Student Health and Wellbeing Services

The Student Health and Wellbeing Services provides information, advice and guidance on a wide range of student support issues, allowing you to maximise your potential whilst at university. Our Services are without charge and are available to all current students.

We also provide a wellbeing consultancy service for those who are concerned about the wellbeing of a Newcastle University student. If you would like to speak to our wellbeing consultancy team call 0191 208 3333.

The Student Health and Wellbeing Services are located in King’s Gate – an accessible site at the heart of the campus. The Student Services Helpdesk for our service is on level 2 of King’s Gate and is managed by the Customer Services Team. The team will be able to answer many of your questions directly, provide expert advice and signpost you to colleagues, if needed.

The Student Services Helpdesk is open 08.55 – 17.00 on weekdays (except on Wednesdays when it opens at 09.55). The service is open throughout the year, except on bank holidays and during the University Christmas closure.

To enquire about any of the information featured in this brochure please contact us:

Tel: +44 (0)191 208 3333
Web: www.ncl.ac.uk/students/wellbeing
Contents

04 Wellbeing Consultancy Service
04 Counselling
06 Support for students with long-term mental health conditions
06 Support for disabled students
07 Specialist learning support
08 Disabled Students’ Allowance
08 Help with your finances
10 Spirituality, faith and religion
10 Sport
11 Student Health and Wellbeing Services events
11 Healthcare
11 Other support for students at Newcastle
Wellbeing Consultancy Service

We recognise that the wellbeing of our students can be as important to those around them as it is to the students themselves. The Wellbeing Consultancy Service is a telephone service available to anyone with concerns about the physical or mental wellbeing of a Newcastle University student.

Callers are provided with advice and guidance on how best to help our students and mitigate any risk. We do encourage students to engage with their existing support networks where appropriate, such as family and friends. Where required, we will follow our safeguarding procedures to ensure the safety of the individual in question.

If you’re a parent, family member or friend of a Newcastle University student and have a serious concern about their wellbeing, and you feel they’re unlikely to engage with the Student Health and Wellbeing Services themselves, you can contact a member of the team on 0191 208 3333 during office hours (Monday-Friday 9am-5pm) for advice.

Counselling

The counselling service aims to support your academic success through provision of time focussed counselling and to facilitate access to long term counselling or specialist mental health care, when necessary.

To establish whether counselling with us will best meet your needs, we ask you to attend an assessment appointment with one of our therapists. The wellbeing of students is a priority at Newcastle University and, as such, schools are supportive of students accessing appointments with the service.

Assessment appointments

During the assessment appointment, we’ll discuss the range of support available to you and which option might best suit your needs. This could include time focused counselling, attending a psycho-educational group, workshop or signposting to other specialist services, either within the University or externally. Sometimes the assessment appointment can resolve the current concern and you may not need any further support from us. Registered students can book an assessment appointment on our appointment site studenthealthandwellbeing.ncl.ac.uk or request an appointment by phoning us on 0191 208 3333.
One-to-one sessions
Talking to a counsellor can help with a variety of problems from the past or present (for example, stress, loss, depression, eating distress, anxiety and relationship difficulties). Counsellors don’t give advice but the counselling process can enable an increased understanding of yourself and the choices you have. One-to-one counselling can be provided either face to face or over the telephone. More information is available at www.ncl.ac.uk/students/wellbeing

Self-help resources
You can access a wide range of information and resources, including self-help workbooks and mobile apps via our web pages; we also provide links to specialist national and local services. Visit the Counselling and Mental Health pages at www.ncl.ac.uk/students/wellbeing for more details.

SilverCloud
SilverCloud is an online self-help resource available to all students. There are 4 programmes available covering anxiety, depression, stress and positive body image. The online programmes can be worked through in your own time around your other commitments. SilverCloud can be accessed at newcastleuni.silvercloudhealth.com/signup

Wellbeing workshops
We run a range of workshops that are repeated throughout the year. The workshops cover a range of topics including: sleep, anxiety, procrastination and resilience. Our upcoming workshops can be booked at www.ncl.ac.uk/students/wellbeing

Group work
We offer a changing programme of group work including, for example, Butterflies and Knots – how to cope with anxiety. This group is psychoeducational, based on Cognitive Behavioural Therapy (CBT). We use a blend of information-sharing and exercises to bring the theory to life and stimulate discussions.
“Thank you for all your help with Student Finance England and during my time at university – it was much appreciated.”

“The Aspergers and Autism Support Network has been a great opportunity to make new friends and settle in.”

Support for students with long-term mental health conditions

Students who have a long-term mental health condition can access support from our Mental Health Team. If you have a long-term mental health condition, we can work with you to establish the reasonable adjustments and support you need to engage in your studies. This could include liaising with academic schools regarding student support plans and also with the Exams Office regarding examination arrangements.

If you’re a UK student, you may be eligible to apply for Disabled Students’ Allowances (DSAs). See Disabled Students’ Allowances section for more detail. The Mental Health Team can offer you advice about how to access specialist mental health services.

Email: mentalhealthadvisor@ncl.ac.uk

Support for disabled students

Advice, information and guidance is available to disabled applicants and current students. This can include students with a physical disability, a long-term medical condition and students with a sensory impairment. Disability Advisers will help you identify your learning needs and offer guidance on how to access appropriate resources, software and support. Some support will be provided directly by Newcastle University whilst some other specialised equipment or assistive software may be funded through Disabled Students' Allowances (DSAs) for eligible UK students. Disability Advisers can also offer assistance with the application process for DSAs. See Disabled Students' Allowances section for more detail.

Disability Advisers can liaise with academic schools over students’ support requirements and also with the Exams Office regarding additional examination arrangements. Disabled applicants can get advice on accommodation issues and campus accessibility. In addition to one-to-one appointments, drop-in sessions are offered to disabled students.

Email: disabilityadvisor@ncl.ac.uk
“Thank you so much for all your help over the years. I couldn’t have done it without you. I really appreciate all the support and encouragement you’ve given me. From essays and speeches to postgraduate applications. I can’t thank you enough.”

Specialist learning support

Advice and information is offered to students and applicants who have a specific learning difficulty (SpLD) such as dyslexia/dyspraxia, Autism Spectrum Disorder or AD(H)D. Students with a SpLD will require a full diagnostic assessment, which was conducted at age 16 or over. Specialist Learning Advisers will help you identify your learning needs and offer guidance on how to access appropriate resources, software and support. Some support will be provided directly by Newcastle University whilst some other specialised equipment, assistive software or mentoring may be funded through Disabled Students’ Allowances (DSAs) for eligible UK students. Advisers can also offer assistance with the application process for DSAs. See Disabled Students’ Allowances section for more detail. The Specialist Learning Team liaises with the Exams Office regarding additional examination arrangements and with academic schools over students’ support requirements.

Specialist Learning Advisers also offer specialist one-to-one study skills support. These sessions can include strategies to improve organisational/time management skills, as well as techniques to improve essay writing, reading and revision.

Email: specialistlearning@ncl.ac.uk

Drop ins with the Disability and Specialist Learning Teams

We offer 20 minute drop-in slots for current students at King’s Gate every Wednesday between 12pm and 4pm during term-time. At these times, please go to the Level 2 Helpdesk in King’s Gate.

Advisers are also available for longer, pre-booked appointments. If you would like to pre-book one of these, please email: specialistlearning@ncl.ac.uk

The Specialist Learning Team will run a pilot drop-in at the USB between 11am and 1pm on Wednesdays for Semester One. This is open to any current student who would like to attend, not just students on programmes in the USB. Between 11am and 12pm, we offer three 20 minute drop-in slots which can be booked directly with the reception staff in the USB. Between 12pm and 1pm, we offer two pre-booked 30 minute appointments which should be booked in advance with the Specialist Learning Team.

Asperger’s and Autism Support Network (AASN)

A friendly and informal social group where you can meet over a drink and snack. We meet every two weeks during term-time, please email ASD@newcastle.ac.uk for more information.
Disabled Students’ Allowances

Disabled Students’ Allowances (DSAs) are aimed at helping eligible UK students to access higher education. You can apply for DSAs if you have a disability, a long-term health condition, a long-term mental health condition or a specific learning difficulty.

DSAs are provided in addition to other student finance and can help pay for additional study-related costs you may have because of your diagnosis including contributions towards specialist equipment, such as assistive software. Disabled Students’ Allowances do not have to be repaid and the support awarded is based on your individual needs rather than your household income.

You won’t automatically get DSAs – you will need to provide medical evidence of your long-term condition and how it impacts upon your studies. When you apply for DSAs, your funding body may ask you to have an assessment to establish exactly what support is required. This assessment will be carried out by an assessor with specialist experience at a designated centre, the cost of the assessment will be met through DSAs.

Help with your finances

The Student Finance Advisers can provide information, advice and guidance at all stages of your university career. The range of support includes help with budgeting and managing your money, assistance with student finance issues such as problems with your student loan entitlement and information about the range of university funding available. One-to-one appointments can be arranged and two weekly drop-in sessions are also available as well as group sessions.
Support for students experiencing financial difficulties

Students who experience unexpected financial difficulties may be eligible to apply to the Student Financial Support Fund (UK students) or the Financial Assistance Fund (International and non-UK EU students). Funding is made available by the University to provide discretionary support to registered students who find themselves struggling to make ends meet due to circumstances outside their control. The Funds aim to help students cover their living costs so they can remain on their course and participate in higher education regardless of financial circumstances. Successful applications may receive either non-repayable awards or repayable loans depending on circumstances. Due to the discretionary nature of the funding there is no guarantee of a successful outcome and underfunded students are not eligible to apply for assistance.

Short-term emergency loans

Short-term emergency loans are available on a discretionary basis to assist registered students who experience a delay in funding or who suffer an immediate financial crisis. Usually only a small sum will be loaned to cover essential living costs but the loans are interest free. If you wish to enquire about your eligibility for an emergency loan contact the Student Financial Support Team on 0191 208 5679 or 0191 208 3760.

Other financial support

The University is approved to participate in the US Federal Loan Program and the Canadian Loan Program, enabling American and Canadian students to access financial support. A range of scholarships of differing values are also available to assist eligible undergraduate and postgraduate students.

For more details about the discretionary financial support schemes, loan programs and the University scholarships please see: www.ncl.ac.uk/students/wellbeing/finance

Email: student.fin-supp@ncl.ac.uk

Follow us on Twitter @NCLMoneyMatters
Spirituality, faith and religion

Chaplaincy

Chaplaincy is the term given to a group of Chaplains – representatives of a variety of faiths. It also describes what we do – offering support, encouragement and challenge, both practically and spiritually. Our support is open to students of any faith or none.

Places of worship

All of the major world faiths have places of worship in Newcastle. We are well placed to signpost students to appropriate faith communities; see our website for more details [www.ncl.ac.uk/students/wellbeing](http://www.ncl.ac.uk/students/wellbeing)

Faith and spirituality

Among other things, the Chaplains offer opportunities for prayer and worship, confidential listening and support, faith exploration, spiritual accompaniment, mindfulness, meditation and discussion. For further information about the chaplaincy please telephone 0191 208 6341 or email chaplaincy@ncl.ac.uk

Sports Services providing sport and fitness for all

We know that feeling good and looking after yourself is one of the most important parts of life as a student. This is why our on-campus Sports Centre is the hub of student sport and fitness.

With a fully-equipped gym, over 200 exercise classes a month during term time, more than 65 sports clubs and a range of sports programmes to take part in – there’s something for everyone. Develop your skills, try something new and make new friends in a fun and friendly environment.

Sport and fitness have never been so much fun. This year we’ve invested £30m in our Sports facilities. From autumn 2019, you’ll have access to two new multi-purpose fitness studios, four squash courts and an eight-court sports hall. In spring 2020, we’ll launch our new world-class gym, strength and conditioning suite and multi-purpose studio spaces.

Affordable membership packages at a range of different levels mean you can keep fit and play sport in outstanding facilities which are open to fit around your studies.

With our Sports Centre App, you can explore our sports programmes, monitor gym usage and book your exercise classes whilst on the move.

Full details are available at: [www.ncl.ac.uk/sport](http://www.ncl.ac.uk/sport)
Student Health and Wellbeing events

We run a number of events to help with the transition to university life and to support you whilst you are here, including the Health Fayre and an awareness-raising drive on meningitis prevention. For more details, visit www.ncl.ac.uk/students/wellbeing

Healthcare

All new students must register with a local GP as soon as possible after arriving in Newcastle. Go to www.nhs.uk to find your nearest GP or dentist. A range of health information is available at www.ncl.ac.uk/students/wellbeing including an explanation of healthcare for international students and information on who to contact in an emergency outside normal working hours. Please note that all students should have received the Men ACWY vaccine (which protects against meningitis and septicaemia), if you have not, please contact your GP.

Other support for students at Newcastle

Accommodation Service: residents are supported by on site staff during the day; an emergency out of hours service is provided by Accommodation staff and University Security staff when offices are closed. Web: www.ncl.ac.uk/accommodation

ResLife: a programme of events to help make your transition to university life a smooth and enjoyable experience. Support for first year students in university accommodation. Email: reslife@ncl.ac.uk

Visa and Immigration Team: answering visa queries from prospective and registered non-EEA students. Web: www.ncl.ac.uk/international/visa

Students’ Union: includes a team of Sabbatical Officers and Part-time Officers who represent students and offer support on a range of issues. Tel: 0191 239 3900

Students’ Union - Student Advice Centre: advice, guidance, information and representation on academic, finance and housing issues, as well as legal information, employment, health and consumer. Tel: 0191 239 3979

Nightline: student-run listening service providing emotional support and information, open every night during term time by phone (8pm-8am) and IM (8pm-midnight). Tel: 0191 261 2905 Web: www.nusu.co.uk/nightline

Safezone: a free app that connects you directly to University Security and emergency services. Web: www.safezoneapp.com

Security: available 24 hours a day, 7 days a week for emergencies on campus and if worried about your own safety or a fellow student (including physical and mental health concerns). Tel: 0191 208 6817 or 0191 208 6666

For details of external support and out of hours help, visit www.ncl.ac.uk/students/wellbeing