

Wellbeing support over Christmas

Whether you are staying in Worcester or travelling home, help continues to be available to support your wellbeing over the Christmas period, both within the University, and from external sources. This guide should help you to find the support that suits your needs:

FIRSTPOINT

Although **firstpoint** will be closed over the Christmas break, you can still visit their webpages for information and advice on a range of subjects: www2.worc.ac.uk/firstpoint/

UNIVERSITY SECURITY

The University has a security team on site 24 hours a day, 7 days a week, responding to emergency, safety and welfare or first aid issues. Call them on [01905 855495](tel:01905855495).

ACCOMMODATION SUPPORT

The Accommodation Hub will be open from 9.00am to 4.30pm on December 21st, 22nd, 23rd & 24th, and then on the 29th. The team will be at City Campus on 30th from 9.00am to 12.30pm and 1.00pm to 4.30pm. The Hub will be closed on the 31st December, but emails will be monitored.

FANCY A CUPPA?

This virtual coffee break will continue to be hosted via Zoom every day from 1.00pm to 1.40pm, up to and including Christmas Day! If you would like to join us for an informal chat, please email fac@worc.ac.uk and you will be sent the joining instructions.

STUDENT LIFE APP

Our Guidebook Student Life app is ready for you to download and access 24/7. The guide includes information and advice plus much more. Scan the QR code, or download the guide here:

<https://guidebook.com/g/uwwelcome2021>



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[TALKWORC 24-HOUR TEXT LINE](#)

Text 'TALKWORC' to [85258](tel:085258) for confidential help and support from trained responders, whenever you need it, 24 hours a day, 7 days a week.

[SAMARITANS](#)

Samaritans offer a safe place for you to talk any time you like, 24/7, 365 days a year. You can get in touch about anything that's troubling you, no matter how large or small the issue feels. Call [01905 21121](tel:0190521121) or e-mail jo@samaritans.org.

[PAPYRUS HOPELINE UK](#)

A confidential support and advice service for young people under the age of 35 who are experiencing thoughts of suicide. Available every day from 9:00am to midnight. Call [0800 0684141](tel:08000684141), text [07860 039 967](tel:07860039967), or email pat@papyrus-uk.org



[NHS 111](#)

A 24/7 telephone service that allows you to access local health services. Call [111](tel:111) if you have an urgent medical problem and you're not sure what to do.

[STUDENT SPACE](#)

Student Minds' superb resource, including informative articles and one-to-one support for whatever challenge you're facing, designed specifically for students. Contact [0808 189 5260](tel:08081895260) from 3.00pm to midnight every day, email students@themix.org.uk for a response within 24 hrs, or access webchat from the website at studentspace.org.uk from 4:00pm to 11:00pm.