference.
- The LGBTIQ+ community are also less likely to seek help because of homophobia, stigma and discrimination, difficult experiences in 'coming out', social isolation, rejection. We want all students from the LGBTIQ+ community who are struggling to come forward for support.
- Some international students may be reluctant to seek help because in some countries and cultures mental health may be seen as shameful and not talked about. However, we want to encourage international students who are struggling with anxiety or depression to come forward and ask for help.

Student Space

The support provided by Student Space is safe, confidential and free. It has been developed collaboratively with student services, higher education professionals, researchers and students to complement the existing services available to students: studentspace.org.uk

Student Space: Muslim Students

A helpline service for young Muslims, offering support and signposting seven days a week by phone, WhatsApp, webchat and email.

This service is open every day from 4pm to 10 pm.
It is free and confidential.

 studentspace.org.uk/support-services/support-for-muslim-students

NUS Black Students' Network

The NUS black student network is the largest organisation of Black students in Europe and represents all students of African, Arab,

Asian and Caribbean heritage. They support, organise and facilitate conversations on issues affecting Black students at a local, national and international level. As a liberation network, the NUS state they are a self-organised and autonomous part of NUS.

 nusconnect.org.uk/liberation/black-students

Student Space: Punjabi Students

Offers online support spaces and workshops for Punjabi students.

There are opportunities to take part in support spaces and workshops with other Punjabi students. These are led by an experienced facilitator, for mutual support, discussion and strategies to support your wellbeing.

It offers the following support for Punjabi students:

- A general discussion space for all Punjabi students
- A specialised discussion space for LGBTIQ+ students
- Workshops to develop skills and knowledge on specific topics.

 studentspace.org.uk/support-services/support-for-punjabi-students

The Forced Marriage Unit

A forced marriage is where one or both people do not or cannot consent to the marriage, and pressure or abuse is used to force them into it.

☎ 020 7008 0151

🌐 gov.uk/forced-marriage

Female Genital Mutilation (FGM)

Coventry University has produced a web app around female genital mutilation (FGM). It was designed for young people and has a lot of information around FGM and where to find support.

🌐 petals.coventry.ac.uk

The Traveller Movement

The Traveller Movement aims to advocate for and work with Gypsy, Roma and Traveller people to tackle discrimination and promote equality.

☎ 020 7607 2002

✉ info@travellermovement.org.uk

🌐 travellermovement.org.uk

Rethink

Rethink Mental Illness was formed almost 50 years ago by a group of inspiring people who were caring for a loved one living with schizophrenia. It offers a range of services:

Rethink – Black and Asian Minority Ethnic Mental Health

Rethink believes that if you're from an ethnic minority group you may face specific difficulties relating to your mental health.

They have produced a factsheet, which gives information on options for support and treatment to help with particular issues. The information is for people affected by mental illness from an ethnic minority background in England who are 18 or over. It's also for their carers, friends and relatives and anyone interested in this subject.

🌐 rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/black-asian-and-minority-ethnic-mental-health

Stop Hate UK

☎ 0800 138 1625

🌐 stophateuk.org

Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties who have experienced hate crime.

Mind Out Mental Health Service for LGBTIQ+ Community

✉ info@mindout.org.uk

☎ 01273 234 839
(you may need to leave a message on the 24-hour confidential answerphone)

Befrienders Worldwide

Volunteer action to prevent suicide

🌐 befrienders.org

Stay Alive

🌐 prevent-suicide.org.uk/find-help-now/stay-alive-app

National Domestic Abuse Helpline

☎ 0808 2000 247, available 24/7

🌐 nationaldahelpline.org.uk/en/How-can-we-support-you

In addition, on the health and wellbeing portal you can also access the names and contact details of additional local organisations in Coventry, London and Scarborough:

🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing

PART 4

Useful

Contact Details

If you feel that you are in immediate danger, or in a life-threatening situation or could harm yourself and need hands-on support, please call 999 to speak with emergency services (police, ambulance) or go to your nearest Accident and Emergency (A&E) in your local hospital. The same applies if you have concerns about someone else.

If you are in an urgent mental health crisis, or you know another student who is, please:

- ☎ call **111**, listen out for 'mental health crisis' (option 2)
- 🌐 or go online **111.nhs.uk** to access medical help immediately; open every day, all day.

Alternatively, if you want to find the nearest crisis line near to where you live, please follow the following link and input your postcode:
111.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline.



On Campus Assistance

Coventry University and CU Coventry

Protection Services:

- ☎ 024 7765 5555
024 7765 8555, 24/7 every day

Contact details for other locations (non-emergency, Mon to Fri only):

Coventry University London

Reception/front desk:

- ☎ 020 7247 3666
Monday - Friday, 8am - 6pm*

CU London, Dagenham

Reception/front desk:

- ☎ 0203 873 0650 *option 2*
Monday - Friday, 8.30am - 5.00pm*

CU London, Greenwich

Reception/front desk:

- ☎ 0203 873 0650 *option 3*
Monday - Friday, 8.30am - 5.00pm*

CU Scarborough

Reception/front desk:

- ☎ 01723 336700
Monday - Friday, 8.30am - 5pm*

* excluding bank holidays and closure periods, e.g. Christmas.

Health and Wellbeing Services

Coventry University Mental Health and Counselling

- ☎ 024 77658029
8.30am - 5pm
- ✉ counsell.ss@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing

Welfare

- ☎ 024 7765 8029
8.30am - 5pm
- ✉ welfare.ss@coventry.ac.uk
- 🌐 healthandwellbeingbookings.coventry.ac.uk

Disability

- ☎ 024 7765 802
8.30am - 5pm

Mental Health Zone (master's research students)

- 🌐 coventry.ac.uk/study-at-coventry/student-support/mental-health/book-and-appointment

If you are a student at the Hudson Building, School of Nursing, Midwifery and Health, you can contact any of the campuses above for support.

Health and Wellbeing Services: Other Campuses

Health and wellbeing services including mental health and counselling, disability, and welfare are also provided at all our other campuses:

Coventry University London

- ✉ care.culc@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-london-wellbeing

CU Coventry

- ✉ welfare.ss@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing

CU London

- ✉ studentsupport.cul@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-cug-dag/SitePages/Welfare.aspx

CU Scarborough

- ✉ welfare.cus@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-cug-sca/SitePages/CU-Scarborough%20Student%20Support%20Services.aspx

Additional Group Services - all Campuses

Spirituality and Faith

- ☎ 02477 658029
- ✉ faith.ss@coventry.ac.uk
- 🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing/SitePages/Spirituality-and-faith.aspx

Hate and Harassment Support

- ☎ 024 7765 8029
Monday - Friday, 10am - 4pm
- ✉ report.ss@coventry.ac.uk
- 🌐 coventry.ac.uk/harassment

Or you can complete a report by visiting the web page.

Connections Matter

- 🌐 livecoventryac.sharepoint.com/sites/students-connections-matter



External Sources of Support

Samaritans

- 📞 116 123
24 hours a day
- ✉️ jo@samaritans.org
- 🌐 samaritans.org

Papyrus UK

- 📞 0800 068 4141
9am - midnight, every day
- 💬 07860 039967
- ✉️ pat@papyrus-uk.org
- 🌐 papyrus-uk.org

QWell

- 🌐 qwell.io/home

Mind Infoline

- 📞 0300 123 3393
Monday to Friday, 9am - 6pm
- 🌐 Helplines: mind.org.uk/
information-support/helplines

BEAT

- 🌐 beateatingdisorders.org.uk

Togetherall

(use your university email address)

- 🌐 account.v2.togetherall.com/
register

Your Students' Union

- 🌐 yoursu.org/advice
- 🌐 yoursu.org/wellbeing

The Mix

- 📞 0808 808 4994
11am - 11pm, free to call

Crisis Messenger

- 💬 **Text 'THEMIX'** to 85258,
available 24/7

SHOUT

SHOUT is available all day every day.

- 💬 **Text 'SHOUT'** on 85258 and
someone will talk to you via text
- 🌐 giveusashout.org

IAPT


Improving Access to Psychological Therapies

- 🌐 nhs.uk/mental-health/talking-
therapies-medicine-treatments/
talking-therapies-and-
counselling/nhs-talking-therapies


The Hub of Hope

- 🌐 hubofhope.co.uk

NUS Black Students' Network

 nusconnect.org.uk/liberation/black-students


Rethink

 rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/black-asian-and-minority-ethnic-mental-health


Student Space

 studentspace.org.uk

Student Space: Muslim Students

 studentspace.org.uk/support-services/support-for-muslim-students

Student Space: Punjabi Students

 studentspace.org.uk/support-services/support-for-punjabi-students

The Forced Marriage Unit

 gov.uk/guidance/forced-marriage

Female Genital Mutilation


 petals.coventry.ac.uk


The Traveller Movement

 020 7607 2002

 info@travellermovement.org.uk

Stop Hate UK


 0800 138 1625

 stophateuk.org

Mind Out

Mental Health Service for
LGBTIQ+ Community

 info@mindout.org.uk


 1273 234 839
(you may need to leave a
message on the 24-hour
confidential answerphone)

Befrienders Worldwide


Volunteer action to prevent suicide


 befrienders.org

Stay Alive

 prevent-suicide.org.uk/find-help-now/stay-alive-app/

National Domestic Abuse Helpline

 0808 2000 247, available 24/7

 nationaldahelpline.org.uk/en/How-can-we-support-you

CALM

Campaign Against Living Miserably

☎ Helpline: 0800 58 58 59
5pm - midnight, 365 days a year

Students Against Depression

🌐 studentsagainstdepression.org

No Panic

☎ Helpline: Tel: 0300 772 9844,
10am - 10pm, 365 days a year

🌐 nopanic.org.uk

Self-harm

🌐 nhs.uk/mental-health/feelings-symptoms-behaviours/behaviours/self-harm/how-to-help-someone-else

CU Group – Health and Wellbeing Portal

🌐 livecoventryac.sharepoint.com/sites/students-healthandwellbeing







PART 5



10 Key Contact Numbers

Emergency  999  24/7



NHS: Mental Health Crisis  111 **option 2**  24/7



NHS Mental Health Helpline for Coventry University and CU Coventry  0808 196 6798  24/7
Coventry and Warwickshire Partnership NHS Trust

NHS Mental Health Helpline for Coventry University London  0800 073 0006  24/7
North East London NHS Foundation Trust

NHS Mental Health Helpline for CU London, Dagenham  0800 995 1000  24/7
North East London NHS Foundation Trust

NHS Mental Health Helpline for CU London, Greenwich  0800 330 8590  24/7
Oxleas NHS Foundation Trust



NHS Mental Health Helpline for CU Scarborough  0800 051 6171  24/7
Tees, Esk and Wear Valleys NHS Foundation Trust

NHS Mental Health Helpline for The Hudson Building, Vauxhall  0800 731 2864  24/7
South London and Maudsley NHS Trust

Or if you are not in the areas listed above, you can also insert a postcode in the following website to find a local NHS urgent/crisis mental health helpline near to you:

 nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline

Samaritans  116 123  24/7

Papyrus UK  0800 068 4141  9am - midnight,
365 days of the year

Summary:

We all need good mental health to do what we need to do whether that be studying or working or anything else in life. Life is never straightforward – it has ups and downs – and *it's ok not to be ok*. Sometimes we need additional support to get us back on the right track.

We hope that this resource will help you to access support either for yourself or someone else.

The sooner you access support, the sooner we can help you on the road to recovery.



