



Queen Mary

University of London



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Introducing Student Wellbeing Services at Queen Mary

September 2024

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Vuong Nhat Thanh Ngo - Student Wellbeing Adviser

- What services we have
- What they do
- Where we are based

Student Experience: Student Wellbeing

Advice and Counselling Service

- ✓ Frontline Team
- ✓ Welfare advice
- ✓ Counselling
- ✓ Mental Health Advisers
- ✓ Student Wellbeing Advisers
- ✓ Sexual Assault and Harassment Adviser

Disability and Dyslexia Service

- ✓ Support for disabled students, including those with specific learning differences e.g. dyslexia, dyspraxia and mental health diagnoses

Student Life team

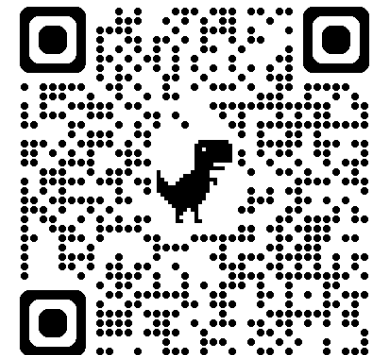
- ✓ Responsibility for the Student Health Service, Report and Support, music and faith provision



Advice and Counselling Service

- Welfare advice and advocacy
- International Student Advice
- Sexual Assault and Harassment Advice
- Counselling
- Mental Health Advisers
- Student Wellbeing Advisers
- Frontline team

**Advice and Counselling are based in the ground floor
of the Geography Building at Mile End**



Welfare Advice and Advocacy

- Eligibility and applying for Student Finance
- Postgraduate Funding
- Planning a budget
- Fee status
- Tuition fee payments
- Applying for Hardship Funds
- Bursaries and Scholarships
- Specific support for students without family contact, or asylum seekers / refugees
- Changes to your studies, eg interrupting, retaking
- www.qmul.ac.uk/welfare/money-and-practical-advice/

International Students' Advice

Other common topics we can advise you on:

- Travel and re-entering the UK
- Changes to studies
- Changes to personal circumstances
- Family members
- Lost documents
- Working during and after studies
- The requirement to complete registration with the police was abolished in August 2022

www.qmul.ac.uk/welfare/visas-international-advice/

International Students' advice

- Immigration advice and guidance www.qmul.ac.uk/welfare/visas-international-advice/
- International blog qmulintadvice.wordpress.com/

Counselling

Who we are:

- Psychodynamic and Integrative Counsellors
- CBT Therapists
- Group Therapist

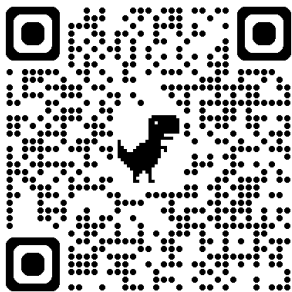
What we offer:

- One off appointments
- Short counselling contracts
- Workshops and Groups
- Group Therapy
- Signposting and referral to other services



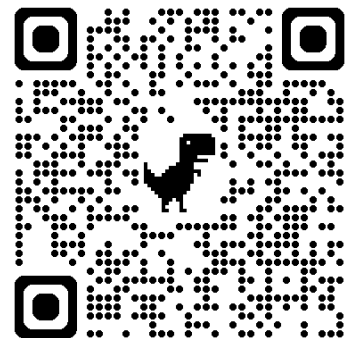
Mental Health Advisers

- Mental Health Advisers can talk to students about support available to manage their mental health alongside their studies. Mental Health support is different from counselling, as it aims to provide practical support and interventions to help you manage mental health, rather than talking therapy.
- Mental Health Advisers will discuss and identify a student's needs and can advise them on the most appropriate services and help create a support plan. If needed as part of this plan, MHA's can make referrals on a student's behalf (with permission) which may include external services e.g. GPs or health services or internal services e.g. counselling, welfare advisers or the Disability and Dyslexia Service



Student Wellbeing Advisers

- The Student Wellbeing Team based in the Advice and Counselling Service are on hand to assist with any matters relating to students' physical or mental wellbeing.
- Student Wellbeing Advisers can offer individual support around any topics impacting on university life such as stress, anxiety, time management, meeting new people and transitioning to university.
- The team will also be working on university wide projects to promote student wellbeing in line with the NHS 5 Ways To Wellbeing.



ACTIVITY: Mental Health Myths vs. reality

- Mental health illnesses are something that only adults suffer from.
- Mental illnesses are for life. There is no recovery.
- There's no point in talking about mental illnesses. Medicine is the best and only way to feel better.

• In the teams chat please put whether you think they are true, or just a myth?

- Mental illness can occur in anyone, regardless of their age. Children and teenagers can also develop mental health conditions, such as anxiety, depression, or panic disorders
- People with mental health complications recover all the time, and no two illnesses are alike.
- Just like with physical complications, mental illnesses require more than medication alone. If you catch a cold, for example, antibiotics will help - but so will a healthy diet and rest.

Disability and Dyslexia Service

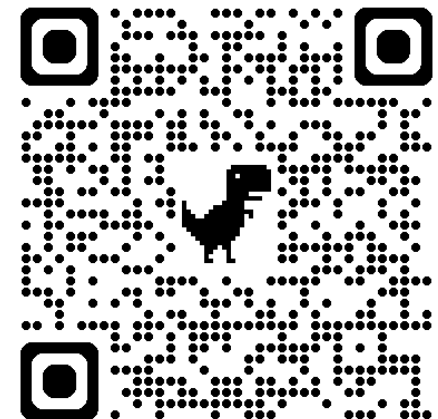
Supports students with disabilities, specific learning differences (e.g. dyslexia) and mental health *diagnoses*

- 945 students with “mental health” declared as a disability for AY 2021/22
- This is out of a total of 3,117 students with disabilities
- BUT... many of the 1,180 students with specific learning differences may also have a mental health diagnosis, (particularly those based in Faculty of Medicine/Dentistry)
- The numbers of students access specialist mentoring through DDS have risen from 182 a year in 2017/18 to 256 in 2021/22

Support from Disability & Dyslexia Service

- Primarily supported by Disability Advisers (Mental Health and Autism)
- Access to reasonable adjustments, e.g. exam access arrangements
- Advice on Disabled Students' Allowances funding
- Access to Specialist Mentoring (this is provided externally)
- Advice about alternative assessments
- Referrals to Housing Services

DDS are based on 3rd floor, Francis Bancroft Building



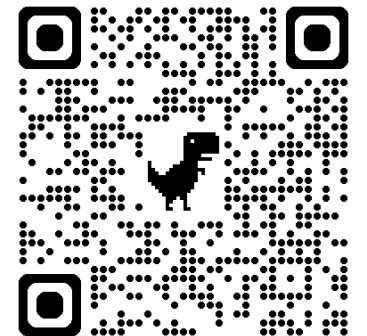
Student Life

- The Student Life team are responsible for various activities that the university provides; these include
- Student Health Service (provided by Suttons Wharf surgery)
- Report & Support
- Buddy Scheme
- Faith
- Music

Student Health Service

- The Student Health Service is located in the Geography Building at Mile End Campus. Students living in Queen Mary accommodation at Mile End or Whitechapel and students living in the borough of Tower Hamlets (postcodes E1, E2, E3 and E14) are encouraged to register with the Student Health Service. Also, if it is clinically appropriate and practical in your individual case, the Student Health Service offers out of area registration without home visits for the students who live within inner London.
- Registrations can take place online. If you live outside Tower Hamlets, and you wish to register with a doctor close to where you live, you can find a list of local doctors on the link below.
- The Student Health Service provides a complete range of medical services including immunisations, sexual health advice and psychological counselling.

<https://www.studenthealth.qmul.ac.uk/>



Report & Support

Tackling harassment, sexual violence and hate crime

We want Queen Mary to be the most inclusive university of its kind, anywhere.

- If you or someone else have experienced bullying and harassment, hate incidents or gender-based violence, you can report it to Queen Mary. All staff, students and visitors to our campus can access support information about specialist external services or make a report to the university to discuss options for support and possible action.

<https://reportandsupport.qmul.ac.uk/>

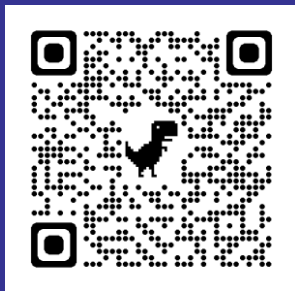
Sexual Assault and Harassment Adviser

The SAHA is a specialist adviser who provides emotional and practical support to anyone who has been raped, sexually assaulted, or harassed, whether that's happened recently or in the past. The SAHA can:

- Provide students with impartial information and support around options for reporting both within the University and externally
- Supporting them through any reporting process they choose to engage with.
- Signposting and referring students to appropriate support services both within the University and externally
- Supporting students to understand and manage the impact of sexual violence.
- Working with students to develop positive coping strategies, re-build self-esteem and trust in themselves and others

Signposting – Internal QM Services

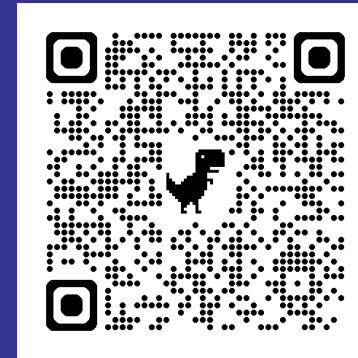
QMSU's whats
on



QMSU's Get
Active



QM your mind
matters



Advisor Hub / Student Wellbeing Hub

Advice for QM staff; advice for our students

- <https://www.qmul.ac.uk/advisorhub/mental-health-and-wellbeing/mental-health/> - this lists all of the support that our students can access within Student Wellbeing Services
- <https://www.qmul.ac.uk/student-experience/student-wellbeing-hub/mental-health-support/> - this does the same, but for our students. It also explains how these people can be contacted
- Counselling Team = approx. 17 FTE
- Mental Health Advisers = 3 FTE
- Student Wellbeing Advisers = 3 FTE
- Welfare Advisers = 9
- Disability Advisers (Mental Health) = 2 FTE



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