Challenges for the team

➢ Medium sized university
  ~20,000 students.
➢ Central wellbeing service
  9.3 FTE staff
    WB advisers
    MH advisers,
    Counselling
    Manager

➢ Volume, demand and complexity
➢ Shift to remote support
➢ Navigating university systems that aren’t operating as ‘usual’
➢ Staff working in isolation
➢ Getting students to external support when risk is present
Challenges for our students

- Financial difficulties
- Welfare issues
- Digital poverty

- Different university experience
- Move to digital learning
- Connections with peers

- Accessing services
- Navigating changes to healthcare services
- Waiting times and thresholds for MH services

- International student experience
- Students juggling multiple roles alongside their student status

- Isolation
- Loneliness
- Bereavement and loss
- Increase in anxiety, depression
- Increase in risk and complex presentations (multiple issues; DV, substance use, complex MH diagnosis, self-harm, suicide attempts)
Innovation

➢ Embraced digital solutions
Newsletter
Online induction module
Developed specific webpages
Encouraged use of Togetherall

➢ Flexibility and responsiveness
Appointments not constrained by room availability
Shorter appointments in order to increase number on offer
Offered practical as well as MH support (self-isolation, welfare/Christmas packages)
Counselling – moved online, continued with placement and expanded offer to increase access

➢ Collaboration
Trained staff in supporting student MH
Worked with internal and external stakeholders to support students