



UNIVERSITY OF LEEDS

# helping students with mental health difficulties



*3rd Edition*

A document produced by the Group on Student Mental Health Issues



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# helping students with mental health difficulties

## Introduction

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This booklet<sup>1</sup> has been produced to assist staff who, in the course of their work, encounter students experiencing mental health difficulties. It is designed to stand alongside other measures intended to promote an environment on campus that is conducive to mental wellbeing.

### This leaflet aims to:

- ◆ Raise awareness about the kinds of behaviours and characteristics that may indicate a student is suffering serious mental distress.

- ◆ Provide guidance to help staff respond to such situations.
- ◆ Provide information about where staff may turn for advice.
- ◆ Provide information about sources of advice and support for students.

## Definition of Mental Health

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The IRISS Project (1995)<sup>2</sup> plotted student mental health on the following continuum:



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<sup>1</sup> The booklet has been drawn up under the auspices of the Student Support Coordinating Committee's Group on Student Mental Health Issues. The authors gratefully acknowledge the co-operation of the Universities of Leicester and Nottingham in allowing them to draw on similar publications at those institutions in compiling this booklet.

<sup>2</sup> IRISS Project (1995) Students and Mental Health Resource Pack. Rethink/ National Union of Students, London.

Mental health is of course very fluid and individuals may have experiences all along the continuum. For the purposes of this leaflet we will be mainly concentrating on students experiencing mental health difficulties towards the severe end of the continuum.

## The importance of staff in identifying students experiencing difficulties

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The parent department is often the first place to which a student will turn if they are experiencing a difficulty of any kind, especially pastoral or academic difficulties. Therefore, a personal tutor or a departmental secretary is likely to be the bridge between the student and appropriate services within the institution.

If a student is experiencing mental health difficulties there will often be warning signs such as:

- ◆ Behaviour that indicates that the student is persistently tense, sad or miserable
- ◆ Loud, agitated or aggressive behaviour
- ◆ Very withdrawn or unusually quiet behaviour
- ◆ Erratic or unpredictable behaviour
- ◆ Unkempt personal appearance, significant weight changes or decline in personal hygiene
- ◆ Deterioration in quality of work, frequently late for/absent from classes, regularly submitting work late, poor concentration
- ◆ Changes in eating habits, alcohol/substance misuse

Often, however, you will only know a student is experiencing mental health difficulties if the student tells you. Some students, for many reasons, will conceal their difficulties and the nature of their problems will not be easily detected.

If you are worried about a student you can, of course, contact the Student Counselling Centre (SCC), Leeds Student Medical Practice (LSMP) or their GP to seek advice (this can be done without necessarily identifying the student). It may be appropriate in some cases to ask other staff or the student's friends if they too have concerns about his or her wellbeing.

Usually, the first step will be to talk to the student to find out more about their situation. Sometimes you will find that the student is already in contact with a counsellor, doctor or psychiatrist. Talking to the student and showing your concern may reassure the student and allay your own worries.

If you are not reassured by your contact with the student, or you are unable to get the student to talk to you, then you need to consider how best to proceed.

In the majority of cases, the most appropriate course of action is likely to consist of your informing the student about the sources of help that are available and pointing the student towards the service that seems most appropriate.

## Support Services and how to make a referral

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There is a range of services available at the University of Leeds (see pages 6–9). Information is available on the University website in Campusweb under 'Students' entitled 'Support/guidance/welfare' (<http://campus.leeds.ac.uk/students.htm>)

When dealing with students with mental health difficulties, it is likely you will advise the student to contact either their GP (Leeds Student Medical Practice /other local GP), or the Student Counselling Centre. If the student's difficulties have been ongoing for a long period of time, you may wish to refer them to the Disability Team. Other possible sources of support both within and outside the University are listed at the end of this document. Wherever possible, the student should be encouraged to make the referral themselves as this helps the student to become committed to the process.

There may be times when the student finds it hard to make the first move, particularly when they are very depressed. In such circumstances, with the student's permission, it may be helpful to contact the appropriate agency yourself to ask for an appointment.

## What you may do after making the referral

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Sometimes it is very helpful for a department and appropriate central services to work together to create a support 'package' for the student, where help is offered from a number of sources. For example, a student who is depressed may receive

support from a combination of a counsellor, their GP and a member of staff.

A personal tutor will usually be a very important part of the package. Their main concern is likely to be in supporting the academic progress of the student. It is important to outline the form the tutor's support will take and how it differs from that being provided by other agencies (for example, the SCC or LSMP, or other local GP practices). It may be useful to meet at agreed times, 20 minutes every fortnight, for example, to discuss academic progress so that the student feels this area of major importance is being managed.

## When a student will not accept help

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There will be occasions when you have concerns about a student but he or she is unwilling to accept your offers of help. In most cases there is little that can be done in these situations as students are not obliged to accept help. It is, however, advisable to note your concerns in departmental files<sup>3</sup> and also ensure that senior staff in the department are made aware that there may be a problem.

Where it is considered by a department that a student is suffering from serious ill-health, and the student declines to seek medical help and advice, the department can request that the student be declared medically unfit to continue his/her programme of study. The Head of Academic Appeals and Regulation must be consulted about invoking this procedure; he will arrange for the case to be considered by the Dean for Learning and Teaching in the relevant faculty.

## Emergencies

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Very occasionally, students exhibit behaviour that gives rise to very real concern. There may be evidence of:

- ◆ Suicidal tendencies
- ◆ Risk of self-harm or harm to others

- ◆ Acute alcohol or substance abuse or addiction
- ◆ Hearing voices or holding fixed irrational beliefs
- ◆ A complete lack of functioning academically or in other areas of life

In such cases the need for intervention on behalf of the student may be urgent. If the student will accept help, then refer them to their GP (Leeds Student Medical Practice or other local Practice) either by making the appointment on the student's behalf, and if necessary walking with them to the Practice, or supporting him or her in referring themselves (perhaps by allowing them to 'phone from your office). Students who are not registered with a GP should be referred to the LSMP.

If the student will not accept help, then you should phone the GP or SCC and get the advice of a doctor or counsellor. In the very rare situation when you believe there is imminent danger of harm to self or others, call the University Security Service (ext. 32222) straight away and they will attend or contact the emergency services.

## Confidentiality

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Generally staff should not disclose information to other staff or third parties relating to a student's mental health without the agreement of the student concerned. It is worth noting that third parties include parents, relatives, other students and friends. There are exceptions to this general rule of non-disclosure. In particular there may be emergency circumstances such as illness or serious injury, or circumstances affecting personal safety or the safety of others<sup>4</sup>. The fact that someone might be severely depressed, does not of itself constitute an emergency situation and there would be no right to contact the family without obtaining the student's written permission. Further guidance on this issue can be found in the University's Student Mental Health Policy and Taught Students Guide.

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<sup>3</sup> Whenever you make notes about a student, bear in mind that the Data Protection Act 98 may allow the student to see those notes

<sup>4</sup> In particular, the University Code of Practice on Student Health and Conduct (which currently applies to medical, dentistry, midwifery, nursing, radiography and other healthcare students) requires staff to disclose information promptly where failure to do so might expose patients or others to risk of death or serious harm.

### Is the Problem Urgent?

#### *Do you think that:*

- ⦿ There is risk of suicide?
- ⦿ The student may be at risk of hurting her/himself or others?
- ⦿ The student is exhibiting extreme and bizarre behaviour?
- ⦿ The student is seriously physically ill?
- ⦿ He/she has stopped functioning academically or in other areas of life (eg. cannot get out of bed in the morning?)



#### *If the Student will accept help:*

- ⦿ Refer him/her directly to the Leeds Student Medical Practice or other local GP (or consult with the SCC if the student is already a client)
- ⦿ Or alternatively, support the student in referring him/herself to one of the above
- ⦿ Ask the student for permission to contact the service to confirm that contact has been made

#### *If the Student will not accept help:*

- ⦿ Telephone LSMP\* or the SCC yourself to seek advice \*(In exceptional circumstances where someone may be at risk, GP's can visit without the patient's agreement)
- ⦿ If there is danger of imminent harm to self or others please contact Security (ext 32222)

### How can you help?

- ⦿ Do you have the time and/or the skill?
- ⦿ Do you know whom you should consult for advice?



#### *Offer appropriate and targeted support*

This might include:

- ⦿ Listening to the student's concerns
- ⦿ Offering practical advice
- ⦿ Providing reassurance
- ⦿ Arranging a contract to support the referral to LSMP/other GP or SCC by offering academic support at agreed times

Beware of getting out of your depth or of role confusion

#### *Refer the Student to a Support Service*

- ⦿ If you know the service the student requires then provide the student with the appropriate information
- ⦿ If you are unsure, consult the list of services in this booklet and/or the Students Page in Campusweb which has a listing of Services under Support/guidance/welfare: <http://campus.leeds.ac.uk/students.htm>

*If the student does not want any help make a note of your concerns in the appropriate departmental files*



If ever staff are in doubt as to whether disclosure is appropriate they should contact the University's Legal Adviser's Office (tel: 34079).

## Advice and Support

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The following section of this booklet provides information about a range of services and organisations, within the University and outside, that are able to provide advice and support for students — and others — experiencing various kinds of mental health difficulties and emotional distress.

## SUPPORT SERVICES WITHIN THE UNIVERSITY

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### The Student Counselling Centre (SCC)

19 Clarendon Place  
Leeds LS2 9JY  
Tel: 0113 343 4107  
Fax: 0113 343 4154  
Email: [stucouns@adm.leeds.ac.uk](mailto:stucouns@adm.leeds.ac.uk)  
[www.leeds.ac.uk/studentcounselling](http://www.leeds.ac.uk/studentcounselling)  
[www.leeds.ac.uk/ahead4health](http://www.leeds.ac.uk/ahead4health)

#### Opening Hours Monday to Friday

*Reception* 8.30am – 5pm  
*Counselling* 9am – 5pm  
(Some late appointments during term-time)  
*Drop-In* 1pm term-time only

The SCC offers a confidential counselling service from professionally qualified counsellors for a wide range of issues. Counsellors are also available to staff for consultation on students who are concerning them.

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### Leeds Student Medical Practice

4 Blenheim Court  
Blenheim Walk  
Leeds LS2 9AE  
Tel: 0113 295 4488  
Email: [lsmp@leeds.ac.uk](mailto:lsmp@leeds.ac.uk)  
[www.leedsstudentmedicalpractice.co.uk](http://www.leedsstudentmedicalpractice.co.uk)

#### Opening Hours

*Reception* Mon to Fri 8.30am – 5.50pm  
*Appointment Surgeries* Mon to Fri 9am – 5.30pm  
*Sit and wait* Mon to Fri 9am – 10am  
*Out of Hours Emergency*  
Phone to speak to the doctor on call for advice

Leeds Student Medical Practice is an NHS General Practice, situated close to the campus and specialising in all aspects of student health. The Practice offers a range of specialist services, including liaison with psychiatric services and a consultancy service for staff.

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### Focused Learning And Self Help (FLASH) Clinic — at the University of Leeds

This clinic is offered once a week on a Wednesday at the Student Counselling Centre 2 - 5 p.m.

*Drop-in Session* 2 – 3pm  
*Appointments* 3 – 5pm

To book a one-to-one session please contact a Primary Care Trust (PCT) Mental Health Worker on 0113 3059850

FLASH is based on Guided Self Help and aims to provide people with practical skills to deal with common mental health problems such as anxiety and depression. You can simply drop-in and access the self-help materials or book in for a self-help session.

This service is provided by the PCT.

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## The Disability Team (based within the Equality Service)

Ground Floor  
Social Sciences Building  
University of Leeds  
Leeds, LS2 9JT  
Tel: 0113 343 3927  
Fax: 0113 343 3944  
Textphone: 0113 343 2616  
Email: [disability@leeds.ac.uk](mailto:disability@leeds.ac.uk)  
Website: [www.equality.leeds.ac.uk](http://www.equality.leeds.ac.uk)

### Opening Hours

*Office* Mon to Fri 8.45am – 5pm  
*Reception* Mon to Fri 10am – 4pm

Drop-in sessions run from 12.30pm to 1.30pm every weekday during term-time.

The Disability Team, together with the RNIB/ University of Leeds Transcription Centre, provide a range of services to students and staff. For example, we:

- provide advice and guidance on academic-related support issues to disabled students, which includes students who have a long-term mental health condition
  - carry out Assessments of Study Need for disabled students who are eligible to apply for Disabled Students Allowances
  - arrange various types of practical support for disabled and dyslexic students, as required (e.g. Specialist Mentor support, Note-taker support, assistive computer software, etc.), and
  - provide advice and guidance to University staff on how to support disabled students with their academic work and on how to make reasonable adjustments to the academic environment.
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## Security

183 Woodhouse Lane  
(opposite Blackwell's bookshop)  
*Emergencies* Tel: 0113 343 2222  
*General Enquiries* Tel: 0113 343 5494 or 5495  
Fax: 0113 343 5499  
Email: [Security@leeds.ac.uk](mailto:Security@leeds.ac.uk)

### Opening Hours

The service is open 24 hours, 7 days a week.

The University Precinct Security Office is situated at the side of the Emmanuel Church in Woodhouse Lane. Liaison is maintained by the Security Service with emergency services on all matters and thus will be appropriate to call in an emergency.

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## Student Advice Centre

First floor of the Leeds University Union Building  
Tel: 0113 380 1300  
Fax: 0113 380 1301  
Email: [advice@luu.leeds.ac.uk](mailto:advice@luu.leeds.ac.uk)  
[www.luuonline.com/help](http://www.luuonline.com/help)

### Opening Hours

Mon to Fri 9.30am – 4.30pm  
(One-off guidance advice from 12.30pm – 4pm)

The Student Advice Centre offers comprehensive information and advice to students, prospective students and staff of the University of Leeds. Clients can be dealt with by email or face to face. Most enquiries are dealt with at drop-in. Follow up appointments are available if necessary. The staff has specialised knowledge in housing advice, academic and University procedures, money matters and employment. They can also provide advice and support on the University Complaints and Harassment procedures and on the University Hardship Funds. Comprehensive information is available on the website.

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## Nightline

*Listening Information* Tel: 0113 380 1381  
Tel: 0113 380 1380  
Email: [nightline@union.leeds.ac.uk](mailto:nightline@union.leeds.ac.uk)

### Hours

8pm – 8am every night (term-time only)  
*Drop in* Mon to Fri 12pm – 2pm  
Upstairs in the Leeds University Union Building

Nightline is a listening and information telephone and email service run for students by students. It is anonymous, non-judgemental, non-advisory and **completely confidential**. It offers a non-directive listening ear and provides practical information on all areas of student life in Leeds. There is also a daytime drop-in service upstairs in the Union building, where free condoms, pregnancy testing kits and attack alarms are available. Nightline is funded by Leeds University Union and is run by trained student volunteers from both the University of Leeds and Leeds Metropolitan University.

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## Chaplaincy

Emmanuel Centre  
University of Leeds  
Leeds LS2 9JT  
[www.leeds.ac.uk/chaplaincy](http://www.leeds.ac.uk/chaplaincy)  
*General Enquiries* Tel: 0113 343 5071  
*Emergencies* Tel: 07780 613862

Chaplains are available to offer pastoral support to all members of our University. They can also offer specific religious support and contact with a range of faith communities within Leeds.

The Chaplaincy operates a pastoral drop-in service at the Emmanuel Centre, with chaplains available throughout the working week. Outside of office hours a Chaplain is available via the emergency phone number above.

The Chaplaincy offers all students:

- ◆ Pastoral support
- ◆ Support to work through difficult problems and developing decision making
- ◆ Crisis support (especially when faced with sudden loss or trauma)

## International Student Office

18 Blenheim Terrace  
(across the road from Parkinson Steps)  
Tel: 0113 343 3930  
Email: [internationalstudents@leeds.ac.uk](mailto:internationalstudents@leeds.ac.uk)  
[www.leeds.ac.uk/international/studentsupport.html](http://www.leeds.ac.uk/international/studentsupport.html)

*Opening Hours* Mon to Fri 10am – 3.30pm

The International Student Office is a specialist service for international students and visiting scholars which provides information, advice and social activities. The office has a drop-in enquiry service, specialist advice on immigration and other issues affecting international students, and an international student lounge where students can meet each other and relax with a free drink. The International Student Office social activities include day trips and a weekly Global Café. These activities are of particular help to those who are experiencing culture shock and problems related to feeling isolated, as they provide opportunities for students to meet others in a similar position and develop a support network.

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## Skills Centre

15 Blenheim Terrace,  
Leeds LS2 9JT  
Tel: 0113 343 4096  
Email: [skillscentre@leeds.ac.uk](mailto:skillscentre@leeds.ac.uk)  
[www.skillscentre.leeds.ac.uk/](http://www.skillscentre.leeds.ac.uk/)

The Skills Centre (part of the University Library) offers support in the area of academic skills development. Areas supported include writing, presentation skills, maths and preparation for exams. The following facilities are available:

- ◆ Workshop programme
- ◆ Paper-based and web-based support materials
- ◆ Advice and support (1-1 sessions)
- ◆ Bookable rooms for group work with IT facilities

For further information e.g. contact details, times of 1-1 sessions and workshop titles, please visit our website.

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## Hall and Flat Wardens

Tel: 0113 343 7777  
www.leeds.ac.uk/rcs/wardensandsubwardens.htm  
(accessible via Campusweb)

Hall and Flat Wardens are responsible for the pastoral care of the students in their residence. This includes advising students about academic or personal problems.

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## SUPPORT SERVICES OUTSIDE THE UNIVERSITY

### LEEDS

#### Accident and Emergency

*Leeds General Infirmary*      Tel: 0113 243 2799  
*St. James's University Hospital*  
Tel: 0113 243 3144

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#### AIDS Advice

Tel: 0800 567 123

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#### Alcohol and Drug Services (formally Alcohol Information Centre)

18 East Parade  
Leeds LS1 2BH  
Tel: 0113 247 0111

Offers advice, information and counselling.

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#### Base 10

1 Park Square East  
Leeds LS1 2NE  
Tel: 0113 243 3552

*No drop in*

Self refer 2pm each day or by telephone.

Organisation offering support/advice for young people aged 19 and under using, or worried about someone using, drugs/alcohol.

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## CASH (Contraceptive and Sexual Health)

Tel: 0113 295 4820  
0113 305 7884

Clinics are situated all over the city and run at different times. Telephone to find the most convenient clinic for your needs.

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## Cruse Bereavement Care Leeds

Centenary House  
North Street  
Leeds LS2 8AY  
Tel: 0113 234 4150 (Enquiries & Careline)

Offers support, education, advice and practical information to bereaved people, whatever their age, nationality or belief.

Drop in 1st and 3rd Wednesday of the month at the Robert Ogden Centre, St. James's Hospital, Leeds.

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## Dial House

12 Chapel Street  
Leeds  
LS15 7RW  
Tel: 0113 260 9328

Dial House is a place available to people who are experiencing emotional distress, 6pm – 2am Friday – Sunday.

The service offers one-to-one support and/or a sanctuary when people feel they can't cope.

From 6pm – 10.30pm people can just visit Dial House without phoning. From 10.30pm – 2am people need to phone beforehand to request a visit.

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## General Practitioners (Leeds Health Authority)

Tel: 0113 295 2500

The Health Authority will provide information on local GPs to students wishing to register with one. GPs will be able to help with all of a student's medical needs. If specialist help is required e.g. a psychiatrist, psychologist etc the GP will make the necessary arrangements.

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## Leeds Addiction Unit

**Reception** Tel: 0113 295 1300  
**Advice Line** Tel: 0113 295 1340  
(Direct line Mon to Fri, 11.00am – 7.00pm;  
answerphone at other times)

### Opening Hours

Mon and Fri 9am – 5pm  
Tues, Wed, Thurs 8.30am – 7pm

Provides a comprehensive telephone advisory service for anyone concerned about drugs or alcohol. The Advice Line is staffed by professionals who offer support, counselling, advice and information to the public and health care professionals. Completely confidential

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## Leeds Crisis Centre

3 Spring Road  
Leeds LS6 1AD  
Tel: 0113 275 5898 Mon – Fri 10.00am – 9.30pm  
(answerphone out of hours)  
Weekends 11am – 7pm

### Opening Hours

Every day 10am – 9.30pm

Counselling and support centre for people who are finding it difficult to cope at a stressful time in their lives. Short-term help, usually no more than eight weeks. African-Caribbean, Asian and gay workers available.

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## Leeds Lesbian, Gay and Bisexual Switchboard

Tel: 0113 245 3588  
(Mon to Fri, 7.00pm – 10.00pm)  
Email: [contact@leeds-switchboard.org.uk](mailto:contact@leeds-switchboard.org.uk)

Leeds LGB Switchboard is a local listening and information service. The Switchboard provides a service for gay, lesbian and bisexual individuals in the local community and their friends and family.

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## Leeds Mind Counselling

Grove Villa  
82 Cardigan Road  
Leeds LS6 3BJ  
Tel: 0113 230 7673 (Mon 9.30am – 4pm, Tues,  
Wed, Thurs 9.30am – 5pm, Fri 9.30am – 1pm)

### Office Hours

Mon to Thurs 9am – 5pm  
Fri 9am – 4.30pm

### Counselling Hours

Mon, Tues, Wed 9.30am – 5pm  
Thurs 9.30am – 9pm  
Fri Closed

Offers individual counselling for a range of mental health problems. Male/female/gay/black counsellors available. Evening counselling available. Contribution towards cost based on what people can afford.

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## Leeds Women's Aid

PO Box 427  
Leeds LS7 9AN  
Tel: 0113 246 0401

Counselling, advice, accommodation for women who are experiencing or who have experienced violence by known men.

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## Multiple Choice

33 Eastgate  
Leeds LS2 7RD  
Tel: 0113 245 6616

Multiple Choice is a community rehabilitation scheme for people who wish to make changes in regard to their substance use. It offers group work, one-to-one sessions, counselling, referral to residential rehabilitation and complementary therapies. Open Mon to Fri 9.30am – 5pm.

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## Relate

Oxford Chambers  
Oxford Place  
Leeds LS1 3AX  
Tel: 0113 245 2595

Counselling for people with marital, relationship and personal problems — includes loss/bereavement, stress and divorce counselling.

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## Sahara Black Women's Refuge

Tel: 0113 230 5087

Sahara meets the needs of black women experiencing physical, mental, emotional, economic and/or sexual abuse from their husbands, partners and/or family members.

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## Samaritans

93 Clarendon Road  
Leeds LS2 9LY  
Tel: 0113 245 6789  
(local call charge: 0845 790 9090)  
National website: <http://www.samaritans.org.uk>

For people who are feeling desperate, or suicidal. They can be phoned at any time and there will be someone there to listen and help the person talk about how they are feeling. Email counselling is also available.

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## Women's Counselling and Therapy Service

Oxford Chambers  
Oxford Place  
Leeds LS1 3AX  
Tel: 0113 245 5725

WCTS aims to improve the mental health of women through the provision of therapy services tailored to their needs, and the promotion of good practice in professionals who work with women. A range of psycho-dynamic psychotherapy is available. Includes individual and group therapy. Also runs a specific counselling service for victims of sexual abuse.

The services are available to women in the Leeds area regardless of their ability to pay. Women who can do so are invited to pay a donation.

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## Yorkshire Centre for Eating Disorders

Seacroft Hospital  
York Rd  
Leeds LS14 6UH  
Tel: 0113 206 2068 Helpline – 24hr

Takes referrals through GPs. The helpline is linked into self help groups based at Seacroft.

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## NATIONAL

### Depression Alliance

212 Spitfire Studio's 63-71 Collier Street  
London N1 9BE  
Tel: 0207 633 0557  
Information Pack request line: 0845 123 23 20

This organisation provides information, support and advice for people who experience depression including those who are carers. They also provide quarterly newsletters and leaflets on request.

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### Drinkline — The National Alcohol Helpline

*Helpline*  
Tel: 0800 917 8282  
Open 24 hours a day

Provides confidential information, help and advice about drinking. Can also help callers worried about their own drinking, support the family and friends of people who are drinking and advise callers on where to go for help.

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## **BEAT — (formally Eating Disorders Association)**

1st Floor  
103 Prince of Wales Road  
Norwich NR1 1DW

### *Adults over 18*

Mon to Fri  
Sat

Tel: 0845 634 1414  
10.30am – 8.30pm  
1pm – 4.30pm

### *Youth Line*

Mon to Fri  
Sat

Tel: 0845 634 7650  
4pm – 8.30pm  
1pm – 4.30pm

Website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

Email: [info@edauk.com](mailto:info@edauk.com)

Gives information and advice on all eating problems to sufferers and their families. Assists in putting people in touch with local sources of help.

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## **MDF The Bipolar Organisation (formally the Manic Depression Fellowship)**

21 St Georges Road  
London SE1 6ES  
Tel: 0207 793 2600

Mon to Fri 10am – 5pm

Provides support, advice and information for people with manic depression, their families, friends and carers. Also aims to educate the public about manic depression and encourage research into the illness.

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## **FRANK**

Freephone: 0800 77 66 00 (24 hours)  
[www.talktofrank.com](http://www.talktofrank.com)

FRANK is a 24-hour free phone number to answer any queries regarding drugs or alcohol.

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## **NHS DIRECT**

Telephone: 0845 4647

24-hour helpline for advice on any medical problem.

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## **Rethink**

28 Castle Street  
Kingston-upon-Thames  
Surrey KT1 1SS

*Information  
Advice*

Tel: 0845 456 0455  
Tel: 0208 974 6814

### **Opening Times**

Mon, Weds, Fri  
Tues, Thurs

10am – 3pm  
10am – 1pm

Email for information: [info@rethink.org](mailto:info@rethink.org)

Email for advice: [advice@rethink.org](mailto:advice@rethink.org)

Website: [www.rethink.org/](http://www.rethink.org/)

Rethink is a national voluntary organisation that helps people with a severe mental illness, including schizophrenia, their families and carers. Rethink has approximately 160 members' support groups and produces a variety of publications. It operates a range of services including employment projects, day care centres, drop-in facilities, training initiatives and accommodation schemes across England, Wales and Northern Ireland.

### *Email for information for young people*

[at-ease@rethink.org](mailto:at-ease@rethink.org)

### *Website for young people*

[www.rethink.org/at-ease](http://www.rethink.org/at-ease)

@ease is the mental health resource for young people developed by Rethink. @ease is for all young people, especially those who may feel stressed or worried about their thoughts and feelings. @ease aims to raise awareness, dispel stigma, and provide further sources of information and support.

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## **SANELINE**

Tel: 0845 767 8000  
[www.sane.org.uk](http://www.sane.org.uk)

(1pm – 11pm)

SANEline is a national out of hours telephone helpline offering emotional support and information for people affected by mental health problems.

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