



**Bournemouth
University**

ResLifeBU



Wellbeing Information

The Landlord Guide

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Your Role and this Guide

As a landlord working with Bournemouth University, you may well become aware of students living in your property who are experiencing wellbeing or welfare related issues. To help, we have created this guide as a useful resource for you to refer to in order that you know what you can do if and when you find yourself dealing with such a situation. We appreciate that there is a lot of information to read and you can also click on the various links throughout the guide to get further information. If you are not sure about anything then please contact us and we will be happy to answer any questions you might have.

Email: accommodation@bournemouth.ac.uk

Phone: 01202 961671

What is Wellbeing?

‘Wellbeing’ is more complex than being ‘well off’ or ‘happy’ and is generally understood to include two main elements:

- Feeling good
- Functioning well

Equally important for wellbeing is how we function in the world. Experiencing positive relationships, having some control over our own life and having a sense of purpose are all important attributes of wellbeing.

A flourishing life is far more than ‘surviving’ and involves good relationships, autonomy, competence and a sense of purpose, as well as feelings of happiness and satisfaction – clearly something worth having and that most people aspire to.

Looking after yourself – 5 Steps to Wellbeing

Students wanting to look after their own wellbeing can consider the 5 Steps that promote emotional and physical good health:

Connect

Be Active

Keep Learning

Give to Others

Take Notice

See below for some ideas on how students can adopt these 5 steps:

Connect – how?

- Build relationships with those around you, including flat/house mates, friends, course colleagues or other students through extra-curricular activities, these will support and enrich them every day
- Take advantage of [SUBU clubs and societies](#)
- Book and attend one of the many [SUBU Tours/Trips](#)
- Meet new people through [volunteering](#)

Be Active – how?

- [SportBU memberships](#) are open to all students and the SportBU Team can advise and guide on what activities might work best for you.
- Join one of the many [Campus League teams](#)
- Cycle or Walk to Uni – if that’s too much walk to the next bus stop
- Go swimming if not at the beach then the [local swimming pool](#)

Keep Learning – how?

- Visit an exhibition at the [Atrium art gallery](#)
- Try something new, set a challenge that’ll be enjoyable to achieve; learning something new will help build confidence as well as being fun.
- [Sign up for a course](#) and learn a skill
- [Learn to cook and create a dish](#) in the kitchen and treat flatmates to a culinary delight
- Learn to play an instrument with our [musical department](#)
- Learn a new language with our [Language Advisers](#) assistance – find them in the Library

Give to Others – how?

- Do something nice for someone else either a friend or stranger
- Smile more
- [Volunteer](#) plenty of opportunities through SUBU
- Be a green impact [volunteer](#)
- Volunteer within the [wider community](#)
- Engage in [Random acts of kindness](#)

Take Notice – how?

- Savour the moment, walking to University, eating lunch outside, talking to friends -notice the world around you and what you are feeling – notice the beautiful, even on a dull day.
- Join a reading group
- [Explore your surroundings](#)
- Be mindful – [access mindful groups and workshops for assistance](#)
- Go for a walk (even in the rain!)

Health & Medical Services and Useful Information

BU Medical Centre

The Medical Centre is located on Talbot Campus within the Student Centre. The main practice is at Talbot Medical Centre whose surgery is located at: 63 Kinson Road, Bournemouth BH10 4BX.

During term time contact can be made:

- In person at the Talbot Campus surgery (Term-time from 09:00 – 17:00 Monday to Friday)
- Out of term time students can go to the main practice: Talbot Medical Centre, 63 Kinson Road, Bournemouth BH10 4BX – Telephone 01202 636400
- Online via medical centre webpage:
<https://www1.bournemouth.ac.uk/students/health-wellbeing/medical-centre>
- Telephoning 01202 965378 (note, this number can be extremely busy in the mornings but is the only number to use in order to make an appointment)

Out of hours the number to call is 111 or 999 (for emergencies)

Local Doctors Surgeries

Students have a choice which GP Surgery they wish to join – either close to their home or University, but need to be aware that GP surgeries have a measure of discretion in accepting applicants to join their patient lists. It is advisable to approach the GP practice near where they are living and apply to register onto its list of NHS patients. The practice may choose to accept or decline an application. An application may be refused if the practice has reasonable grounds for doing so. A practice will not be able to refuse an application on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. If a student has difficulty in registering with a GP, they can either apply to the GP attached to the University at Talbot Campus or contact the local Primary Care Trust (PCT) – 01202 541400 who will put them in contact with a surgery in their area that is taking new patients.

How to Register

The surgery will need the following information to register a patient: name, date of birth, address and telephone number (if they have one), a student status letter from the University which confirms course details - this can be applied for online.

Making appointments to see a GP can be done either by telephone or in person.

[Click to find a doctor](#)

Out of Hours GP

Students can telephone NHS 111 service unless it's a medical emergency and then phone 999 for emergency services or 222 if on University premises.

Dentist Registration:

Visit the [NHS website to search and find a NHS dentist](#) or contact NHS England's Customer Contact Centre on 0300 311 2233

Dentist registration

The dentist is not a free service but students can complete an HC1 form to see if they are entitled to help with these costs. There are also HC5 forms – to claim refunds for travel costs. These forms can be collected from askBU or SUBU Advice at both Talbot Campus and Lansdowne.

Pharmacist (and what they can assist with):

Pharmacists offer professional free health advice at any time - an appointment not needed. From coughs and colds to aches and pains, they can give expert help on everyday illnesses. They can answer questions about prescribed and over-the-counter medicines.

Direct students to a pharmacist for minor health concerns as detailed below:

General aches and pains, sore throat, coughs, colds, flu, earache, cystitis and skin rashes , they can also provide the morning-after pill – most pharmacies sell it without prescription after a consultation with the pharmacist. Some may provide it free on the NHS – ask your pharmacist at the time.

[Click to find a pharmacist](#)

NHS Walk in Centres

NHS Walk-In Centres offer convenient access to a range of NHS services offering treatment for many ailments including:

- infection and rashes,
- fractures and lacerations,
- emergency contraception and advice,
- stomach upsets,
- cuts and bruises, or
- Burns etc.

They do not treat long-term conditions – see GP or immediate life-threatening problems – dial 999.

The nearest NHS walk-in centre is:

[Boscombe & Springbourne Health Centre Walk in Service, 66-68 Palmerston Road, Springbourne, Bournemouth, Dorset, BH1 4JT](#)

Connection

This is an around-the-clock helpline for people who need mental health support.

Telephone 0800 652 0190

Connection offers 24/7 telephone access to mental health advice and support for all ages as part of the overall Dorset Crisis Response Service. It can also offer assessments outside of Community Mental Health Teams operating hours (for adults of working age and older people only). It can be reached through the dedicated telephone number or through dialing 111 and selecting mental health.

Staff are trained to support any client that calls - regardless of the level of their mental health crisis - and can signpost to the most appropriate service to meet the need of the client. This can range from voluntary services and peer support through to Steps to Wellbeing, as well as CMHTs, Home Treatment teams and urgent assessment within four hours if required. It will also link up with drop-in services provided at [The Retreat](#) in Bournemouth.

NHS 111 Service

Depending on the situation, the NHS 111 team can connect you to a nurse, emergency dentist or even a GP, and can arrange face-to-face appointments if they think you need one.

The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:

- give self-care advice
- connect to a nurse, emergency dentist or GP
- book a face-to-face appointment
- send an ambulance directly, if necessary
- direct to the local service that can help best with the concern

Accident and Emergency A&E (hospital):

Major A&E departments assess and treat patients who have serious injuries or illnesses. Generally, you should visit A&E or call 999 for emergencies, such as:

- loss of consciousness,
- pain that is not relieved by simple analgesia,
- acute confused state,
- persistent, severe chest pain, or
- Breathing difficulties.

Medical Emergencies (and what to do)

If the emergency occurs on University premises **dial 222** and the emergency services will be contacted.

If off-campus, then telephone **999** (free of charge) for an ambulance or go to the Accident and Emergency Department of the local hospital. *THIS SERVICE IS ONLY FOR EMERGENCIES DO NOT USE FOR MINOR MEDICAL PROBLEMS, in which case call 111.*

Inform the University of the emergency by telephoning 01202 965001.

Student Feeling (generally) Unwell

Students become ill and it is not an emergency situation. As well as getting rest and drinking plenty of fluids many common illnesses or injuries can be treated with the following over the counter items:

- Paracetamol
- Ibuprofen
- Anti-diarrhoeal medicine
- Dehydration mixture
- Indigestion remedy
- Cold and flu remedies
- First aid kit with bandages, plasters, antiseptic wipes, eye wash, medical tape and a thermometer.

Students should always read the advice and guidance before self-medicating and if unsure then should consult a medical professional. If symptoms persist, they can speak with their GP or call 111 or 999.

Sexual Health Dorset

Students can order screening kits online and can also obtain same day appointments at either Royal Bournemouth Hospital or the Junction- 235 Holdenhurst Rd, Bournemouth, BH8 8DD (morning after pill etc will be prioritised if there is more demand than availability).

BU Student Wellbeing & Support Services

BU Student Wellbeing Service

A range of support is offered by a team of Wellbeing Advisers who are on hand to assist students with finding the best way forward – this is a *confidential free* service and is based on the first floor of Talbot House, Talbot Campus Monday - Friday, 9am-5pm

The service offers:

- Support from a Wellbeing Advisor offering practical help with issues such as stress, worry, homesickness, panic, sleeping and eating difficulties, lifestyle issues and low mood or anxiety.
- Counselling - A block of six sessions with a counsellor.
- Drop-in sessions support ([check website for timings](#))
- Workshops covering topics such as Mood Boost, Managing Worry, Self-Esteem & Communication, Managing Anxiety & Panic, Managing Our Time, Goal Setting & Keeping Well, Relaxation, Improving Sleep or Exam Stress.

Student Wellbeing can also help find and access services supporting a range of issues including eating disorders, drug and alcohol use, sexual health and bereavement.

For more information call 01202 965020 or email studentwellbeing@bournemouth.ac.uk

Togetherall

Togetherall is a free digital mental health support service which is available online, 24/7, and is completely anonymous. Professionally trained staff, *Wall Guides*, monitor the community to ensure the safety and anonymity of all members.

Access to [Togetherall](#) is free to all BU students - when you click on the 'join us' section you simply need to enter a few details under the 'organisation' section, but all details will remain completely anonymous. You should also set up a username that can't be identified to you. After 6 months you'll receive a reminder from togetherall with an option to renew your account.

BU Faith and Reflection (multi faith) Chaplaincy

Talbot Campus

Our team of chaplains and faith advisors are located on the first floor of Talbot House, Talbot Campus and is open during term time between 8.00am - 9.00pm from Monday to Friday and there is a Chaplain on duty most days from 9.00am to 5.00pm. Weekend access is available on request. There is a room set aside for those wishing to reflect and pray, as well as an Islamic prayer room

Lansdowne Campus

There is an office on Lansdowne Campus in room BG04, Bournemouth House and a prayer room. There are Drop in sessions in BG04 between the hours of 12:00pm and 4:00pm on Thursdays, outside of these hours appointments can be made for individuals by calling 01202 965383.

BU Achieve Team (Faculties)

The Achieve team help students make the most of their time at University and can support students within their specific Faculty right through their University studies. They know about the wide variety of support available and can advise on the best way forward to resolve difficulties being experienced. Contact them via email: achieve@bournemouth.ac.uk or students can [self-refer](#).

AskBU are a team of generalist and specialist student advisors acting as a one-stop-shop for most general student enquiries. They are available Monday – Friday 0830 – 1630 and are based at both Talbot Campus (Poole House) and Lansdowne Campus (Bournemouth House).

Contact: askbu@bournemouth.ac.uk or call 01202 969696

SUBU Advice provides free, independent, non-judgemental and confidential advice and information to all BU students. An Advice Worker can listen to a student's concerns, ascertain what the options are to resolve the issue and give support in finding a resolution.

SUBU Advice is located at both Talbot Campus (Student Centre) and Lansdowne Campus (Studland House)

Contact: subuadvice@bournemouth.ac.uk or call 01202 965779

Student Assistance Programme The Health Assured support line is a separate service offered to students of Bournemouth University. Health Assured provides a confidential service and the information you discuss with their helpline support workers is not routinely provided to the University unless your health, wellbeing or welfare is judged to be at imminent risk.

External Wellbeing and Support Services

[The Retreat](#) provides a safe and welcoming environment for people who have self-identified their crisis and want to access support. The Retreat will not offer medication or formal therapy but will support and promote self-management

The Retreat is available for anyone to attend and is staffed by both peer specialist and mental health professionals. It is based at Hahnemann House, Hahnemann Road, Bournemouth, BH2 5JW - Monday to Thursday, 4.30pm-12am and Friday to Sunday, 6.30pm-2am

[The Samaritans](#) can help students explore their options, understand their problems better, or just be there to listen. Whatever they're going through, students can call free any time, 24 hours a day, 365 days a year, from any phone on **116 123 (free phone 24/7)**.

Students can also visit the [local Samaritans office](#) (usual opening hours: 9:00am - 9:00pm daily).

[The Shores](#) is the dedicated Sexual Assault Referral Centre (SARC) for Dorset, providing a comprehensive service to men, women and children who have been raped or sexually assaulted.

[Shores](#) are contactable 24 hours a day, seven days a week, 365 days a year by calling (01202) 552056

[Stars](#) is a pan-Dorset charity that offers one to one support, free of charge, for anyone of any age or gender, who lives works or studies in Dorset and has experienced any form of sexual violence at any time in their lives. We provide several different types of support including an Independent Sexual Violence Advisor Service, Counselling, a Children and Young People's Service and a Helpline 01202 308855.

[Student Health](#) website supplies guidance, advice, links and question and answer page on a variety of relevant student health related matters.

[PAPYRUS \(Suicide Prevention for Young People\)](#) is a national charity dedicated to the prevention of young suicides. They provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through their helpline, HOPELINEUK 0800 068 41 41 (Mon-Fri 10:00 am to 10:00 pm / Weekends 2:00 pm to 10:00 pm / Bank Holidays 2:00 pm to 10:00 pm)

[MIND](#) provide general mental health information and sources of support. They also have a [useful list of common conditions and issues](#) and how to support others who are experiencing these difficulties.

[Students Against Depression](#) is a website offering advice, information, guidance and resources to students affected by low mood, depression and suicidal thinking. Alongside clinically-validated information and resources it presents the experiences, strategies and advice of students themselves.

[Calm](#) is a free app for meditation and mindfulness, with 100+ guided meditations to help you manage anxiety, lower stress and sleep better. Calm is a useful mindfulness app for beginners, but also includes hundreds of programs for intermediate and advanced users.

[Redlands](#) offers counselling at convenient locations across Dorset through its network of qualified counsellors and also is provided on an affordable contribution basis for those on low income via the [community counselling service](#)

[BCP](#) The BCP together app is a directory of employability and wellbeing support for anyone living in Bournemouth, Christchurch or Poole.

Additional Support

[BU A – Z list of Student Wellbeing Resources](#)

Click on the above link for a useful list if you are unsure of what might be the most appropriate source of assistance for a student.

BU Financial Support

Students in either long term or short term difficulties should always be signposted to askBU and/or SUBU advice to seek the appropriate advice and check for eligibility on support. However, BU does offer the following options:

Contact: askbu@bournemouth.ac.uk or call 01202 969696

Contact: subuadvice@bournemouth.ac.uk or call 01202 965779

[BU Academic Support](#)

Students experiencing difficulties with their studies should be told to talk to their Programme Leader or Programme Support Officer, Unit Leader or tutor about specific issues. Talking through problems can help to resolve worries or queries early on.

Personal Safety

If a Student has been a Victim of Crime

Bournemouth is a town like any other, there are occasionally problems with assault and theft, just like anywhere else. If a student reports they have been a victim of crime they should [report it immediately to the police](#) and keep a record of their crime reference number.

Death and Missing Student procedure

If you believe a student is missing or in the unfortunate scenario where there has been a student death it is imperative that BU are made aware of the above to avoid undue upset or stress to family and friends, therefore reporting the incident to the University is crucial as soon as is practical – telephone **01202 965001** which is the main University switch board.

[The University Safer Neighbourhood Team](#)

The Neighbourhood Policing Team provides security and personal safety advice for BU students

The team are: PC Ian McCue and PCSO Adam Cleaver

Their office is at Talbot Campus within the Student Centre above the Drs Surgery room T108

Email: police@bournemouth.ac.uk