



**UNIVERSITY  
OF LONDON**  
INTERCOLLEGIATE  
HALLS

# International Hall





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## Support services guide







From the Warden











Dr Saeed Zeydabadi-Nejad  
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<p>For Hall residents The Warden</p> <p><a href="http://www.internationalhall.com/team/warden@internationalhall.com">www.internationalhall.com/team/warden@internationalhall.com</a></p> <p>Available to talk through any questions or difficulties, offer support, help &amp; advice, and signpost to other suitable support services.</p>	<p>For Hall residents <b>IMMEDIATE HELP</b> Duty Senior Member / Manager </p> <p>Contact via Hall reception 20 7822 3007</p> <p>Someone is on call 24 hours a day, every day. Available to talk things over and support you in accessing further help.</p>
<p>For everyone <b>IMMEDIATE HELP</b>  Accident &amp; emergency </p> <p>235 Euston Road, London NW1 2BU Call <b>999</b> for an ambulance if required</p> <p>If you feel you are in imminent danger, attend A&amp;E at University College Hospital. Open 24 hours a day.</p>	<p>For everyone <b>URGENT HELP</b>  NHS 111</p> <p>Call <b>111</b> from any phone (free to call)</p> <p>Speak with a trained advisor who can arrange for a GP or the mental health team to visit, or may advise you to attend A&amp;E.</p>

<p><b>For everyone</b> <b>Samaritans</b></p> <p><u>IMMEDIATE HELP</u></p> <p>Call <b>116 123</b> from any phone (free to call)</p> <p><a href="http://www.samaritans.org">www.samaritans.org</a>   <a href="mailto:jo@samaritans.org">jo@samaritans.org</a></p> <p>46 Marshall Street, W1F 9BF (9am-9pm)</p> <p>A safe place to talk, in your own way, about <i>whatever</i> – phone line open 24 hours a day.</p>  	<p><b>For people under 35</b> <b>HOPEline</b></p> <p><u>IMMEDIATE HELP</u></p> <p>Call <b>0800 068 41 41</b> (free from land lines)</p> <p>Text <b>07 786 209 697</b>   <a href="http://www.papyrus-uk.org">www.papyrus-uk.org</a></p> <p>Confidential support and advice for young people under the age of 35 who may be having thoughts of suicide.</p>  
<p><b>For students</b> <b>Nightline</b></p> <p><u>URGENT HELP</u></p> <p>Call <b>020 7631 0101</b></p> <p>Text <b>07 717 989 900</b>   <a href="mailto:listening@nightline.org.uk">listening@nightline.org.uk</a></p> <p>Confidential listening, support and advice service for students, run by students. Available 6pm-8am every night in term time.</p> 	<p><b>For men</b> <b>CALM (Campaign Against Living Miserably)</b></p> <p><u>URGENT HELP</u></p> <p>Call <b>0808 802 58 58</b></p> <p>Webchat at <a href="http://www.thecalmzone.net">www.thecalmzone.net</a></p> <p>Confidential listening, information and support for men who are down or have hit a wall for any reason. Open 5pm-midnight every day.</p> 
<p><b>For everyone in Camden</b> <b>Camden mental health crisis team</b></p> <p><u>URGENT HELP</u></p> <p><b>NHS</b></p> <p><b>020 3317 6777</b> – if you're a new patient</p> <p><b>020 3317 6333</b> – if the team have helped you before</p> <p>The crisis team helps people whose mental health might be deteriorating to the level that hospital admission may be considered.</p>	<p><b>For everyone</b> <b>SaneLine</b></p> <p><u>URGENT HELP</u></p> <p><b>0300 304 7000</b></p> <p><a href="http://www.sane.org.uk">www.sane.org.uk</a></p> <p>Confidential emotional support and information for anyone affected by mental illness, including friends. 4:30pm-10:30pm daily.</p> 
<p><b>For everyone in Camden</b> <b>IESO (self-referral for online therapy)</b></p> <p><b>NHS</b></p> <p><a href="http://www.iesohealth.com/camden">www.iesohealth.com/camden</a></p> <p>You can refer yourself to receive online assessment and treatment of psychological problems like stress, worry, or low mood. All therapy sessions are delivered online.</p>	<p><b>For everyone in Camden</b> <b>iCope (self-referral for therapy)</b></p> <p><b>NHS</b></p> <p><b>020 3317 6670</b></p> <p><a href="http://www.icope.nhs.uk">www.icope.nhs.uk</a></p> <p>Online self-referral for assessment and treatment for psychological problems, including anxiety, depression and stress.</p>

<p>For everyone <b>Mind Infoline</b> </p> <p>Call <b>0300 123 3393</b>   <a href="mailto:info@mind.org.uk">info@mind.org.uk</a> Text <b>86463</b>   <a href="http://www.mind.org.uk">www.mind.org.uk</a></p> <p>Information about mental health problems, where to get help, medication, and advocacy services. Open 9am-6pm, Mon-Fri.</p>	<p>For everyone <b>Rethink</b> </p> <p><b>0300 5000 927</b> <a href="http://www.rethink.org">www.rethink.org</a></p> <p>Practical advice and information about issues such as different types of treatment for mental health, police, and the Mental Health Act.</p>
<p>For everyone <b>Talk to Frank (National Drugs Helpline)</b> </p> <p>Call <b>0300 123 6600</b> Text <b>82111</b>   <a href="http://www.talktofrank.com">www.talktofrank.com</a></p> <p>Information and confidential advice about drugs. One-to-one webchat with an advisor is available through their website</p>	<p>For everyone <b>Drink Aware</b> </p> <p><b>0300 123 1110</b> <a href="http://www.drinkaware.co.uk">www.drinkaware.co.uk</a></p> <p>Guidance about safe drinking and how to get help if you think you or a friend suffer with problem drinking.</p>
<p>For LGBTQ+ people  <b>Switchboard LGBT+ helpline</b></p> <p><b>0300 330 0630</b>   <a href="mailto:chris@switchboard.lgbt">chris@switchboard.lgbt</a> <a href="http://www.switchboard.lgbt">www.switchboard.lgbt</a></p> <p>Confidential information, support and referral service for LGBTQ+ people. One-to-one chat available through the website. 10am-10pm.</p>	<p>For LGBTQ+ people  <b>London Friend Antidote</b>  </p> <p><b>020 7833 1674</b> <a href="http://www.londonfriend.org.uk">www.londonfriend.org.uk</a></p> <p>Specialist help and advice for LGBTQ+ people worried about alcohol and/or drug issues.</p>
<p>For everyone  <b>B-eat (The UK's eating disorder charity)</b></p> <p><b>0808 801 0677</b>   <a href="mailto:help@b-eat.co.uk">help@b-eat.co.uk</a> <a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a></p> <p>Information and help with eating disorders.</p>	<p>For everyone  <b>Helpguide</b></p> <p><a href="http://www.helpguide.org">www.helpguide.org</a></p> <p>An online guide to mental and emotional health. Reliable and understandable information.</p>

<p>For people under 25 <b>The Mix</b> </p> <p><b>0808 808 4994</b>   1-2-1 chat via website <a href="http://www.themix.org.uk">www.themix.org.uk</a></p> <p>Free helpline for young people to talk about any issue that's troubling them. Very good information sections on website. 11am-11pm.</p>	<p>For everyone <b>Student Minds</b> </p> <p><a href="http://www.studentminds.org.uk">www.studentminds.org.uk</a></p> <p>Mental health charity empowering students to look after their own mental health, support others, and create change.</p>
<p>For everyone <b>Mood Gym</b> </p> <p><a href="http://moodgym.com.au">moodgym.com.au</a></p> <p>An interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety. Costs <b>\$39</b> (Australian) for 1 year.</p>	<p>For everyone <b>Students Against Depression</b> </p> <p><a href="http://studentsagainstd Depression.org">studentsagainstd Depression.org</a></p> <p>Information and resources (validated by health professionals, plus tips from students who have experienced it) to help you identify low mood or depression and then find a way forward.</p>
<p>For everyone <b>Big White Wall</b> </p> <p><a href="http://www.bigwhitewall.com">www.bigwhitewall.com</a></p> <p>Safe, anonymous peer-support community: an online mental health &amp; wellbeing service including self-help programmes and creative outlets. Costs <b>£9.99/month</b> but some students at some colleges have free access.</p>	<p>For everyone <b>Smiling Mind</b> </p> <p><a href="http://app.smilingmind.com.au">app.smilingmind.com.au</a></p> <p>Aims to help build mental health and wellbeing through positive, pre-emptive tools based on mindfulness meditation. Developed with input from psychologists and health professionals.</p>
<p>For students registered at practice <b>20 Gower Street practice (GP)</b> </p> <p>20 Gower Street, WC1E 6DP <b>020 7467 6800</b></p>	<p>For UCL students <b>UCL health centre (GP)</b>  </p> <p>8 Ridgmount Street, WC1E 7AA <b>020 7387 6306</b></p>

<p>For Kings' College students <b>King's College health centre (GP)</b></p> <p>3<sup>rd</sup> Floor Macadam Building, WC2R 2LS <b>020 7848 2613</b></p>  	<p>For LSE students <b>LSE health centre (GP)</b></p> <p>2<sup>nd</sup> Floor, Tower 3, Clement's Inn, WC2A 2AZ <b>020 7611 5131</b></p>  
<p>For UCL students <b>UCL Student Psychological Services</b></p> <p>Ground Floor, 3 Taviton Street, WC1H 0BT <b>020 7679 1487</b> <a href="http://www.ucl.ac.uk/student-psychological-services">www.ucl.ac.uk/student-psychological-services</a></p> 	<p>For Kings' College students <b>King's College Counselling Service</b></p> <p>1<sup>st</sup> Floor Macadam Building, WC2R 2LS <b>020 7848 7017</b> <a href="mailto:counselling@kcl.ac.uk">counselling@kcl.ac.uk</a> <a href="http://www.kcl.ac.uk/campuslife/services/counselling">www.kcl.ac.uk/campuslife/services/counselling</a></p> 
<p>For LSE students <b>LSE Student Counselling Service</b></p> <p>4th Floor, Tower 2, Clement's Inn, WC2A 2AZ <b>020 7852 3627</b> <a href="mailto:student.counselling@lse.ac.uk">student.counselling@lse.ac.uk</a> <a href="http://www.ucl.ac.uk/student-psychological-services">www.ucl.ac.uk/student-psychological-services</a></p> 	<p>For SOAS students <b>SOAS Student Counselling Service</b></p> <p>Rm SL48, Senate House N. Block, WC1H 0XG <b>020 7074 5015</b> <a href="mailto:studentadviceandwellbeing@soas.ac.uk">studentadviceandwellbeing@soas.ac.uk</a> <a href="http://www.soas.ac.uk/counselling">www.soas.ac.uk/counselling</a></p> 
<p>For Birkbeck students <b>Birkbeck Counselling Service</b></p> <p>Room G26, Birkbeck, Malet Street WC1E 7HX <b>020 3907 0700</b> <a href="mailto:counselling-services@bbk.ac.uk">counselling-services@bbk.ac.uk</a> <a href="http://www.bbk.ac.uk/student-services/counselling-service">www.bbk.ac.uk/student-services/counselling-service</a></p> 	<p>For QMUL students <b>QMUL Advice &amp; Counselling Service</b></p> <p>Ground Floor, Geography Building, E1 4NS <b>020 7882 8717</b> <a href="http://welfare.qmul.ac.uk">welfare.qmul.ac.uk</a></p> 

<p>For City students <b>City Student Counselling Service</b></p>  <p>E112, Drysdale Building, Northampton Sq, EC1V 0HB <b>020 7040 8094</b> <a href="mailto:coun@city.ac.uk">coun@city.ac.uk</a> <a href="http://www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service">www.city.ac.uk/current-students/health-wellbeing-sport/student-counselling-and-mental-health-service</a></p>	<p>For RVC students <b>RVC Counselling Service</b></p>  <p>(Offices at Camden &amp; Hawkshead campuses) <b>01707 284 453</b> <a href="mailto:rvccounselling@herts.ac.uk">rvccounselling@herts.ac.uk</a> <a href="http://www.rvc.ac.uk/study/support-for-students/health-and-wellbeing/counselling#panel-how-to-book-an-appointment">www.rvc.ac.uk/study/support-for-students/health-and-wellbeing/counselling#panel-how-to-book-an-appointment</a></p>
<p>For RCSSD students <b>RCSSD Counselling Service</b></p>  <p>Student Advice Service, Ground Floor, Main Building <b>020 7559 3900</b> <a href="mailto:counselling@cssd.ac.uk">counselling@cssd.ac.uk</a> <a href="http://www.cssd.ac.uk/content/counselling">www.cssd.ac.uk/content/counselling</a></p>	<p>For Courtauld students <b>Courtauld Counselling Service</b></p>  <p><a href="mailto:counselling@courtauld.ac.uk">counselling@courtauld.ac.uk</a></p>

# Recommended smartphone apps

Search in the Google Play Store or Apple App Store for these apps by name. We haven't included links because these can change.

## Stress & anxiety

### Stress & Anxiety Companion

Learn about cognitive behavioural therapy (CBT), record and challenge thoughts, create personal flashcards and access relaxation & mindfulness exercises.

Suitable for people experiencing mild to moderate anxiety or stress.

### Pacificia

Track your mood and health behaviours (sleep, diet, alcohol) over time, set daily goals, record thoughts, access relaxation exercises and connect with others in groups centred around different problems.

Suitable for people experiencing mild to moderate stress, anxiety or low mood.

### ReachOut Worry Time

Self help exercises to help you schedule a "time to worry", to improve awareness of thought patterns and let go of unhelpful worries – all based on CBT techniques. Suitable for people experiencing mild to moderate anxiety or stress.

### SAM

Aims to help you understand and manage anxiety.

### Mindshift

Aims to help you take control of your anxiety, with strategies for managing everyday anxiety to tools to help with more specific aspects of anxiety.

## Depression & low mood

### Catch It

This cognitive behavioural therapy-based app helps you learn how to notice feelings, rate emotions, and monitor & challenge thoughts. The emphasis is on thought-challenging techniques.

Suitable for mild to moderate low mood and depression.

## Sleep

### CBT-i

A cognitive behavioural therapy-based app designed to help you to make practical changes to manage and improve sleep.

## Alcohol management

### DrinkAware

Helps you to set goals and make practical changes around alcohol consumption. Has an alcohol diary where you can track alcohol use & calculate money spent on alcohol.

## Mindfulness & relaxation

### Stop, Breathe, Think

Short mindfulness and meditation exercises with good graphics. You can choose different audios depending on mood, and rate your mood before and after.

Suitable for anyone experiencing mild to moderate stress, anxiety or low mood.

### Headspace

A very user-friendly app for mindfulness. Ten free mindfulness exercises with audio and excellent graphics. Advanced exercises require subscription fee. Sessions fit into everyday life, and the app offers reminders and a personal progress page.

Suitable for anyone experiencing mild to moderate stress, anxiety or low mood.

### Calm

A beautifully designed app with guided audio meditation, relaxation and mindfulness tracks & exercises. The app opens with view of the sea and sound of waves.

Suitable for people experiencing stress or mild anxiety or low mood.

### Buddhify

A beautifully designed and colourful app with guided meditations for situations like "can't sleep", "waking up", "feeling stressed", "difficult emotions" and many more.

Costs **£4.99**.

### Insight Timer

Join a community of meditators (more than 2.6 million of them!). Keep track of your meditation sessions and progress. Access more than 6,000 free guided audio meditations, as well as background music.

Join specific interest groups of other meditator.

The app is free (including all the guided meditations), but you can unlock some extra features with in-app purchases.

### Smiling Mind

Aims to help build mental health and wellbeing through positive, pre-emptive tools based on mindfulness meditation. Developed with input from psychologists and health professionals.

## Post-traumatic stress

### PTSD Coach

This app can help you to understand and manage post-traumatic stress disorder (PTSD) symptoms. Provides accurate, evidence-based information on PTSD. You can monitor and assess symptoms, learn techniques and exercises to reduce strong emotions, and promote self-soothing.

This app is designed for American military veterans, so some references and links will not be applicable to everyone.

## Eating disorders

### Recovery Record

A CBT-based app for eating disorders. Enables users to record meals, thoughts & feelings; create customisable meal plans and personal goals. Can track progress through questionnaires. Has as a virtual rewards system, gives personal reminders, and user can link up to a clinician and community that can offer real-time feedback and support. Recommend for use during therapy and self-management post-therapy. Knowledge of CBT helpful for using app.



## Suicide prevention

**If you feel suicidal, or if you're worried about someone else who might be, please don't just rely on an app! Talk to a professional as soon as possible – or call an ambulance if it's an emergency.**

### Stay Alive

Help and support to people who are feeling suicidal and to people concerned about someone else.

The app will help you to create a safety plan and learn strategies for staying safe. There is a "LifeBox" facilities where you can upload photos that remind you of reasons to stay alive.

Provides links to other support services and a location-enabled function to show you support services near where you are.

### Jason Foundation – a friend asks

Information and resources to help yourself or someone you know to prevent suicide.

Includes a "get help now" feature for crisis situations.