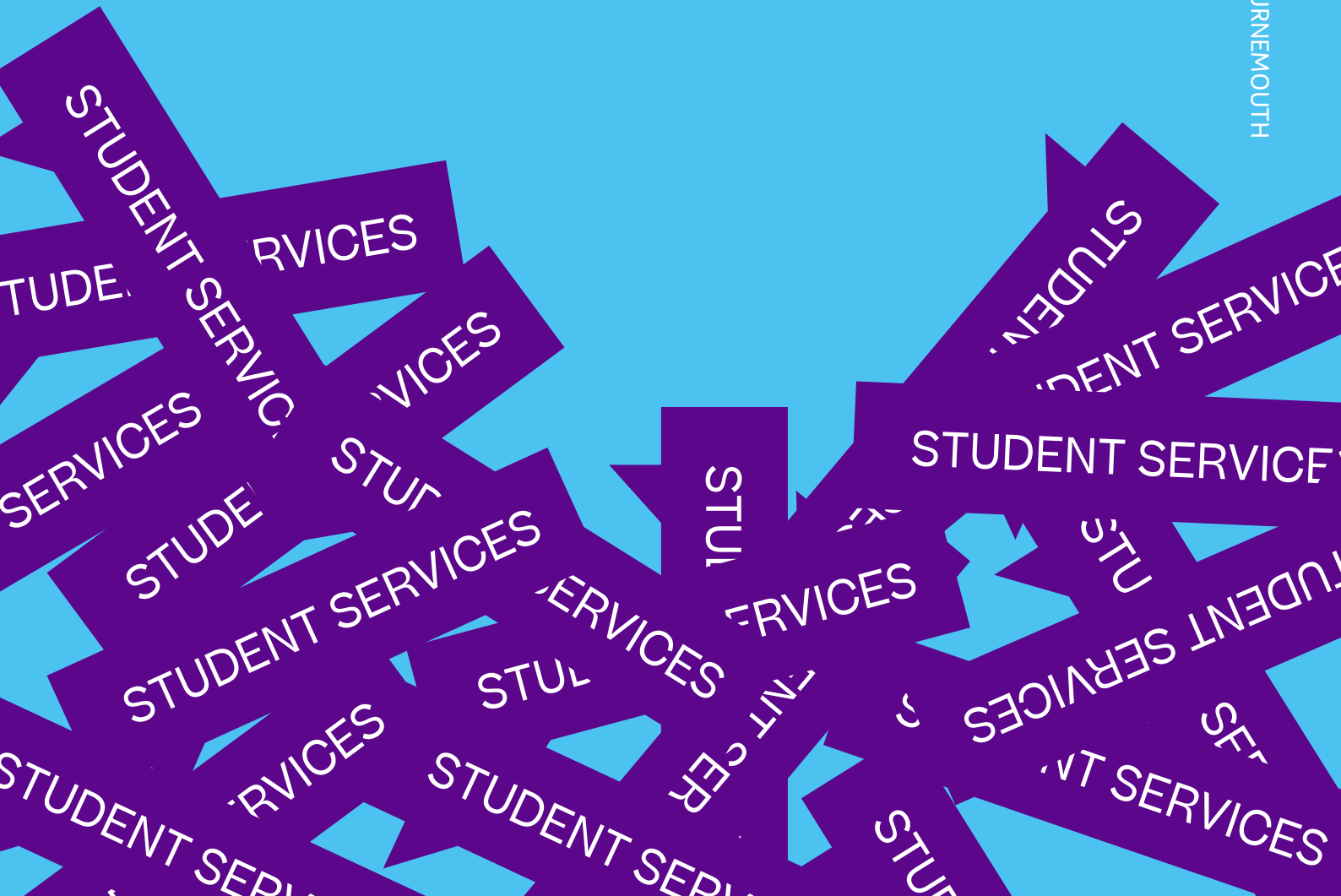


ACCOMMODATION

Arts University Bournemouth Halls of Residence

2020/21

ARTS UNIVERSITY BOURNEMOUTH



Health, Welfare & Support

We actively promote good health and wellbeing at AUB, so we wish to ensure that you have access to the health and welfare services and support you may require during your time with us.

Health and Welfare

GP Surgery

We would strongly advise that you register with a local doctor as soon as possible. The local Village Surgery is a short walk from the AUB campus and they have dedicated appointments for AUB students.

A registration form will be provided in your room welcome pack, and will also be made available from Halls Reception. When completed the form should be submitted to Halls Reception for AUB to deliver to the surgery.

Please note that all patients are telephone triaged by a GP before any face to face appointments are arranged. There is also an e-Consult which offers online consultations and video consulting. You will be required to show ID at the first appointment.

For more information on The Village Surgery click [here](#).

Medical Treatment

Emergency only: telephone 999 and request an ambulance.

(Please inform halls staff or security guards immediately so that someone can direct the ambulance upon arrival).

If you need immediate medical attention but it is not an emergency: Take a taxi to the Accident and Emergency department of Royal Bournemouth Hospital.

Address: **Royal Bournemouth Hospital, Castle Lane, Bournemouth BH7 7DW**

Telephone: 01202 704167 or main switchboard 012020 303626

If you are unwell in the evening, overnight or at the weekend, or require medical advice: Telephone NHS Advice: 111. You can also find advice and guidance online here: [NHS 111](#)

For minor illnesses such as coughs, colds and upset stomach, visit any pharmacist for advice and over-the-counter medicine.

If you fall ill with an infectious disease, please inform Student Services so that any potential risk to fellow residents can be assessed. If you become ill during the holidays whilst you are away from halls, please do not return to halls until your doctor confirms that others are not at risk of infection. Please ensure you report all absence to your Faculty Office.

Please notify halls of residence staff or AUB Student Services of any event that has necessitated contact with the emergency services.

AUB Student Support

Student Services

Coming to university doesn't just involve learning about your degree, it involves learning about yourself. Student Services are here to help you, providing a range of specialist services to help you take care of all those life aspects. Whatever your needs, speak to us and we'll try to help.

Contact us on studentadvice@aub.ac.uk

Wellbeing

AUB Wellbeing Service is here to promote the wellbeing of all students and to provide particular support to those with mental health difficulties.

Wellbeing support is not the same as counselling; it focuses on identifying practical strategies for managing any difficulties you may be experiencing. This may involve help with time management and motivation, coping strategies for managing your studies, or guidance on benefits and accessing community services.

Any of our students can contact the Wellbeing Service to discuss any concerns or worries, particularly if you have mental health difficulties, addiction or eating disorders or feel that you are struggling to remain on your course due to personal issues.

If you are concerned about your own health, or the health of a fellow student, you can discuss your worries confidentially.

Counselling

If you feel you need help and support beyond that offered by tutors, friends or family, counselling could help. Talking to a counsellor in a safe, non-judgemental and confidential setting can enable you to work through your problems with the aim of reaching a solution. Counselling is also an excellent tool for your own personal development.

The Counselling Service is student focused and we offer single therapeutic sessions for one hour booked on a session by session basis. The service adheres to the key theoretical principles of the person centred approach as its foundation; putting you, the student in the centre of the counselling relationship. Counsellors will be genuine and non-judgemental, use advanced skills in listening and empathy and will be fully accepting of the student and whatever issues they bring to the counselling session.

Disability Support

The Senior Disability Officer can provide advice and guidance on all disability-related issues. Assistance is available for any reasonable adjustments to ensure that any disability, medical condition or specific learning difficulty doesn't unduly impact on your studies. Whether you need a sign language interpreter, personal support worker, or adjustments to teaching or assessment, our Senior Disability Officer will work in partnership with you, and any external agencies, to agree on a suitable range of support.

Faith and Reflection

A Chaplain is a minister of religion who works with our university, but you don't need to be religious to visit the Chaplain. The Faith and Reflection Centre is shared with Bournemouth University and is an inclusive centre, welcoming people of all faiths or none.

Chaplains are experienced listeners who can offer spiritual support, prayer, and friendship to students and staff, regardless of religious beliefs or background. As well as a range of groups, lectures and social events, the Chaplains can put you in touch with advisers from different religions and faiths.

You can contact the Faith and Reflection team via Student Services or directly by email at faithandreflection@bournemouth.ac.uk

External Services and Out of Hours Support

We understand that if you're experiencing particular challenges, you may want to talk to someone but might not be ready to meet with one of our team. There are lots of organisations and charities available that can offer you a range of options to make sure that you can still find the help you want.

For a list of different services and contacts, please visit our webpage [here](#).

