



Your Health & Safety Guide in the UK

Essential Information for Short-Term Students

Emergency Contacts & Immediate Action

Know these numbers. If you call 999, **stay calm** and clearly state which service you need (Ambulance, Fire, or Police) and your location.

Service	Number	When to Call
Ambulance, Fire, or Police	999	Life-threatening emergency only. Serious injury, fire, or crime in progress.
Non-Urgent Medical Advice	111	Medical help fast, but it's not life-threatening. They will direct you to the right service.
School Staff outside of working hours	0044 7384 832408	For all other immediate concerns , including accidents, illness, or mental health distress. Contact the out-of-hours emergency phone for guidance.

Always inform a member of staff immediately if you are hurt, unwell, or need to seek professional medical attention.

UK Healthcare Access (The NHS)

Your access to free care depends on your visa and length of stay.

If Your Stay is Short (e.g., up to 6 months):

- You are generally **not** entitled to free NHS hospital treatment (except in the case of a genuine medical emergency).
- Action Required:** You **must** have **private travel or medical insurance** that covers you for the entire duration of your stay in the UK. Keep your policy documents accessible.

Accessing Non-Emergency Care

The **General Practitioner (GP)** is a local doctor or primary care provider. The doctor's surgery or healthcare centre is the first point of contact for non-urgent health issues.

Type of Care	Access Point & Advice
Non-Urgent Illness	GP Surgery. Ask staff to help you register as a temporary patient immediately upon arrival.
Minor Injury	Urgent Treatment Centre (UTC) or Walk-in Centre. Use the 111 service for the nearest location and to confirm suitability.
Minor Ailments	Local Pharmacy. A trained pharmacist can offer advice and over-the-counter medicine for common issues (colds, headaches, etc.).
Dental/Optical	Treatment is generally paid for . Arrange private insurance cover if you anticipate needing these services.

For further details on specific services, speak to any member of the International Support Team.

Mental Health and Emotional Support

It is normal to feel stressed, homesick, or anxious when studying abroad. Your well-being is a priority.

- **Internal Support:**

- **International Student Officer:** *Lisa Melendez (DSL) - Your first point of contact for emotional support.*
- **Your tutor:** *You will have a timetabled session once a week. Your tutor is also available by email and full details of their contact details will be provided.*
- **Counselling Services:** This is professional, confidential support. *Drop in & booked counselling service with Marcia Wright (Room E23). Wellbeing sessions by appointment as well as a drop-in service with James Evans in the Wellbeing Hub situated in the Student Centre.*

See Lisa Melendez, Debbie Finch (Lead DSL in Room E27); Adrian Waters (DSL & Head of Student Support); any teacher or member of the support staff; your homestay host for more information on accessing any of these services.

- **External Helplines (Confidential):**

- **The Samaritans: 116 123** (Free, confidential 24/7 service for anyone struggling to cope.)
- **Crisis Line:** *(Insert Local NHS or University Crisis Line number if applicable)*

Your Right to Welfare: If you are struggling, you have the right to ask for support from staff or external services.



Personal Safety and Medication

Medication

- **Bringing Medicine:** Carry a copy of the **original prescription** and keep the medicine in its **original packaging**.

Safeguarding & Concerns

- If you have a concern about your safety, the conduct of staff, or the actions of another student, you must report it immediately.
- **Designated Safeguarding Lead (DSL):** *Lisa Melendez 0044 7771 551689* - This person is trained to handle serious concerns confidentially.

Fire Safety

- **Know Your Escape Route:** Familiarise yourself with the nearest fire exits from your bedroom and common areas in the homestay home. At College make sure you know where the emergency exits are located.
- **Fire Alarm:** When you hear the fire alarm at College, **evacuate immediately** and go to the designated assembly point which is the main sport field in front of the College.
- **Fire Drills:** You **must** participate fully in all fire drills so you are aware of the procedure should an emergency occur.



Healthy Living & General Safety

- **Food & Nutrition:** Always inform staff immediately of any food allergies or special dietary requirements (e.g., intolerance, vegetarian, cultural).
- **Water:** Tap water in the UK is safe to drink.
- **Activity:** You are encouraged to participate in physical activities. Ensure you know how to safely access local sports facilities.
- **Hygiene:** Maintain good personal hygiene. Report any accommodation issues (e.g., leaks, heating, cleanliness) to staff immediately.