

Department	Language in Action	Implementation Date	1 st June 2026
Official name of the policy	LiA Mental Health First Aid Policy	Last Reviewed/Update Date	17 th June 2026
Policy Owner	Adam Ennis (Head of Juniors)	Approval Date	17 th June 2026
Policy Approver	Giulia Mella (Group Safeguarding & Prevent Coordinator) & Emiliano Sallustri (Managing Director ELT – DSL)	Next Review	1 st June 2027

LiA Mental Health First Aid Policy

Purpose

This policy sets out how students, staff and group leaders can access mental health and mental health crisis support while taking part in Language in Action summer programmes in the UK. It sits alongside the Malvern International PLC Group Safeguarding & Prevent Policy and the Language in Action Safeguarding & Prevent Operational Implementation Addendum and is implemented together with these policies.

The policy focuses on early support, clear escalation routes, and practical access to specialist services where a student, staff member or group leader is struggling with their mental health or may be in crisis during their time with Language in Action.

Scope

- All Language in Action summer centres in the UK.
- All enrolled students on programme.
- All Language in Action staff.
- Group leaders travelling with student groups.
- University partner and accommodation provider staff where they are part of the local welfare response.

Key Roles and Responsibilities

DDSL

At each centre, the DDSL is either the Centre Manager or the Campus Coordinator. The DDSL is Specialist Safeguarding trained and receives mental health awareness input as part of pre-season training, with Mental Health First Aid-trained support available at Head Office level. The DDSL will:

- Listen calmly, respond promptly and take concerns seriously.
- Assess immediate risk and decide whether emergency action is required.
- Put in place immediate support and reasonable protective measures.
- Record concerns, actions taken, advice sought and follow-up arrangements.
- Liaise with the LiA DSL where concerns overlap with safeguarding issues.
- Contact parents, guardians, emergency contacts and external professionals as appropriate.

Language in Action Designated Mental Health First Aid Lead

Jamina Coyne, Academic Programme Manager, is the designated lead for Mental Health First Aid support and works closely with the centre Welfare Officers and Giulia Mella on escalation and referrals.

All Staff

- Treat any disclosure or observed concern seriously.
- Report concerns immediately to the DDSL.
- Never promise confidentiality where there is a risk of harm.
- Stay with a student in crisis unless relieved by an appropriate colleague or emergency professional.

- Follow emergency and safeguarding procedures without delay.

How Students Access Support at Centre

- Speak to any member of staff.
- Speak directly to the DDSL.
- Speak to their group leader.
- Ask reception or accommodation staff for help.
- Use emergency numbers or NHS services out of hours.

Early Support Response

- Meet privately and calmly.
- Establish immediate needs and risks.
- Consider anxiety, homesickness, trauma, self-harm thoughts, bullying, sleep deprivation and related concerns.
- Agree practical support measures.
- Seek healthcare support if required.
- Record actions and notify Jamina Coyne for complex or recurring cases.

Escalation Routes

Level 1: Concern Requiring Welfare Monitoring

Examples include homesickness, anxiety, low mood, friendship issues and culture shock.

- DDSL provides first-line support.
- Agree a support plan and review point.
- Inform group leaders or parents where appropriate.
- Escalate if concerns worsen.

Level 2: Significant Concern Requiring Professional Advice

Examples include panic attacks, self-harm without immediate danger, trauma reactions and persistent low mood.

- DDSL supervises the student.
- Contact Jamina Coyne and NHS 111.
- Arrange GP or urgent healthcare support.
- Inform parents and group leaders unless safeguarding concerns prevent this.
- Maintain clear records.

Level 3: Mental Health Crisis or Emergency

Examples include overdose, active suicidal intent, psychosis or situations where the student cannot be kept safe.

- Call 999 or attend A&E immediately.
- Call NHS 111 for urgent mental health advice where appropriate.
- Do not leave the student alone.
- Remove obvious means of harm if safe to do so.
- Inform the DDSL and Jamina Coyne immediately.
- Inform the LiA DSL without delay through the safeguarding escalation chain (LiA Safeguarding Addendum, Section 8) and assess with the DSL whether the Critical Incident Response Policy is to be activated.
- Record all actions taken.

External Support Services and Practical Contacts

Service	Who it is for	Contact	Availability / Notes
Emergency services	Anyone in immediate danger	999	Life-threatening emergencies only.

NHS urgent mental health support	All ages	Call 111 and select the mental health option	Urgent advice where it is not a 999 emergency.
Childline	Under 19s	0800 1111 / childline.org.uk	Free confidential support.
Samaritans	Anyone needing emotional support	116 123 / samaritans.org	24/7 listening support.
Shout	Anyone in crisis	Text SHOUT to 85258	24/7 text support.
PAPYRUS HOPELINE247	Under 35s and supporters	0800 068 41 41	Suicide prevention support.
Mind Infoline	Anyone seeking information	0300 123 3393	Typically Mon–Fri, 9am–6pm.

Guidance for International Students

- Explain what 111, 999 and A&E are.
- Explain available UK support services.
- Clarify that some services offer listening support rather than treatment.
- Reinforce safeguarding and reporting procedures.
- Explain information-sharing requirements where safety is concerned.

Confidentiality and Information Sharing

Mental health concerns must be handled sensitively and shared only on a need-to-know basis. Confidentiality cannot be guaranteed where there is a risk of harm or safeguarding intervention is required.

Recording and Follow-Up

- Date, time and location of concern.
- What was seen, heard or disclosed.
- Risk factors identified.
- Advice sought.
- Actions taken.
- Communication with parents, guardians and group leaders.
- Review dates and outcomes.

Staff Support

This policy also applies to staff and group leaders who require mental health first aid support during the summer programme.

Training and Implementation

- Display DDSL information around centres.
- Provide emergency contact information and posters.
- Brief staff and group leaders on escalation routes.
- Ensure safeguarding teams understand links with related policies.
- Maintain up-to-date local health service lists.