



Mental Health Services Information Sheet

Looking after your mental health and wellbeing in these very challenging times is important. If you're finding it tough, it's really important to take some action to address this. It is entirely up to you whether you contact these specific services, but we want to ensure that you know that there is support and help available to you.

If you are experiencing a
mental health emergency



Section A

If you are experiencing
sexual harassment



Section B

If you would like to seek
professional help



Section C

If you would like to
talk to someone



Section D

If you would like to
talk to someone and
you are outside the UK



Section E

If you want some
general self-care advice



Section F

Section A (If you are experiencing a mental health emergency)

Samaritans

The Samaritans provide a confidential service that allows you to talk through whatever concerns or worries you have, however big or small they might seem. They can help you explore your options, understand your problems better, or can just be there to listen – without pressure or judgement. They are also able to help you talk through any really difficult issues, including if you have been feeling suicidal. The Samaritans are available to listen 24 hours a day, 365 days a year. [Click here for more information.](#)

Shout text services

If you are struggling to cope and need to talk, the trained Shout Volunteers are here for you, day or night. Text SHOUT to 85258 to reach out to them, or visit their [website](#).

Section B (If you are experiencing sexual harassment)

College nurse or Sexual Assault and Harrassment Advisor (SAHA)

All types of sexual assault and harrassment are intolerable, and the University takes this issue very seriously. If you have experienced sexual assault or harrassment, College and University services are available to provide you with emotional and practical support, and to enable you to report the incident or incidents through the student diciplinary procedure or to the police. Please consider talking to either your College nurse or the University's [Sexual Assault and Harrassment Advisor \(SAHA\)](#) in the first instance, to get some initial guidance on the details of the processes, and figure out what is right course of action. Further information on the process for reporting harrassment and sexual misconduct can be found on the [Student Complaints website](#). Further information and resources are available from the SAHA's [student guide page](#).

Section C (If you would like to seek professional help)

University counselling service

Many personal decisions are made and problems solved through discussions with friends or family, a College Tutor or Director of Studies, a Nurse, Chaplain, colleague, line manager or a GP. However, at times it is helpful to seek support away from the familiar daily environment. The University Counselling Service (UCS) exists to meet this need. Seeking counselling is about making a positive choice to get help by talking confidentially with a professionally trained listener who has no other role in your life. The UCS is free for University students, and you are able to [request counselling without a referral](#). The UCS is currently offering counselling through telephone consultations. As the situation develops, please check the [UCS's website](#) for the most up-to-date information.

British Association for Counselling and Psychotherapy:

On this website, counsellors share their thoughts on what can help with the mental health impact of the pandemic. You can also find help on how to get therapy and how therapy can help. For more information visit their [website](#).

BABCP register

The BABCP are the lead organisation for Cognitive Behavioural Therapy (CBT) in the UK and Ireland. Their mission is to advance the theory and knowledge of CBT in order to improve and enhance wellbeing. On [their website](#) you can find brief videos about how CBT works, and seek a therapist who is on the official register of Accredited BABCP. Accreditation means that a CBT therapist has both core professional mental health training or a recognised equivalent; as well as specific CBT training.

Section C (If you would like to talk to someone)

Qwell

Adults who live in Cambridge are eligible to sign-up for a free account with Qwell, an online counselling and wellbeing platform. You can join Qwell immediately and anonymously through any connected device to gain access to the following support: Chat based counselling (Counsellors are available on Qwell between 12pm and 10pm on weekdays and between 6pm and 10pm on weekends), online peer support, self-help resources, and an online magazine. Click [here](#) for more information.

Nightline services (the confidential student-run night-time support service)

To start a chat, just click the button on the nightline website – there is no call display, so your number will remain anonymous. You can chat privately on the external Instant Messaging service. No installation is required, a new window will open in your browser. If you don't have any credit on your phone, you can leave your number and they could call you back. Their email service automatically strips your email address from the message, so you can remain anonymous. However, please be aware that the service will not remove any footers or signatures at the bottom of your email. For more information visit their [website](#) or send an email to email@cambridge.nightline.ac.uk

Good Mood Cafes and Open Door Calm Spaces

Those open sessions are held online each week and are aimed at supporting Cambridge students to connect with other students, learn self-help techniques and build personal strengths. The sessions are run by the Cambridgeshire branch of the mental health charity Mind, in partnership with the NHS and the University. You can sign up to join them by simply sending an email to unigoodlife@cpslmind.org.uk using your university email address, or by filling in the [online registration form](#). See the [University Good Life Project website](#) for more information.

If you would like to talk to people other than you family and friends, but who you know already, do consider your personal tutor, senior tutor, college nurse, welfare staff or your GP

Section E (If you would like to talk to someone and you are outside the UK)

United States: Centers for Disease Control and Prevention (CDC)

This site lists various resources where you can find self-help tips, as well as on where and how to find mental health and well-being support. Click [here](#) for more information.

Australia: Beyond Blue

This site lists various resources where you can find self-help tips, as well as on where and how to find mental health and well-being support. Click [here](#) for more information.

WHO Europe

This site lists various resources where you can find self-help tips, as well as on where and how to find mental health and well-being support. Click [here](#) for more information.

Section F (If you want some general self-care advice)

Cambridge Student Wellbeing Site

This is a great website to learn about how you can support yourself during the COVID-19 pandemic. This site lists various resources on where you can find self-help tips, as well as on where and how to find mental health and well-being support. This site also list most of the resources which are described here on this information sheet, as well as additional ones. For more information click [here](#).

Mind for better mental health

Mind provides advice and support to empower anyone experiencing a mental health problem. They campaign to improve services, raise awareness and promote understanding. Their page has tips to help yourself cope during the pandemic, including ways to support yourself during winter, and also on where and how to find help. Click [here](#) for more information.

Mental Health Foundation

The Mental Health Foundation is part of the national (UK) mental health response during the coronavirus outbreak. They provide some tips that are set out to help you, your friends and your family to look after your mental health. For more information click [here](#).

4 Mental Health (NHS-funded resource)

This website, co-funded by NHS England, which has been designed by a group of people who want to help anyone who is struggling with the very challenging situation we are all in, to feel a bit calmer and find new ways to cope. Click [here](#) for more information.



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