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| Health And Wellbeing Procedure for Residential Students | ACC005 | 2 | |
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| LEAD PERSON | Group Director of Change Projects & Residential Accommodation | | |
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HEALTH AND WELLBEING PROCEDURE FOR RESIDENTIAL STUDENTS

Policy Statement

Activate Learning aims to create a safe and caring environment where the physical, mental and emotional health and wellbeing of staff and students are our priority. Our Learning Philosophy focuses on the importance of emotions in the learning process.

Our approach is to enable all our students to be successful, maintain and improve their own health and wellbeing and learn how to achieve a good work-life balance. We do this through the main curriculum, the tutorial curriculum and extra-curricular activities and events.

We recognise that sometimes students face difficulties and challenges which impact on their health and wellbeing and therefore on their chances of success and progression. We respond to these situations in a responsive and sensitive way with the needs of the student at the heart of the process.

Being active in supporting health and wellbeing, is a key element in the achievement of academic performance and strengthening our wider college communities.

Purpose

This document is an extension of the College's Student Health and Wellbeing Policy and is specific to students residing in College accommodation. It sets out our Health & Wellbeing procedures for students accommodated at Merrist Wood and Harcourt Hill in accordance with the National Minimum Care Standards for the Accommodation of Residential Students Under the Age of 18 in Further Education Colleges and is subject to inspection by OFSTED. The standards are not applicable as such to the welfare of students aged 18 or over but may affect provision for those over 18 sharing the same accommodation or facilities as students under 18.

Scope

This procedure is applicable to all staff who provide or support accommodation provision at Merrist Wood and Harcourt Hill. It is made available to all residential students, parents and staff.

Responsibilities

The Group Director of Change Projects and Residential Accommodation is responsible for the implementation of these procedures and reports the Chief Operating Officer as the Group Executive Team strategic lead for accommodation. Group Directors of Campus & Faculty provide the operational link to Faculty and Student Support and work closely with the Accommodation Teams.

As members of Activate Learning, we are all responsible for:

- Being mindful of the health and wellbeing of students, looking for opportunities to encourage them to develop healthy habits

- Providing and maintaining a safe learning environment for students
- Ensuring students know who to talk to if they need support or welfare information
- Informing a safeguarding team member if any student is at risk of, or has experienced harm.

Wardens are responsible for:

- Looking for opportunities within the residential setting to address health, wellbeing and work-life balance.
- Providing individual pastoral support alongside other College staff to enable students struggling with their health and wellbeing to remove barriers to learning and support independent living in College accommodation.
- Referring students appropriately to internal or external services for extra support if they have concerns.
- Delivering a range of health and wellbeing related events as part of the College enrichment programme throughout the year

Safeguarding

Safeguarding is at the heart of The College's culture with our campaign, Safe Students, Safe Staff, Safe Spaces. Our commitment to ensuring a secure and supportive environment for all extends to our residential provision. The Designated/Deputy Designated Safeguarding Leads/Advisers will support the Accommodation staff in providing for students in halls of residence and they are responsible for:

- Reacting to student concerns and referring to additional internal or external agency support where necessary
- Providing safeguarding and additional training to all staff to better support students accessing their courses
- Providing advice and guidance for students, parents and staff around specific and general health and wellbeing concerns.

Points of Contact - Merrist Wood

The Accommodation Manager and Accommodation Officer are available to support residential students during office hours 8.30am – 5.15pm. They are located in the Accommodation Office at the rear of Merrist Wood House. Outside of these hours, there is a Duty Warden available from 5.15 pm – 8.30 am Monday to Friday and during weekends and Bank Holidays. The Residential Wardens all live on campus.

Contact Number: 07929 021674.

Points of Contact - Harcourt Hill

The Accommodation Manager and Accommodation Assistant are available to support residential students during office hours 8.00am – 4.30pm. They are located in the Accommodation Office, Block K, Westminster Hall. Outside of these hours, there is a Duty Warden available from 4.00 pm (6.00 pm Sunday)– 8.15 am Monday to Friday. The Residential Wardens all live on campus when they are on duty.

Contact Number: 07901 117450.

Understanding a Student's Needs

To keep students safe and well at college and in residential accommodation, staff must be assured that all students can study/reside without posing too great a risk to themselves or others. Students will complete the Student Information Form as part of their application and enrolment process. Students under 18 and their parents/guardians are invited to an informal interview with the Accommodation Team. For students over 18, there is no requirement for parents/guardians to attend but they will be welcomed if they wish to do so. This is normally in person and will include a tour of the campus.

The interview will cover the student's individual needs including dietary, religious, cultural, physical and mental health, medical, hobbies, interests, criminal convictions, welfare and support needs and ensures the team is prepared to support the student. Where a student has specific needs, the

Accommodation Team will initiate a Personal Risk Assessment (PRA) to determine the support network and any reasonable adjustments that are necessary before the student is able to move in and live independently. This will also identify if a Personal Emergency Evacuation Plan (PEEP) is needed. All residential staff will be made aware of the type of condition, what to do in an emergency, and any additional support necessary, including any additional medication or equipment needed for such students. This information is held on ProMonitor and available to Faculty staff.

Where a student may be identified as at risk of harm (e.g., self-harm), the Accommodation Team will work alongside the Safeguarding Team to initiate a Safeguarding PRA detailing support and safety plans.

Fitness to Study and Reside

However, there may be times when, having considered and exhausted all reasonable options, it is decided that the learner/resident cannot meet the expectations of being an Activate Learning learner/resident, as their physical, mental, emotional, or psychological health is having an unacceptably deleterious impact upon themselves and other students, staff, or visitors. In such circumstances Accommodation and Faculty staff, alongside the Safeguarding Team may utilise the Fitness to Study/Reside policy and procedure which could result in the offer of accommodation being withdrawn.

First Aid Provision

A student requiring first aid should seek the help of the Accommodation Office or Duty Warden. There will always be one trained member of staff available to assist. A First Aid box is located in the Accommodation Office.

Medical Emergency

In the event of an emergency, call 999 immediately. The campus addresses are:

Merrist Wood College
Holly Lane
Worplesdon
Surrey GU3 3PE

what3words - : Woodlands = pages.loaf.maybe
Cobbetts = charmingly.hill.songs
Merrist Wood Annexe = fault.bother.mops

Oxford Brookes University, Harcourt Hill
Westminster Hall
Botley
Oxford OX2 9GR

what3words - Accommodation Office, Westminster Hall =
bond.shark.clip

The Oxford Brookes Caretaker/Security Team should be notified on 01865 603060 (24 hrs) so that they can direct the ambulance to the halls.

If the person is suspected of having a heart attack or has stopped breathing, an Automated External Defibrillator (AED) should be used. At Merrist Wood, a defibrillator is located outside the Accommodation Office. At Harcourt Hill, a defibrillator is located at Main Reception (D2).

Access to Medical Support

Students are expected to be registered with a Doctor and Dentist at their home address and should arrange appointments for routine matters there. However, students can access local services and may ask the Accommodation Office or Warden to support them in doing so:

Merrist Wood

- The nearest NHS dentist and Doctors are at Fairlands – 01483594250
<https://www.fairlandsmedicalpractice.nhs.uk/> .

- The nearest A&E is at the Royal Surrey County Hospital Guildford - <https://www.royalsurrey.nhs.uk/>
- The nearest walk-in centre is at the Woking Community Hospital - <http://www.cshsurrey.co.uk>
- For emergency dentist or non-urgent medical advice please call NHS 111.

Harcourt Hill

- The nearest NHS doctors Beaumont Elms Medical Centre tel: 01865 240501 <https://www.beaumontelmspractice.co.uk/>
- A&E – John Radcliffe Hospital <https://www.ouh.nhs.uk/hospitals/jr/>
- NHS Walk in Centre – Abingdon Community Hospital (minor injuries Unit) https://www.oxfordhealth.nhs.uk/service_description/abingdon-community-hospital/
- For emergency dentist or non-urgent medical advice please call NHS 111.

Infectious Diseases

Students should inform the Warden or Accommodation Office immediately if they are unwell, so appropriate support and guidance can be provided. They will normally be expected to return home as soon as possible. Whilst this is being organised, they should remain in their rooms, avoid using shared facilities where possible, and follow hygiene practices such as regular handwashing and wearing face coverings if they need to leave their room for any reason. Accommodation staff should inform Academic staff and Rugby staff (Harcourt Hill only) if a student is unable to attend lessons or training sessions.

In terms of management of infectious diseases and recommendations on exclusion, Accommodation staff should be guided by extant NHS advice:

[Managing specific infectious diseases: A to Z - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Return to Play – Rugby Programme (Harcourt Hill only)

Where a student has suffered a head injury and has been confirmed as having concussion or is suspected to be at risk of concussion, the Rugby staff must notify the Accommodation Office and/or Duty Warden if out of office hours. The return to play protocol will be observed by all parties. Some accommodation staff have completed the HEADCASE e-learning module.

College Nurse

For students under 19 years old accommodated at Harcourt Hill, there is a College Nurse based at City of Oxford College. They can provide the following support and services:

- Sexual Health Advice:
 - Emergency contraception, pills, patch, injection, and the implant
 - Free condoms under the Safety C Card Scheme
 - Chlamydia and gonorrhoea screening
 - Chlamydia treatment
 - Pregnancy testing and advice about unplanned pregnancy
- Healthy Lifestyle:
 - Guidance on healthy eating and physical activity
- Wellbeing:
 - Relationship advice
 - Emotional health support
 - Support for low mood and low self-esteem
 - Anxiety and self-harm support
 - Signposting to specialist services
 - Sleep advice
- Smoking, Drugs, and Alcohol:
 - Support and signposting to stop smoking services with free access to nicotine replacement therapy

- Support for substance misuse and signposting to specialist services

Administration of Medicines

In accordance with the Administration and Management of Student Medication procedure, students in residential accommodation are responsible for safely storing and taking their own over the counter and prescription medication as agreed with parents.

Any controlled drugs required by students under 18 should be held securely in the Accommodation Office and dispensed under the supervision of a member of staff who has completed the necessary Administration of Medication training. Students over 18 years old residing at Merrist Wood who require controlled drugs may keep them in the locked safe in their room.

A small stock of over-the-counter medicines will be available for occasional use but where a student needs medication regularly, they are responsible for providing their own supplies. Parental/Guardian or student permission is required to administer prescribed or non-prescribed medication. This is done through the Agreement for staff to facilitate medication administration. Students should notify the Accommodation staff or Wardens if they require medication or their medication regime changes.

Confidentiality

The confidentiality and rights of residential students as patients is appropriately respected. This includes the rights of a competent residential student to consent to his or her own medical treatment, without the need for parental permission or knowledge. A resident student is competent if he or she has sufficient understanding and intelligence to understand fully what is proposed.

Wellbeing

Residential staff are supportive and observant and log concerns via Promonitor to ensure that a holistic approach is taken to an individual student's wellbeing. Regular meetings take place between Accommodation, Academic and Student Support Services (and Rugby staff at Harcourt Hill) to ensure that there is a broad understanding of the student's wellbeing and academic progress as well as highlighting any behavioural issues or wider concerns.

Parents/guardians are also provided with details should they need to contact the residential staff at any time. An ongoing dialogue between College and home is encouraged.

Counselling

All students have access to on-site counselling services, running in accordance with the British Association of Counselling Practitioners' standards as per Activate Learning's Student Counselling Procedure. Information regarding access to College welfare services and external helplines are readily available in the halls of residence.

Students also have access to an independent listener and may contact their parents/guardians via a free and private telephone service if they cannot do so using their personal mobile.

Healthy Lifestyles

Healthy lifestyle choices are promoted through enrichment and tutorials delivered by the Progress Coaches.

Unusual or Onerous Demands

Where there are unusual or especially onerous demands on residential students, such as work experience or duties timetabled outside the normal college day or week, Academic staff (and Rugby staff at Harcourt Hill) in conjunction with Accommodation staff should ensure that these are appropriate to the residential students concerned, and do not affect unacceptably the residential students' welfare. In particular alternative access to meals must be arranged and Wardens must be notified when students leave site in the usual manner. Transition and Retention Advisors are available to support students who are cared for, care experienced, young carers and young parents and may have additional demands outside of college.

Mental Health

Whilst Wardens are expected to be the primary point of contact for residential students. They must recognise the importance of mental health and alongside Group Student Services (GSS) provide support arrangements for students experiencing mental health challenges as a continuum of care outside of curriculum time.

Safeguarding Advisors can support students experiencing moderate to severe mental health difficulties such as self-harm, suicidal thoughts/attempts, mental health disorders e.g., depression, and eating disorders.

They work closely with specialist mental health services and professionals such as Child and Adolescent Mental Health Services, Community Mental Health Teams, Psychiatrists, Educational Psychologists, GPs, etc, to ensure appropriate support is in place for students experiencing mental ill-health.

They can be contacted by emailing: safe@activatelearning.ac.uk

We also have mental health first aiders available at all college sites, and Wellbeing Advisors who provide support to students experiencing mild-moderate mental health difficulties such as:

| | |
|--|------------------|
| Generalised anxiety and social anxiety | Body dysmorphia |
| Low mood and mild depression | Sleep problems |
| Panic attacks | Stress |
| Loneliness | Bereavement |
| Low-self esteem | Gender dysphoria |

Healthy Eating

A holistic approach to student well-being recognises the role that healthy eating plays. Balanced, nutritious meals that cater to diverse dietary needs are provided ensuring that students receive the essential nutrients required for optimal health and academic/sporting performance. Wardens are expected to be available in the dining areas at dinner times. Where the Accommodation Team or Wardens have a concern that a student is not eating well, they will offer support to the individual and seek guidance through GSS. For students at our Rugby Academy and accommodated at Harcourt Hill, we have negotiated an enhanced meal offer so that they are able to meet the calorific needs of their extensive training programme.

Physical Wellbeing

Physical activity also plays an important role in a student's wellbeing. An active lifestyle is promoted through a variety of on-campus activities and facilities, including access to gyms at both Merrist Wood and Harcourt Hill, open spaces and wellness workshops. These initiatives are designed to encourage regular physical activity, which is vital for maintaining physical fitness, reducing stress and enhancing mental well-being.

Recreation

Students also need opportunities to unwind, engage in recreational activities and build meaningful connections with their peers. Social spaces offer a supportive environment where students can relax, share experiences and develop a sense of community. At Merrist Wood, students have small sitting rooms within their accommodation blocks and access to an exclusive area of Woody's after 5 pm. The room is equipped with a billiards table, dart board, other games and a tuck shop. At Harcourt Hill, students have a kitchen/dining/sitting room within their flat. They also have access to a social space – The Clubhouse akin to Merrist Wood. The social spaces are attended by the Wardens and a programme of social activities arranged.

Drug, Alcohol, and Substance Misuse

A zero-tolerance policy is in place for students who choose to bring in, consume or attend College (including accommodation) under the influence of illegal substances or alcohol and this is addressed in the Positive Behaviour Management Framework. However, there are many occasions where the reasons for these actions are due to challenging personal circumstances or addiction and so, Activate Learning will:

- Offer support networks for students to continue to maintain their health and wellbeing
- Encourage referrals to counselling and/or medical support
- Refer students, with consent, to supporting agencies and charities, such as Talk to Frank, talking therapies, or their GP.

Activate Learning recognises that students in possession of certain items may indicate they are at risk of harm such as abuse or exploitation and/or may present a risk to others and in line with the Student Behaviour Policy and Safeguarding - Reporting a Concern Procedure, the Accommodation Team and Wardens will share such concerns with the Safeguarding Team.

Students with SEND or Communication Needs

The Accommodation Team and Wardens will offer additional support to students with SEND and/or communication needs. They will liaise with Academic and GLS to ensure that there is consistency in the support provided and the methods of communication are appropriate to each individual. Where an EHCP is in place, it would be expected that the support required for the student to live independently in a hall of residence is explicitly covered and reflects the adaptations required within the accommodation setting.

Quiet Spaces

At Merrist Wood, there is a Multi Faith Prayer Room in Merrist Wood House. At Harcourt Hill, there is a Prayer & Quiet Room in B Building.

References:

Administration and Management of Student Medication
Fitness to Study / Reside Policy
Fitness to Study / Reside Procedure
Procedure for Personal Risk Assessments and PEEPS
Residential Statement of Principles and Practice
Positive Behaviour Management Framework
Safeguarding – Reporting a Concern Procedure
Safeguarding and Child Protection Policy
Student Counselling Procedure
Student Health and Wellbeing Policy