

Student Wellbeing Service Welcome leaflet

Welcome to the Student Wellbeing Service. This leaflet tells you what to expect from our service. Whether you're feeling overwhelmed, need a space to talk, or want help making a plan – reach out. You don't have to do it alone.

What We Offer and Our approach.

We provide **non-clinical, short-term wellbeing support** to all students across the University. Our service is flexible, and focused on helping you stabilise, make plans, and link in with other appropriate resources.

As part of the university's suicide safer approach, we aim to reduce the risk of suicide for all students. We do this by asking every student about thoughts of suicide. We do this to normalise conversations about suicide and so that all students know this is a safe place to talk.

Key Features:

- A meeting with one of our wellbeing advisers. This may consist of one wellbeing meeting or regular meetings over a short period.
- We can meet you in person or online on teams or by phone.
- Support tailored to you: from sleep and self-care routines to social connection and stress.
- A safe space to talk and reflect on challenges.
- Collaborative action planning and goal setting.
- Safety planning, when needed. A safety plan is a tool for helping someone navigate suicidal feelings and urges.
- Access throughout your time at university – you're always welcome to return, each period of support is always short term.
- If you have specific accessibility requirements or adjustments. Please let us know.

Your first appointment is a chance to meet one of our Wellbeing Advisers and have a wellbeing conversation. You can talk about what you are struggling with just now, and what you would like to focus on, and together we can come up with a wellbeing plan.

What We Expect From You

To make the most of the service, we ask that you:

- Attend sessions regularly and on time
- Let us know in advance if you can't make an appointment (ideally more than 24 hours before).
- Communicate openly with us if you feel the service isn't the right fit or timing

We understand that sometimes it might not be the right time for you to access that service. If you do not attend appointments, or reply to emails, we may close your referral – but you're always welcome to return when you're ready.

In some situation's if we are concerned for your wellbeing, we will keep trying to reach you until we get a response. The university takes a suicide safer approach, and may consider escalating to your GP or Trusted contact in the event of a missed appointment if we are concerned about your safety and/or wellbeing.

How We Work With Others

The information you provide to us is confidential, with some exceptions.

The Student Wellbeing Services works in collaboration with other areas of the University, including your student support team and University Professional Services. This forms part of a whole of university approach that is required to ensure our students receive the best quality support.

We provide a notification to Student Support Teams, so they are aware that you are working with our service. We do not automatically share the content of your referral with Student Support teams.

In all instances where information sharing is required, we will take all appropriate steps to discuss this with you in advance, however there may be situations where this is not possible if we have immediate or heightened concern your safety, or the safety of someone else.

Where there are heightened concerns about your wellbeing – including safety or academic progression, we will liaise with the appropriate teams in the University to ensure that you are adequately supported.

If we have a heightened concern for your safety, then we may provide an update to your medical professional, health and social care, or police. We may also reach out to your Trusted Contact (see the Trusted Contact Guidance)

Please discuss with your wellbeing adviser, or a member of our team, if you have any questions about information sharing.

Link to our Privacy Statement here

[Privacy statement information](#) | [Student Wellbeing Service](#) | [Student Wellbeing Service](#)
