

## Welfare and wellbeing support over the Christmas vacation

Whether you're staying in Oxford or travelling home, help is available to support your wellbeing throughout the Christmas vacation. Many mental health services are open all year round, while others will have different opening hours or be closed on some days. There are many welfare resources available for you, all of them free and confidential. If you are staying in college accommodation, your college welfare team may also be offering additional services.

This information will help you to find a mental health service whatever time of the day or night.

### If you feel lonely, anxious or in distress and want to speak to someone

#### Nightline

Independent listening, support and information service run for and by students, offering instant messaging, Skype and telephone support. Open 8pm–2am until 12 December, then closed for Christmas. Re-opening 11 January.

#### How to access

Contact details on the [Nightline](#) website.

#### NHS Mental Health Helpline

Open 24/7 for people in Oxfordshire who need mental health care when their situation is not life threatening.

#### How to access

Contact: T: 0800 783 0119 or 01865 904 997

#### Student Space

Resources for students, including a student support helpline, online chat, text message and email.

#### How to access

Contact: T: 0808 189 5260 (open 4–11pm every day).

[studentspace.org.uk](http://studentspace.org.uk)

#### Samaritans

Independent listening service – always available 24/7.

#### How to access

Contact: T: 116 123 or [online chat](#).

### If you want to speak to a mental health professional now

#### College GP or family doctor (office hours)

Make sure you are registered with a GP in Oxford. College surgeries are open throughout the Christmas vacation except Christmas Day, Boxing Day, New Years Day and weekends. Please speak to them before you leave for the Christmas vacation if you are struggling so they can help to support you. Check the surgery website for opening hours and out-of-hours services. If you are away from Oxford you may be able to access treatment locally as a temporary patient.

#### NHS Mental Health Helpline

Open 24/7 for people in Oxfordshire who need mental health care when their situation is not life threatening.

#### How to access

Contact: T: 0800 783 0119 or 01865 904 997

#### Safe Haven

Oxford Safe Haven offers short-term additional support out-of-hours for people in Oxfordshire, who are experiencing a mental health crisis including suicidal thoughts. Telephone and face-to-face support is available.

#### How to access

Open on Friday-Monday from 6–10pm.

Contact: T: 01865 903037

E: [oxonsafehaven@oxfordhealth.nhs.uk](mailto:oxonsafehaven@oxfordhealth.nhs.uk)

#### Togetherall

The Counselling Service has teamed up with [Togetherall](#) (an NHS-approved service) to provide mental health support 24/7 to students, wherever you are in the world. [Togetherall](#) provides space to connect with other students through online forums, advice and structured self-learning courses. If you are a registered user, you can also talk online to a mental health professional using the 'message a wall guide' feature.

#### How to access

This service is available all year round to all students 24/7, 365 days. To join, register under "I'm from a university or college" with your Oxford e-mail address.

### **If you want to access counselling or therapy**

#### **The Counselling Service**

The Counselling Service will remain open until 18 December and the University has provided additional funding for more counsellors to work during this time. The service will close from 21 December and reopen on Monday 4 January.

#### *How to access*

E: [counselling@admin.ox.ac.uk](mailto:counselling@admin.ox.ac.uk)

The Counselling Service is not an emergency service. We will see you as soon as possible, but cannot provide instant access to a mental health professional. Please refer to other resources in this document for when you need instant or out-of-hours support.

#### **TalkingSpace Plus**

TalkingSpace Plus is a free, confidential NHS service available to anyone over the age of 18, registered with a GP in Oxfordshire. Aimed at people experiencing common conditions including stress, anxiety and depression.

#### *How to access*

Open: Monday-Friday 8am–5pm. [Self-referral](#) or GP referral.

Telephone, online and face-to-face support is available

Contact: T: 01865 901 222

### **If you feel unsafe or suicidal**

#### **Safe Haven**

Oxford Safe Haven offers short-term additional support out-of-hours for people in Oxfordshire, who are experiencing a mental health crisis including suicidal thoughts. Telephone and face-to-face support is available.

#### *How to access*

Open on Friday-Monday from 6–10pm.

Contact: T: 01865 903037

E: [oxonsafehaven@oxfordhealth.nhs.uk](mailto:oxonsafehaven@oxfordhealth.nhs.uk)

#### **NHS Mental Health Helpline**

Open 24/7 for people in Oxfordshire who need mental health care when their situation is not life threatening.

#### *How to access*

Contact: T: 0800 783 0119 or 01865 904 997

### **If you need urgent medical treatment**

If you are in a mental health crisis and need immediate medical treatment for an overdose or serious self-harm you should attend your local Emergency Department. In Oxford this is at the John Radcliffe Hospital in Headington.

Students from self-isolating households or who have tested positive for COVID-19 can still access emergency medical treatment – call ahead and make sure all medical staff are aware of this.

#### *How to access*

Contact: T: 01865 223030, T: 999

Headley Way, OX3 9DU

### **If you're struggling with your household or self-isolation**

#### **Togetherall**

Use [Togetherall](#) 24/7 to connect with other students experiencing similar issues through online forums. You can also access advice and self-learning courses.

#### **Supportive resources from the University**

Our counsellors have produced a series of blogs and podcasts as advice for all students on how to cope with the challenging mental aspects of the pandemic, some of the topics include:

- Managing different attitudes to COVID precautions
- Life in a bubble
- Life in one room
- Self-care in self isolation

[ox.ac.uk/students/welfare/counselling/coronavirus](https://ox.ac.uk/students/welfare/counselling/coronavirus)

#### **Student Space**

Support with connecting with other students, advice on studying and maintaining digital wellbeing during the pandemic plus chat options for support.

[studentspace.org.uk](https://studentspace.org.uk)