

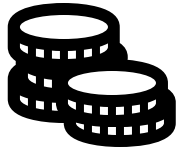
# Challenges for the team

- 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)

## ➤ 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

