

## Mental Health Procedure

Victoria Guardianship has specialist psychology staff who can identify and advise students on mental health issues. Victoria Guardianship also has regular communication and company training with UK child mental health agencies and charities, and arranges for specialist psychologist intervention for students who require more professional mental health guidance.

All guardians are trained to be aware of a range of behavioural changes and to communicate regularly with the student about their recent school experience, how they are feeling and whether they are facing any difficulties. Prior to the start of term, the guardians will introduce themselves to the student's teacher and housemaster and learn about the school's pastoral care.

The guardians will pay attention to any unusual behaviour of the student and report it to the Victoria Guardianship Senior Management Team immediately. The guardian will contact the student's teacher and housemaster as required to understand what has happened, and will inform the student's parents as soon as possible and ask them about the student's situation.

For students who may have emotional instability, the guardian must contact the school teacher and housemaster for attention and psychological support. If the school's intervention does not have any effect, Victoria Guardianship will arrange for a psychological staff to contact the student by telephone or directly to the school to evaluate and discuss with the parents if the student needs the intervention of a professional psychologist. In case of emergency, Victoria Guardianship arranges for the student to leave the school and stay with a host family.

Victoria Guardianship's training for host families includes the importance of identifying the student's behaviour and how to deal with any abnormalities and contact the relevant staff. For example, if a student does not talk to anyone for several days or eats very little, try to communicate with the student if there are any recent worries and in the process determine if the student has a psychological disorder. If there is a problem that the host family is unsure of how to deal with, they should inform the Victoria Guardianship Senior Management Team immediately. If the student requires intervention from a third party, the family will cooperate in the treatment of the student.

There may be instances where Victoria Guardianship is asked to remove a student with mental health issues from a school setting. Victoria Guardianship will work with the student's school to support the student in the best way possible.

In the event of a request to remove a student with a mental health issue from school, Victoria Guardianship will ask a member of school staff to complete and return the student removal form (see appendix 1) before removing the student from the school. This is to

ensure that Victoria Guardianship has enough information about the circumstances leading up to the removal of the student in order to support the student suitably, and to ensure all appropriate steps have been taken up to that point.

Victoria Guardianship has a comprehensive system to identify and address student mental health concerns, with a focus on proactive communication, professional intervention, and collaboration with schools, parents, and host families.

### **Parental Involvement in Support**

Parents play a key role in supporting their child's mental health. If a student shows signs of emotional instability, or if a serious concern arises:

**Regular Updates:** The guardians will communicate promptly with parents to inform them about the student's condition and any actions being taken.

**Professional Guidance:** If a school's psychological intervention proves insufficient, Victoria Guardianship will arrange for its specialist psychological staff to assess the student and discuss next steps with the parents.

**Emergency Situations:** Should an emergency arise—such as the student needing to leave school for their well-being—Victoria Guardianship will coordinate with parents to ensure the student is supported appropriately.

### **Parental Collection of the Child**

At any point, if deemed necessary for the student's welfare, parents may be asked to come and collect their child to provide direct support.

This could occur in situations where:

- 1.The student's mental health challenges are severe and require their parents' presence.
- 2.Professional advice suggests that the student's recovery would be more effective in their home environment.
- 3.The parents' involvement is critical to addressing underlying issues contributing to the student's condition.

Victoria Guardianship prioritizes the student's well-being and ensures parents are actively engaged in decisions affecting their child's care.

### **Appendix 1: Student Removal Form**

In order for Victoria Guardian to support our student as best as possible, we would appreciate it if you could complete the following student removal form.

Please note that a representative of Victoria Guardian will not be able to collect the student until this form has been completed and returned to us by email:  
junyi.xiao@victoriaguardian.co.uk.

School Name	
Student Name	
Date of Birth	
Reason for request of removal of student	
Has the student been assessed by a medical professional?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Date of assessment if applicable.	
Please provide a summary of assessment if applicable.	
Is the student at risk of harm to themselves?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Name	
Position	
Date	