

Crisis Reporting for Learners on Placement

Do you consider the situation to be an emergency?

i.e., A probability of direct, immediate harm to themselves or another.

Learner is missing with no established contact and there is a reason to be concerned for their imminent safety.

YES



Phone emergency services on 999 and UEA Security:

01603 592222 to update them on the situation

(Please also inform your organisations SITE TEAM and your education team)

If an accident and emergency department is on site, please support the learner to access this service.

NO



Do you have concerns about the learner's wellbeing impacting their immediate engagement with placement?

i.e., the learner has expressed thoughts (but no current intent) to harm themselves or someone else or appears to be struggling with their mental health to the level that this is impacting their ability to be on placement.

Do you have concerns regarding a learner who has failed to attend placement?

i.e., the learner is not attending and failing to communicate this to the area.

Contact the UEA Learner Information Zone (SIZ) on 01603 597580 (SIZ offer a wide range of support)

The Placement Concerns inbox is managed by the Practice Education Team (monitored Mon-Fri 9-5): HSC.Placementconcerns@uea.ac.uk

Please also consider the following options:

- If a learner is not well enough to be on placement they can be advised to go home/ take a day off (as we would with physical illness)
- Advise the learner to attend their GP or walk in centre
- Inform the learner that if they cannot maintain their safety to attend A&E
- Encourage the learner to utilise available support out of hours (see General Support Resources below)
- Inform your organisations education team
- Alert the universities wellbeing service by emailing: mentalhealth@uea.ac.uk (monitored Mon – Fri 9-5)

Contact the Practice Education Lead/Link Lecturing Team/Visiting Tutor/Course Director via email with '**URGENT – Learner Concern**' in the title and mark the email as high priority.

Once contact with the learner has been established, please consider the following options:

- Confirm a plan regarding placement with the learner, consider why the learner has failed to attend and if they need to leave placement. If out of hours agree a plan regarding placement until it is possible to discuss with the UEA placement team.
- Encourage the learner to utilise available support out of hours (see General Support Resources below)
- Inform your organisations education team

General Support Resources

If you have a general concern about the learner's welfare, then please in the first instance contact your link lecturer/visiting tutor. You can also signpost the learner to the following UEA support systems:

Encourage/support the learner to complete an online referral to the Student Services:

[UEA Student Services - Online Referral Form](#)

OR contact your faculty Embedded Team via email:

embedded.FMH@uea.ac.uk

University Medical Service: 01603 251600

UEA security: 01603 592222

Samaritans: 116 123

Helpful webpages:

Student services Wellbeing web pages

[UEA Student Services - Wellbeing](#)

Health assured information for 24/7 support for learners

[Health Assured \(uea.ac.uk\)](#)

University Medical Practice web pages

<https://www.umsuea.co.uk/>

National anonymous listening services:

Samaritans:

Call: free phone 116123 (24-hour service) or email jo@samaritans.org

HOPELINEUK:

Call: 0800 068 4141, Text: 07786209697 or Email: pat@papyrus-uk.org

Young Minds:

Text: YM to 85258 - <https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>

SANEline:

Call: 300 304 7000 between 4.30pm and 10.30pm each evening

CALM:

Call: 0800 58 58 58 or webchat service <https://www.thecalmzone.net/help/webchat/>

For all details relating to assessment in practice please visit:

<https://www.uea.ac.uk/groups-and-centres/hsc-practice-education>