

# UWE Wellbeing Service

## Information to help prepare new students for university life



Being prepared and equipped with skills to manage university life can assist in building ongoing resilience and confidence when managing challenges.

Leaving home for university can be both an exciting and daunting time for students and their families. The process of embracing independence starts from preparation to arrival at university. When term begins, university life offers numerous opportunities for students to have new experiences. However, like any transition, sometimes it takes a little time to adjust.

Key areas to help prepare for university life include:

- Managing expectations (new environment, relationships, ability to study, homesickness, money, unexpected elements of stress)
- How to manage day to day life and take care of yourself
- How to create an appropriate work /life balance

### Encourage the student to look after themselves

- What do they usually do to relax or feel better?
- What have they found useful to cope with difficult experiences in the past?
- Who would be a good person to talk to with? Friends, family, partner, flatmates?
- What could they do to look after themselves? Exercise, food, sleep?
- Developing a routine & structure to their week
- Ask for help if things are difficult

### Enrolling with a GP

- **The University Health Centre** is located on **Frenchay Campus**. All students are encouraged to register with a GP online:  
<http://www1.uwe.ac.uk/students/healthandwellbeing/universityhealthcentre>
- Alternatively, local a GP can be found through the following link:  
<http://www.nhs.uk/Service-Search/GP/LocationSearch/4>
- Out of hours GP: **111**
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### Support at UWE

- **UWE InfoPoints** can book appointments with Student Support Advisers, Money Advisers, and Disability Advisers etc. Students can drop in, go to [www.uwe.ac.uk/students/informationpoints](http://www.uwe.ac.uk/students/informationpoints) or call **0117 32 85678**
- **Faith and Spirituality** offers pastoral care for people of all faiths or none. Chaplains from a range of faiths are also available for advice and guidance. Please email [faith@uwe.ac.uk](mailto:faith@uwe.ac.uk), call 0117 32 82334 or drop into The Community Hub, Frenchay, Monday – Friday 9.30am – 4.30pm
- **Study Support** is available including Peer Assisted Learning (PALs), online and one-to-one study skills via [www.uwe.ac.uk/students/studysupport](http://www.uwe.ac.uk/students/studysupport)
- **Emotional resilience workshops**: run by students for students [www.uwe.ac.uk/resilience](http://www.uwe.ac.uk/resilience)
- **Personal Tutor**: students are usually allocated a personal tutor who have both an academic and pastoral role and are located within the student's faculty

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- **Accommodation:** Onsite accommodation managers and wardens are available to support students with any difficulties they may have in accommodation <http://www1.uwe.ac.uk/students/accommodation/accommodationenquiries.aspx>
- **Disability Service** can provide reasonable adjustments for students with medical evidence of a mental health condition; dyslexia; specific learning difficulty, physical disability or medical condition. Students can book an appointment with a Disability Adviser, through the InfoPoint
- **If difficulties affect ability to complete an assessment**, students with medical evidence (including mental health conditions) might be able to apply for [adjustments to their assessment](#) or [extenuating circumstances](#) or five working day extension through the UWE InfoPoint website above

### Accessing the UWE Wellbeing Service

The Wellbeing Service offers students short term Counselling, Mental Health and Specialist Mentoring support for students during their studies:

- The online registration form can be found at our website: [www.uwe.ac.uk/wellbeing](http://www.uwe.ac.uk/wellbeing)
  - Telephone to speak to the admin team: **0117 32 86268**
  - Use the QR code
- Students can **self-refer** anytime during their studies
  - Duty Practitioners are available: Monday – Friday, 2pm - 4pm for urgent enquiries. Tel: **0117 32 86268**



This is a confidential service; we are unable to discuss information in relation to students accessing the service, unless we have their written consent to do so

### If a student needs help immediately

- **Bristol Mental Health Crisis Service:** 0300 55 0334 [www.bristolmentalhealth.org](http://www.bristolmentalhealth.org) this is a 24/7 NHS service. Students can self-refer or you can call and refer them.
- **Samaritans:** 24 hour listening service free to call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)
- **Bristol Mind:** 0808 808 0330 (Wed-Sun 8am-2pm) [www.bristolmind.org.uk](http://www.bristolmind.org.uk)
- **Out of hours GP:** 111
- **UWE Security:** 86404
- **Police:** for emergency calls 999, for non-emergency calls 101

