**Student Essentials**  [Student Essentials - Student Services - Newcastle University (ncl.ac.uk)](https://www.ncl.ac.uk/students/student-essentials/)

# Useful site for students to find information on range of support tools, **Newcastle university timetables** and student portal logins

# **Wellbeing Service Student Supports**

## **iNCLude - 24/7 help**

The iNCLude self help app is designed to help you take small steps to improve and maintain your wellbeing. The app has been designed with specialists, using evidence-based methodology and looks at how to maximise your experience at University by creating positive habits to ensure you’re focussing on more than just your academic studies. It looks at encouraging you to:

**- Connect**

**- Be Active**

**- Take Notice**

**- Keep Learning**

**- Give**

Keep an eye on the news feed to see what wellbeing events and opportunities are going on across campus, keep track of positive habits and learn some great coping skills. You can download iNCLude using the following links or QR codes:

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[**Android**](https://play.google.com/store/apps/details?id=com.uniwellbeing.newcastle)                                                      [**Apple**](http://itunes.apple.com/app/id1476808345)

# Online CBT

[Silvercloud](https://www.ncl.ac.uk/wellbeing/mentalwellbeing/online-cbt/)is available to all Newcastle University students, free of charge. Silvercloud is a suite of online CBT (Cognitive Behavioural Therapy) programmes, which can be tailored to a student’s specific needs.

# Five ways to improve your wellbeing

Links from [webpage](https://www.ncl.ac.uk/wellbeing/mentalwellbeing/wellbeing/) to NHS guidance

# **Peer Support Social Groups facilitated by Wellbeing**

**Autism Support Network** – Social networking activities offered once a fortnight on a Wednesday afternoon during term time. Activities include on and off campus activities eg games & pizza, space golf, escape rooms.

**Good Mood Mondays** – this is a new initiative to support students with long term mental health. Programme of activity for Semester 1 22-23 to be finalised.

# **Pastoral Support**

The Chaplaincy and Pastoral Care team is committed to providing you with inclusive pastoral support whatever is happening in your life. We can help you talk through issues you may want to address such as:

* Stress
* Academic worries
* Relationship difficulties
* Tensions living with others
* Family worries
* Identity, Gender and Sexuality
* Loss or bereavement
* Faith, Spirituality, or Beliefs
* Values or ethics

We work closely with the other teams in [**Student Health and Wellbeing**](https://www.ncl.ac.uk/wellbeing/), including the [**Counselling**](https://www.ncl.ac.uk/wellbeing/mentalwellbeing) and [**Disability support**](https://www.ncl.ac.uk/wellbeing/supportservices/disabilitysupport/) teams and we will help you access any of the support services if they are better placed to help you address your concerns.

Our Pastoral Support services include:

* Our [**Listening Ear**](https://www.ncl.ac.uk/chaplaincy/pastoral-support/listening-ear/) service which can be booked for an initial meeting online or in person
* Our [**Walk & Talk**](https://www.ncl.ac.uk/chaplaincy/pastoral-support/walk-talk/) sessions where you can join with others for some mental wellbeing, conversation and exercise
* Our [**online resources**](https://www.ncl.ac.uk/chaplaincy/pastoral-support/resources/) which give self-guided support

# **Student Welfare Team**

If you're a Newcastle University student and you have some concerns about your wellbeing, please contact us to request an [**assessment appointment**](https://www.ncl.ac.uk/wellbeing/mentalwellbeing/mentalwellbeing/counselling/assessmentprocess/#d.en.912396) with a member of the Counselling and Mental Health Team.

If you are worried about a fellow student between 09.00 and 17.00 please call the Welfare Team on:

**Telephone: + 44 (0) 191 208 3333**

**Emergency Services**

If you are worried about **your safety or feel at risk of harming yourself**, you need to access help immediately.

If you feel your **life is in imminent danger**, you should **call 999** or go to Accident and Emergency at the nearest hospital.

**Local hospitals** are located at:

* **Royal Victoria Infirmary**, Queen Victoria Road, Newcastle, NE1 4LP
* **North Tyneside General Hospital**, Rake Lane, North Shields, NE29 8NH
* **Queen Elizabeth Hospital**, Sheriff Hill, Gateshead, NE9 6SX

If you are a member of staff and are concerned about a student, please refer to our [**Emergency Out of Hours Flow Chart**](https://www.ncl.ac.uk/media/wwwnclacuk/studenthealthwellbeing/files/Emergency%20flow%20chart.pdf).

**Out of hours help**

For emergencies on campus, or if you are worried about your own safety or the safety of a fellow student:  
**Call University Security on 0191 208 6817**(24 hours a day, 7 days a week)

Outside normal surgery hours you can still phone your GP practice, but you'll usually be directed to an out-of-hours service. The **out-of-hours period is from 6:30pm–8:00am** on weekdays and all day at weekends and on bank holidays.

Consider calling **NHS on 111** if you urgently need medical help or advice, but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

[**Information and contact details for medical, dental and mental health emergencies**](https://www.ncl.ac.uk/wellbeing/urgenthelp/medical-dental/#d.en.918565)

# **Support Helplines**

#### **Campaign against living miserably (CALM)**

The Campaign Against Living Miserably, or CALM, exists to prevent male suicide by offering support to men in the UK, of any age, who are down or in crisis via a helpline and website.   
Open 17.00 – 00.00, 365 days of the year.    
**Telephone: 0800 58 58 58**

[**www.thecalmzone.net**](https://www.thecalmzone.net/)

#### **Crisis Text Line/Shout**

[**Shout**](http://www.giveusashout.org/)is an affiliate of Crisis Text Line**®** in the UK that provides free, confidential support, 24/7 via text. It’s the first free 24/7 texting service in the UK for anyone in crisis anytime, anywhere. Shout is available in England, Scotland, Wales, and Northern Ireland.

Text**SHOUT**to**85258**in the UK to text with a trained Crisis Volunteer.

[**https://www.crisistextline.uk/**](https://www.crisistextline.uk/)

#### **Nightline**

Nightline is a student-run listening service providing a space to talk about how you're feeling and request contact information on other services. You can reach them every night of term. Visit [**www.nusu.co.uk/nightline**](http://www.nusu.co.uk/nightline) for up-to-date opening times and details on how you can access the service.

#### **North East and North Cumbria Suicide Prevention Network**

Guided by national policy and based on evidence of how best to prevent suicide and promote wellbeing and resilience, the aim of the North East and North Cumbria Suicide Prevention Network is to work together to take action to reduce suicide, so that fewer people die by suicide and we improve support for those affected.

[**http://www.stopsuicidenenc.org/**](http://www.stopsuicidenenc.org/)

#### **PAPYRUS - Prevention of Young Suicide**

PAPRYRUS run **HOPELineUK**, a phone, text and email service for vulnerable young people or for anyone concerned about a young person who may be at risk of suicide.   
Open Monday to Friday 10.00 – 22.00, weekends 14.00 – 22.00 and bank holidays 14.00 – 17.00.  
**Telephone: 0800 068 4141**  
**Email:** [**pat@papyrus-uk.org**](mailto:pat@papyrus-uk.org)

[**www.papyrus-uk.org**](https://papyrus-uk.org/)

#### **Samaritans**

Available round the clock, 24 hours a day, 365 days a year. If you need a response immediately, it's best to call on the phone. You don't have to be suicidal to contact Samaritans.  
**Telephone: 116 123 (Free to call)**  
**Email:** [**jo@samaritans.org.uk**](mailto:jo@samaritans.org.uk)

[**www.samaritans.org.uk**](https://www.samaritans.org/)

#### **SANEline**

SANE provides emotional support and information to anyone affected by mental illness, including families, friends and carers.   
Helpline available 16.30 – 22.30 every evening, also Textcare service and 24-hour online support forum.  
**Telephone: 0300 304 7000**

[**www.sane.org.uk**](http://www.sane.org.uk/)