

Specialist Wellbeing Advice Team

What to expect from
your appointment.

Introduction

This leaflet is to help you to know what to expect from your upcoming appointment with a Specialist Wellbeing Adviser.

We understand that accessing support about a difficult situation or experience can be very hard and can cause anxiety and worry, so we hope that having some information about what to expect is helpful, and reassuring.

This leaflet will talk you through who the Specialist Wellbeing team are, what to expect from your appointment, and important information about data protection and confidentiality.

You'll also find some additional information at the back about resources should you need them.

Who are the Specialist Wellbeing Team?

The Specialist Wellbeing Team is part of Student Support and Wellbeing. The team provide practical support and advice to students who have experienced sexual violence, stalking, hate incidents, discrimination, bullying, physical harm and/or verbal abuse, domestic abuse, spiking, and harassment.

There are two advisers in the team, Becky and Ally.



Becky



Ally

Where is the appointment?

Your appointment can be in person or on Teams.

If you are attending an in person appointment at the Canterbury Campus, you will need to come to the Student Support and Wellbeing (SSW) Reception in H Block of Keynes College.

If your appointment is at the Medway Campus, please go to Student Support and Wellbeing (SSW) Reception in the Medway Building.

The Specialist Wellbeing Adviser will meet you at the SSW waiting area and show you to their office.

If your appointment is on Teams, the Specialist Wellbeing Adviser will send you an Outlook meeting link. Please ensure you accept the invite so it will show in your calendar.

Please ensure you are prompt to your appointment.

How long does the appointment take?

The appointment will be 50 minutes long, you can ask to take a break at any time.

If you are no longer able to attend, please let the Specialist Wellbeing Adviser know, you will be able to rearrange.

Reasonable Adjustments

Please let us know prior to the appointment if there are any access requirements you would like the Specialist Wellbeing Adviser to be aware of.

You might feel nervous about coming on your own, if you would like to have someone with you, please let us know before hand.

It is important to us that we are able to make the appointment as easy as it can be for you, so do let us know if there is anything that can help with this.

What happens in the appointment?

At the start of the appointment, the Specialist Wellbeing Adviser will let you know housekeeping, and confidentiality information.

They will ask you for information about your GP, and a trusted person, who would be safe to contact in the event of an emergency.

There will be a discussion of what has brought you to the appointment. You do not need to give details that you do not feel comfortable sharing.

The Specialist Wellbeing Adviser may need to ask you questions during the appointment, these will be to ensure they have the information they need. The advisers will understand if you do not want to answer some questions.

It is normal to feel nervous about attending an appointment, especially if you are coming to talk about something for the first time. The Specialist Wellbeing Adviser will understand this.

The Specialist Wellbeing Adviser will talk you through various options of support, dependant on what support you feel you want or need. For example, liaising with your school or looking at therapeutic referral pathways.

The Specialist Wellbeing Adviser will also be able to explain reporting options, both to the university, and externally where appropriate. There is no expectation on you to make a formal report, the Specialist Wellbeing Adviser will listen to what you want to do.

You can change your mind about reporting or not reporting at any time.

Please note, it is not permitted to record the appointment. If you need a reminder of what was discussed in the appointment, please ask the Specialist Wellbeing Adviser to send you an appointment summary.

Confidentiality and Data Protection

We take confidentiality very seriously, your attendance at an appointment with the Student Wellbeing Adviser will be confidential to relevant staff at Student Support and Wellbeing, and will not be shared with your academic school without your consent.

Your appointment is confidential, however, there may be times when we will need to share some information, this is usually when there is a high risk, either to yourself, to the wider community or people around you, or to children (anyone under the age of 18 years old).

We understand that some disclosures may refer or relate to criminal acts. The sharing of information referenced above, relates to information which shows an immediate threat to life or an act of terrorism.

The exception to this is information around risk and harm to anyone under the age of 18, then there may be times that the Specialist Wellbeing Adviser will be obligated to pass information and follow the University of Kent's Safeguarding Policy ([SafeguardingPolicyandProcedureJune2024.pdf \(kent.ac.uk\)](#)). If you are under 18 years old, and attending a Specialist Wellbeing Appointment, the adviser will give you more information at the start of the appointment.

Should the Specialist Wellbeing Adviser need to break confidentiality, they will endeavour to ensure you are aware that this has or will need to happen, however this may not always be possible.

If you are a KMMS Student, there will be some additional considerations around confidentiality and Fitness to Practice, the Specialist Wellbeing Adviser will explain this in more detail in your appointment.

Appointment Records

During your appointment, the adviser will be taking notes. Notes are stored on a secure database within Student Support and Wellbeing. These are only accessible to the Specialist Wellbeing team, and members of the Student Services senior management team.

You are able to request a copy of your notes, or to see them at any time.

Privacy Records

Before your appointment, please take some time to read the Student Support and Wellbeing Privacy Notice, ([Privacy Notice - Student Support and Wellbeing - University of Kent](#)) which contains more information about confidentiality and the way your data is used.

If you have made a report through Report and Support, please also check the University of Kent Report and Support Privacy Notice ([Privacy Notice \(Students\) - Report + Support - University of Kent](#)) which contains more information about confidentiality and the way your data is used specific to the Report and Support Platform.

Resources

Togetherall - access free, 24/7 online mental health and wellbeing support via Togetherall. <https://student.kent.ac.uk/support/togetherall>

Spectrum Life - Our partner organisation Spectrum Life can offer you online, text and telephone support from qualified counsellors and mental health professionals. Call 0800 0318227 and press option 1 or Text/WhatsApp 'Hi' to +44 (0)7418 360780

You can also search for the Spectrum Life app from your app store and follow the log in instructions, using organisation code ud3Z2brH

Campus Security - The Team are on duty 24 hours a day, 365 days a year. They are located in the Security and Transport Centre in the old banking hall. Non-emergency and night-time walking taxi service: 01227 823300: Emergency: 01227 823333

Safezone - The free SafeZone app is designed to help you summon first-aid, security and safety assistance via your mobile phone.
<https://student.kent.ac.uk/support/safezone>

University Nursing Services - UNS offers a walk-in service Monday to Friday, 7am - 10am and 5pm - midnight. <https://www.umckent.co.uk/university-nursing-service-uns>

Resources

NHS Helpline - For mental health support, including in a crisis, you can contact the UK numbers below to reach Urgent Mental Health Helpline, an NHS service run by trained professionals: 24/7 Contact Centre – 0800 783 9111

Samaritans - If you're having a difficult time and want to talk to someone, you can call the Samaritans free on 116 123, or email jo@samaritans.org.

SHOUT - If you would prefer to receive support via text message, Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope, simply text 85258.

Safe Havens - Mental Health Matters run a number of safe haven drop-in services in Kent, open from 6pm until 11pm every day of the year. <https://www.mhm.org.uk/kent-safe-havens>

Specialist Wellbeing Advice Team

**TAKE CONTROL + GET
SUPPORT
+ BUILD A SAFER
COMMUNITY**