

Wellbeing Service Policy and Confidentiality Statement

If you feel you need support with your mental health, addiction or eating disorder, or to help you manage challenging life circumstances, you can make use of the AUB wellbeing service.

AUB's Wellbeing Practitioners can provide practical advice and strategies to help your self-management, and information on appropriate resources, to assist you to effectively manage your wellbeing and mental health.

You do not need to have a diagnosed mental health condition to use the service, but the Wellbeing Practitioners can help you to access NHS services and specialist community support, if needed.

You can access non-judgemental, confidential support in person or online.

The wellbeing drop-in service runs from 10am – 2pm each day during term time. You don't need an appointment, just turn up at Student Services during that time to see a Wellbeing Practitioner.

If you would prefer an online appointment, you can book a confidential online wellbeing session via the Bookings tab in MyAUB. If you are unable to attend a session please cancel it, to make it available for others.

You can access the service as and when you need to.

If your Wellbeing Practitioner considers that you may be at risk of suicide they will work with you to assess the risk and to help formulate a personal safety plan. With your consent, they may share their risk assessment with your GP or mental health service, to help you access the medical care you may need and to monitor any risk.

Your Wellbeing Practitioner may ask your permission to contact a family member or another significant person who can help support you. If you do not consent to this your wishes will be respected unless, in exceptional circumstances, there is reason to believe that you are too unwell to make that decision.

Confidentiality

What you discuss in your wellbeing session is strictly confidential.

Unless they have your consent, your Wellbeing Practitioner will not share any information about what you discussed.

In exceptional circumstances, your Wellbeing Practitioner may need to break your confidentiality if, in their professional judgement:

- There is a serious risk of imminent harm to you and/or others.

- There is a risk of harm as defined by child protection and safeguarding legislation.
- You may represent a threat under the Counter Terrorism and Security Act 2015 or be at risk of radicalisation.
- You are involved in serious crime which could represent a threat to public order.

If, in exceptional circumstances, your Wellbeing Practitioner does need to break your confidentiality to pass information to another agency (e.g. safeguarding authorities, police or health authorities), this will be fully discussed with you.

In rare circumstances a Wellbeing Practitioner can be required by a court of law to provide information; in this case, you would be informed wherever possible.

Records and data protection

Wellbeing Practitioners will make a written record of your Wellbeing appointment, including a summary of what you discussed.

Written records are password protected and stored within a secure AUB folder, accessed only by Wellbeing Practitioners and their managers.

Any risk assessment forms completed by Wellbeing Practitioners are shared with AUB Counsellors to ensure that those working with you can help you manage any risk.

Your Wellbeing records will be retained until you leave AUB, and for a further two years.

When you enroll at AUB you can give permission for us to share wellbeing information with a named person (often a family member). You can update your permissions at any time via MyAUB. Where possible, your express consent will be sought prior to sharing any wellbeing information, even if you have given consent.

You may be asked to complete an evaluation questionnaire or some other form of feedback to measure the impact of the Wellbeing service. This data is anonymous and you will not be identified in the collection or monitoring of such information.

Under General Data Protection Regulations (GDPR) you have the right to see the records that are kept about you at any time.

All AUB Wellbeing Practitioners receive external supervision to help them practice safely and ethically. Your Wellbeing Practitioner will not disclose your identity to their supervisor.