



Flowchart for managing student cases

I'm a member of staff at LSE worried about a student, what should I do?

Is it a general support query?

Examples:

- Homesickness, isolated, lonely, relationship difficulties, bereavement, exam deadline anxieties/stress
- Adjustments support for diagnosed conditions
- Health/ wellbeing/ behaviour that impacts academic work.
- Advise on accommodation/ VISA/ Financial support.

Action:

1. Meet to talk with student/ departmental support.
2. Signpost to relevant LSE service.
3. Send student resources links available from **Cause for Concern (lse.ac.uk)**
See full Cause for Concern brochure for further advice links.

↓ No

Is it a cause for concern?

Examples:

- Suicidal thoughts and/or self-harm
- Changes/concerns around mental wellbeing (e.g. neglect, lack of engagement despite attempts to contact, distressed, withdrawn)
- Substance misuse, eating disorders
- Recent sexual violence, harassment/ bullying whilst at LSE.

Action:

1. Complete a Cause for Concern form to DMHS here **Cause for Concern (lse.ac.uk)**
2. Send student resources for support which can be found on **pages 8-10** of the Cause for Concern brochure (inc., report it stop it if appropriate)
3. Advise GP contact or registration.
4. Direct student to DMHS drop-in service if needed.

↓ No

Is this an emergency/ crisis situation?

Examples:

- Immediate plans to end life
- Any immediate and significant risk to/ from the students or others
- Urgent medical attention is needed (physical or mental health)
- Seeming out of touch with reality/ hallucinations with immediate concern to safety

Action:

1. Call **999**
 2. Inform LSE Security
On campus internal phones: **666**
Off campus/ external phones: **020 7955 6555** (if the issue relating to on campus)
- Afterwards:**
Please complete a Cause for Concern form to DMHS **Cause for Concern (lse.ac.uk)** as soon as possible.
Inform your manager to discuss any further actions.

Other sources of information can be found in the Cause for Concern brochure:

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|-------------------------------------|--------|------------------|--------|
| • Confidentiality information | Page 6 | • Prevent | Page 7 |
| • LSE student services support | Page 8 | • Student death | Page 5 |
| • Safe contacts/Report it, stop it. | Page 9 | • Your wellbeing | Page 7 |
| • Safeguarding concerns | Page 5 | | |