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Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

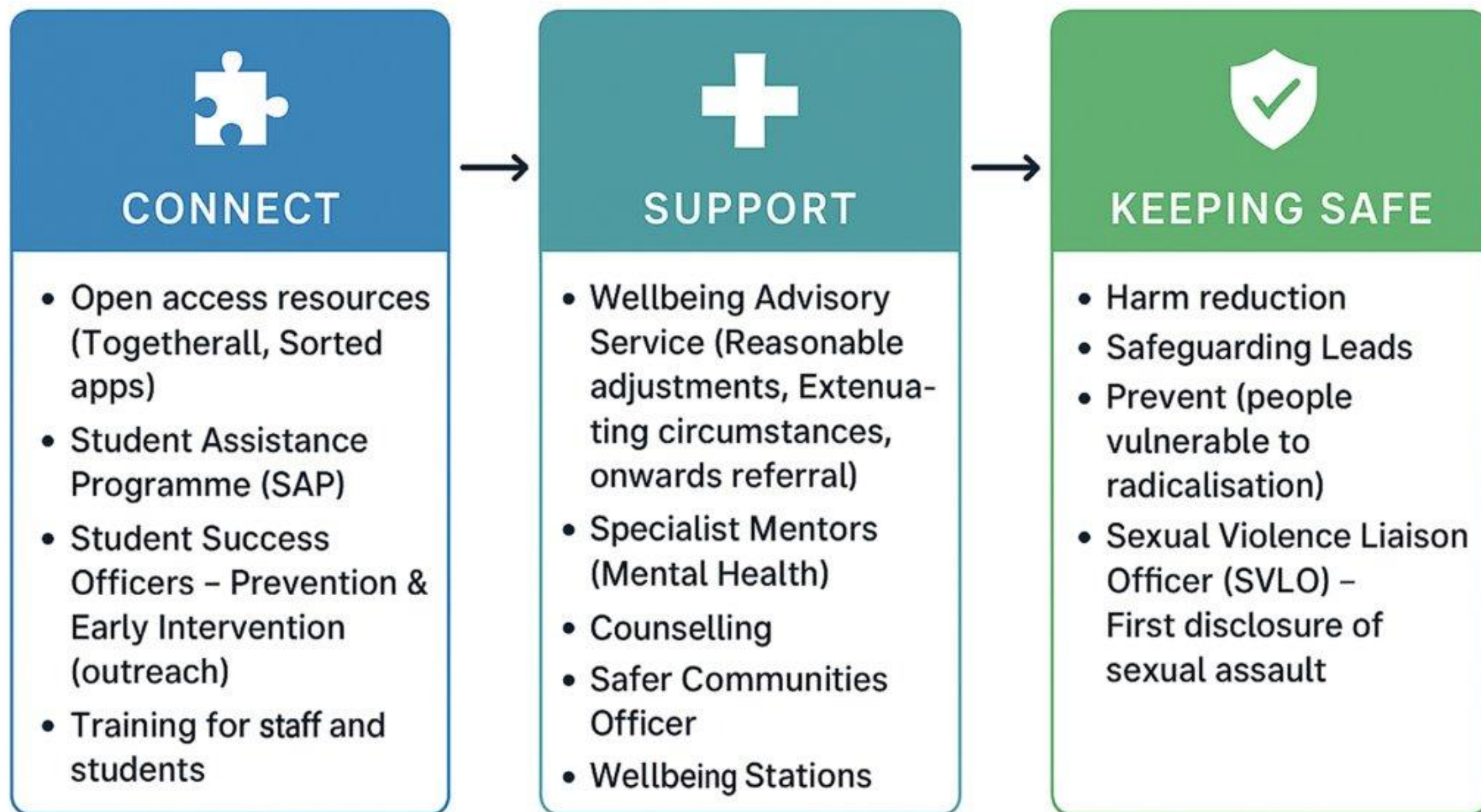
# Introduction to the Wellbeing Service



*Trawsnewid Addysg, Trawsnewid Bywydau*  
*Transforming Education, Transforming Lives*

[www.uwtsd.ac.uk](http://www.uwtsd.ac.uk)

# Wellbeing Services





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# How to Access Wellbeing Support

1. COMPLETE AN ONLINE  
REFERRAL FORM (SRF)



2. OFFER OF AN  
APPOINTMENT



3. 1-1 MEETING WITH  
ADVISOR (REMOTE OR FACE  
TO FACE)



4. REFERRALS



5. FOLLOW UP



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# Support Request Form (SRF)



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- Quick and easy format—ask any member of staff for help, if needed!
- Fastest and quickest route into wellbeing support
- Collects information on support needs, impact on studies and risk of serious harm to self.
- Student centered approach
- Students can only use their university email when completing SRF, due to security and data protection purposes
- Ensures the student has agreed to our Student Privacy Statement and the Wellbeing Service Confidentiality and Data Protection Statement.

[Students » Hub \(uwtsd.ac.uk\)](http://uwtsd.ac.uk)



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## Wellbeing Service - Support Request Form

### Wellbeing Support

The purpose of this form is to ensure that we have a comprehensive understanding of the challenges you are facing, how they are impacting your studies, and to determine suitable support options. Completing the form usually takes around 10 minutes, but most individuals finish it in less time.

### Next steps:

Once you have completed the form, all communication and confirmations will be sent to your UWTSD email address. In case of an emergency, we will utilise the contact details you provide in this form.

After reviewing your form, we will reach out to you via your UWTSD email to explain the next steps in the support process. This will include details about the specific types of support we can offer you.

*It is important to note that our main role is to provide adequate support to help you maintain your engagement with your studies.*

Please be aware that we are not an emergency or out-of-hours service, but we can assist you in making urgent or emergency referrals during regular working hours. For urgent out-of-hours support, please contact the emergency services by dialling 999 or call 111 and select option 2.

### Out-of-hours non emergency support:

Alternatively, you can reach out to the [Student Assistance Program](#) for support. They provide live chat and assistance 24/7/365 through the free Health Assured confidential telephone helpline at 0800 028 3766.

More information about the Student Assistance Program can be found on their website.

If you encounter any difficulties or are unable to complete the form for any reason, please contact the Hwb for advice. You can reach the [Hwb](#) by emailing; [hwb@uwtsd.ac.uk](mailto:hwb@uwtsd.ac.uk) or by calling 0300 131 3030.

Fields marked by an \* must be completed.

Personal details/  
Medical  
information



Course  
information



Safeguarding  
questions



Support  
needs/reason for  
referral



Impact on course



Appointment  
preference



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# Keeping Safe – Safeguarding Information

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# What should I do if I am concerned about a fellow student?



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## Cause for Concern Form (CFC)



SCAN ME



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# Useful Information



## How to contact us

Our working hours are:  
Monday to Friday  
9am-5pm

If you have any wellbeing related questions,  
email us on [wellbeingsupport@uwtsd.ac.uk](mailto:wellbeingsupport@uwtsd.ac.uk).

To access support from our service, complete a  
Support Request Form (SRF) found on the  
UWTSd website, or via this QR code:



## Out of hours support

### Student Assistance Programme:

If you are feeling at any risk or in need of urgent advice, the Student Assistance Programme is there 24/7. The number for the helpline is: **0800 028 3766**.

### National helplines which we recommend:

**C.A.L.L** Mental Health Helpline for Wales  
0800132 737 Or text Help to 81066

**Papyrus Call:** 0800 068 4141 Text:  
07860039967 Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**Samaritans:** [Contact Us](#) | Samaritans call line  
and a really good self-help app which can be  
downloaded

**Domestic abuse support** - [Live Fear Free  
helpline](#) | GOV.WALES



## Urgent Support

- If you are in crisis, you can **call 111** and **click option 2** to access mental health support.
- Call your GP and explain that you are feeling at risk, and they will see you as an emergency appointment.
- Go to A&E at your local hospital.
- Please call the police/ambulance on **999** if you are feeling at immediate risk from yourself or others. They can always talk to you about what they can do to help.

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# Connect:

## Independent services & self-help tools

[www.uwtsd.ac.uk](http://www.uwtsd.ac.uk)

### Independent services and self-help tools.

If you require specialist support or would like some help to access support by talking to a member of the Wellbeing Service first, please complete the [Support Request Form](#).

Togetherall



Student Assistance Programme



Alcohol Information & Support



Support for Students from Care



Myf.Cymru



SoCom



# Additional Wellbeing Resources

## **Student Experience Projects**

- Period Poverty
- Student-owned coproduction projects
- Suicide Prevention
- Food hubs

## **Wellbeing Training Opportunities**

**Safe Talk-** Learn how to prevent suicide by recognising signs, engaging someone, and connecting them to an intervention resource for further support.

**Bias and Bystander Intervention** - Learn how to intervene and become an active bystander

For more information- [wellbeingtraining@uwtsd.ac.uk](mailto:wellbeingtraining@uwtsd.ac.uk)





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# Any questions?



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