

## Welfare and wellbeing support over the Easter vacation

Whether you're at home or in Oxford, help is available to support your wellbeing throughout the Easter 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 are free to access and available to all students. If you are already 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 19 March, then closed for Easter. Re-opening 19 April.

#### 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: NHS 111

#### 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 3pm-12am 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 Easter vacation except the bank holidays and weekends. 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.

If you are overseas you may be able to access your GP via eConsult. Check the surgery website for details.

#### 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: NHS 111

#### 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 throughout the Easter vacation and the University has provided additional funding for more counsellors to work during this time.

The service will be closed over the bank holiday weekend (1-5 April).

#### 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: NHS 111

## 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 220208, 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:

- Locked down, not locked in
- LGBT+ at home
- 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)