

Welfare and wellbeing support over 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. 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 10 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

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.

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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.

How to access

Open 7 days a week from 6–10pm.

Offering face to face and phone crisis support seven days a week (6pm–10pm)

Manzil Resource Building, Entrance 2, Manzil Way, Oxford, OX4 1XE

Phone support on Tuesday, Wednesday and Thursday (12pm–3pm)

Phone: 01865 903 037 (referral line open 5pm–9.30pm)

Email: 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 close from Wednesday 22 December and reopen on Tuesday 4 January.

How to access

Monday 6.30–9pm

Thursday 6.30–8.30pm

Sunday 6.30–8.30pm

ISVA Text support: 07537 432 442

<https://www.ox.ac.uk/students/welfare/counselling>
(includes information, advice and podcasts on mental health and wellbeing)

Email: 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 7 days a week from 6–10pm.

Contact: T: 01865 903037

Email: oxonsafehaven@oxfordhealth.nhs.uk

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How to access

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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.

How to access

Contact: T: 01865 223030, T: 999

Headley Way, OX3 9DU