

Wellbeing Information and Guidance for Staff

Warning signs of stress and anxiety

The vast majority of students will generally enjoy their time at university! There will be ups and downs but this is perfectly normal and to be expected. However, there may be occasions when they struggle more than is expected and the following signs can indicate when someone is struggling to cope:

- a persistent lack of energy or feelings of tiredness/fatigue
- a generalised feeling of restlessness and agitation
- feeling tearful
- not wanting to talk to or be with people, not engaging with their course
- not wanting to do things they usually enjoy
- using alcohol or drugs to cope with feelings
- finding it hard to cope with everyday things.

Look out for any change in behaviour and how they are looking after themselves (e.g. dirty clothes, cleanliness, looking withdrawn, loss of weight, etc.) especially around the pressure points.

- as soon as students arrive – homesickness, settling into accommodation, making friends, feeling overwhelmed, away from family and friends, academic pressure
- mature students returning to study, juggling family life/childcare or other caring responsibilities
- first assignments/first exams
- the 6 week dip, when the honeymoon period is over!
- returning after Christmas
- issues on placement
- dissertations/final projects.

The student may raise issue/s with you but if they do not and you are concerned, ask them if there is anything they are struggling with. Don't ask in a group session but in a one-to-one. It is important to remember that there may be a number of issues causing stress and anxiety for the student and not just one factor. There is a lot of wellbeing support available at BU. Where possible, try to ascertain the key issue/s and refer them accordingly. The table here provides a list of issues and suggested referral routes.

Students in crisis

If you feel that there is an urgent issue and you are unsure what to do, contact Student Wellbeing.

If there is an **immediate concern for the safety of a student or others** refer to Emergency Services as soon as possible.

- on campus - 222 (01202 962222 from a mobile) to call emergency services and alert SIO/DCO
 - off campus - 999 to call emergency services and 01202 962222 to alert SIO/DCO
- The emergency services will normally contact next of kin and not BU staff.

If there is a **non-urgent student issue**, you or the student can email: serious@bournemouth.ac.uk (e.g. an ambulance called via 222 but no urgent action required by BU).

- police issues must be reported to Mandi Barron who will act as point of liaison for the police
- when reporting an issue, please keep those involved in the email trail to an absolute minimum for reasons of confidentiality.

Ways for the student to improve wellbeing

- 5 steps to mental wellbeing: explore five things that, according to research, can boost your mental wellbeing at: www.nhs.uk/conditions/stress-anxiety-depression/pages/improve-mental-wellbeing.aspx
- watch drinking limits
- eat healthily
- take medication regularly
- play sport/take up a musical instrument
- join a club/take part in some volunteering
- avoid dangerous substances.

Finance	AskBU T: 01202 969696 E: askBU@bournemouth.ac.uk SUBU Advice T: 01202 965779 E: subuadvice@bournemouth.ac.uk
Immigration/Tier 4 Visas	AskBU T: 01202 969696 E: askBU@bournemouth.ac.uk
Housing	Residential Services T: 01202 961671 E: accommodation@bournemouth.ac.uk SUBU Advice T: 01202 965779 E: subuadvice@bournemouth.ac.uk
Health/Sexual Health	GP/Pharmacies where the student is registered Sexual Health Clinic drop-in at The Junction and Bournemouth Hospital
Crime	Universities Police Team T: 101 Estates (if on campus) T: 01202 965515 Victim Support Drop in service for students located at The Base, Poole House, second Tuesday of each month
Sexual Assault	The Shores Dorset Sexual Assault Referral Centre (SARC) Madeira Road T: 01202 552056 Dorset Rape Crisis if not a recent incident
Homesickness, Loneliness, Isolation	Chaplaincy T: 01202 965383 E: chaplaincy@bournemouth.ac.uk Student Support & Engagement Coordinator Sarah Lovett T: 07718 118975 E: slovett@bournemouth.ac.uk Student Support Office, W304 (Mon - Fri: 9am - 3.30pm) Res Life Team & Welfare Coordinators SUBU e.g. Clubs & Societies, Volunteering, SportBU/Music & Art Student Wellbeing T: 01202 965020 E: studentwellbeing@bournemouth.ac.uk
Low Self-Esteem, Relationship Issues, Bullying, etc.	Chaplaincy T: 01202 965383 E: chaplaincy@bournemouth.ac.uk Student Support & Engagement Coordinator Sarah Lovett T: 07718 118975 E: slovett@bournemouth.ac.uk Student Wellbeing T: 01202 965020 E: studentwellbeing@bournemouth.ac.uk SUBU Advice T: 01202 965779 E: subuadvice@bournemouth.ac.uk Relate T: 01202 311231 www.relate.org.uk
Bereavement	Chaplaincy T: 01202 965383 E: chaplaincy@bournemouth.ac.uk Student Wellbeing T: 01202 965020 E: studentwellbeing@bournemouth.ac.uk CRUSE Bereavement Care T: 01202 302000 www.crusebereavementcare.org.uk
Any Mental Health Condition including: • Depression • Anxiety • OCD • Post-Traumatic Stress Disorder • Phobias • Psychosis	Student Wellbeing T: 01202 965020 E: studentwellbeing@bournemouth.ac.uk GP Surgery where the student is registered The Retreat over 18s with a self-defined crisis. Hahnemann House (Mon - Thurs: 4.30pm - midnight, Fri - Sun: 6.30pm - 2am) Walk-in facility but referral through Student Wellbeing Steps2Wellbeing www.steps2wellbeing.co.uk Big White Wall digital mental health and wellbeing service offering safe, anonymous online support available 24/7 Samaritans T: 116 123 (Freephone)
Eating Disorders	GP Surgery at Talbot an eating disorders specialist for registered students Beat national eating disorder group T: 0808 801 0677
Drugs & Alcohol	Student Wellbeing referral to Young Adults Drug & Alcohol Service (YADAS) via Student Wellbeing Alcoholics Anonymous T: 0800 9177650 Narcotics Anonymous T: 0300 999 1212