

Wakefield

Recovery and Wellbeing College

Home of the Discovery College

Student

Handbook

With **all of us** in mind.

Foreward

Hi

Welcome to the Wakefield Recovery and Wellbeing College, the home of the Discovery College. We are really pleased that you have chosen to enrol as a student with the College and we really hope you find the time you spend with us helpful for your health and wellbeing and/or someone that you care for or support.

We're all a really friendly bunch at the College and all of the courses and workshops are informal, as far away from a traditional college/school as you can imagine, and most importantly, have had design and delivery influence of someone with lived experience of the illness, condition or skill that the course is about. We believe that people who have experience of health problems – whether that is personal experience or as a carer for someone – are the experts in their own lives!

We believe:

- Everyone has a wealth of knowledge and valuable expertise – which they can use to help us develop the College for the benefit of all.
- Everyone should be given the opportunity to reach their potential.
- That the College will aim to be fully accessible for people with disabilities.
- In working together in the design and provision of the courses available.
- Everyone has the equal right to enjoy all the opportunities that life can provide.
- That our work is based on the principle that hope, mental health and wellbeing are essential to every person.

Hopefully by the time you have read this welcome pack and spoken with one of our team members during your Individual Learning Plan appointment (ILP), you will have a good understanding about the College and what it is like to be a student with us. We also have a Frequently Asked Questions section on the website that you might find useful to check out. [Click here](#) to check them out but if you are still unsure about anything then please get in touch with us or speak with your tutor.

We look forward to seeing you at the College.



With **all of us** in mind.

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With all of us in mind.

Charter and our promise

We know that you have read and agreed to our College Charter during your enrolment process and we would recommend that you familiarise yourself with this before you attend any course, you can view these on our website by clicking here www.wakefieldrecoverycollege.nhs.uk
Now that you are a student, we have a few other things that you need to know:

The Wakefield Recovery and Wellbeing College/Discovery College makes a commitment to:

- Creating a supportive learning environment for all students, volunteers and staff that fosters a shared understanding and mutual respect.
- Supporting and guiding all who access to develop goals, achieve, and flourish.
- Listen to suggestions and feedback – “You said, we did” attitude.
- Do our best in creating an enjoyable learning experience at our Recovery and Discovery Colleges.
- Work with students and volunteers to develop the Colleges, this includes embracing co–production and co–facilitation of courses (co–production means professionals and those with lived experience creating courses and shaping the service together. Co–facilitation means those with lived experience and those with learned knowledge delivering together).
- Keep you up to date with what is going on with the Colleges.

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Confidentiality / safe space

At the College we want to make sure everybody feels safe, comfortable and valued.

To do this we ask that:

- You don't share your telephone number/email address with anyone other than the College team.
- You only share your first name within a session and join online sessions with your first name or an alias. Just don't forget to let the College know beforehand if you are joining with an alias name, otherwise the tutor won't know to let you into the course.
- You don't reveal anything personal about yourself that could identify you to others, such as your home address, your college/workplace, your social media account.
- You think about your social media platforms and what you post, are they private?
- Anything talked about during a session, remains confidential.
- You will immediately share any concerns you may have about the health and safety of another student, child or adult with a member of the staff team. No matter how small the concern may be, you have a responsibility to share this, to make sure that the appropriate steps are followed to keep that person/others safe and that you do not leave the session worrying about somebody else's health or safety.

If you do not follow the College Charter and our guidelines to make sure everybody feels safe at the College, you will be asked to leave the session. We expect that tutors and fellow students are treated with respect at all times. We will always try to speak with you after the session to discuss why you were asked to leave if this should happen.

The College advises against the sharing of personal information with others in the groups that you are in. Sharing your story is encouraged within the group, but please remember not to share too much on a one to one with other students. Some people will be managing their own issues and concerns and may not be able to manage taking on board the concerns of other peers.

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What happens next?

At this stage, you have enrolled with the College, completed an ILP with a member of our team, booked on your first course (or been reserved a place) and received this pack with a confirmation letter/email for your first course, so what will happen next:

Will I receive a reminder of my course booking/s

Yes - thirteen days before your course is due to start, you will receive an email (text message if you do not have email) to remind you of your booking that will ask you to confirm your place. You will then have three days to contact the College to confirm your booking.

What happens if I don't confirm my place?

For the majority of our courses we have a waiting list, so if you don't confirm your attendance within the set timescale, your booking will be cancelled and your place will be offered to another student. Your place on the course is not guaranteed until you confirm your booking.

What if I can't attend or an emergency crops up?

You need to let the College know asap so your place can be offered to another student.

What happens if I don't inform the College?

If you fail to inform the College ahead of time on three occasions, any additional course reservations you hold with us for the rest of term will be cancelled. This is to ensure that we are able to offer as many people as possible the help and support they require. We hope you are understanding of this.

What about directions and links for online courses?

These will be sent to you by email or text three days before the course starts – it is your responsibility to keep this information safe. Please let us know if you don't have this information the day before your course is due to start.

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What happens next?

How do I access an online course?

We use Microsoft Teams for our online courses and you can find instructions for using Teams by clicking here. [Quick start guide](#).

What happens after I have attended a course?

We will send you an evaluation form via email that we would like you to please complete asap. At the end of each month, a copy of another ReQoL outcome measure questionnaire will also be sent to you to complete.

What do I do if I have borrowed equipment for the course?

We will contact you to arrange for this to be returned to us. We need to make sure all borrowed equipment is returned quickly so it is available for other students who may need to use it.

What happens if I am running late for a session?

We do ask that students attend sessions on time so that we do not disrupt the session and so that we can stick to the time we have the venue booked for (as often there are people booked in to use the room after us).

If you are on your way to a session with us and you know you will be running a little late (the bus has been late, there has been traffic on the roads, or you have had to deal with a caring responsibility before you were able to leave for example), please give the College team a call on 01924 316946 and let us know. We will then inform your tutors for you and see what the best plan of action is for you.

If you are less than 15 minutes late, the tutor may still allow you in to the group but will need to see if it is possible to get you up to speed at the break with what they have already covered. If you are more than 15 minutes late, it is likely that you may have missed a large chunk of the session, which may be too much to catch up on, and so you would only be able to join the session at the tutor's discretion. If you are not able to join the session, we would place you on the next available date for this course topic and hope to support you as best as possible in the meantime, for example with handouts from the course.

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Hearing your voice

As a co-produced service your feedback about the College is really important to us. We need to know if we are getting it right and supporting people in the right way and your feedback is the best way for us to do this.

At the end of each course we will send you an evaluation form to complete online. If you would prefer this posting out to you, then please let us know. It is really important that you return this to us at the end of each course you attend so that we can shape our offer appropriately.

You can also let us know any other thoughts, ideas, areas for development, compliments or complaints by emailing the College or speaking with one of the staff team.

Additionally, we have a Development and Planning group that meets about three-four times a year that looks at what's going on at the College, student feedback and what the College needs to concentrate on going forward. If you would like to get involved in this, please speak to a member of the team or email the College and let us know.

To see what impact the Colleges are having for both improving what we do and evidencing the positive effect the College has on people's lives, so that investment and funding continues for the Recovery and Discovery Colleges, at times our finance department will review the appointments you have had with our service. This is so we can cost up staff time before and after your involvement with the College. All the information is collated anonymously to provide a picture of what difference the College is making. We wanted to let you know that this is something that we do, so please let us know if you have any concerns about this happening.

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Support line contact details

We have a number of local and national services that can offer you support on lots of different subjects on our website www.wakefieldrecoverycollege.nhs.uk

If you require assistance or advice relating to your mental health and wellbeing, you can contact your GP, Community Mental Health Team or Support Worker. If you feel you need urgent advice or assistance, please contact the non-emergency NHS line on 111, or 999 in an emergency.

You can access any website of the below services that have one available by clicking on their logo.

NHS 24 Mental Health Hub - call 111, and select option 2

The team at the NHS 24 Mental Health Hub will help you get the right care in the right place. The service is available 24 hours a day, 365 days a year.



Wakefield Here For You - 07776962815

If you need support reach out to the team 18:00 - Midnight every night. Open to anybody aged 16+ in the Wakefield District. Their base is at Prosper House in the centre of Wakefield.



Text SHOUT to 85258

A free, confidential, anonymous text support service available from anywhere in the UK, day or night. They also have a lot of useful resources on their website to help with anything from bullying to anxiety, to panic attacks, abuse to loneliness.

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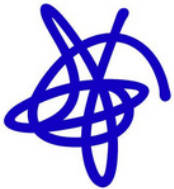
www.southwestyorkshire.nhs.uk



Night OWLS - Call: 0800 148 8244 Text: 07984 392700

(Charges may apply.) Chat: [wynightowls.org.uk](https://www.wynightowls.org.uk)

Night OWLS is a confidential support line for children and young people in crisis. Helping them, their parents and carers living in Bradford, Leeds, Calderdale, Kirklees and Wakefield. Available 8pm - 8am.



MIND- 0300 123 3393

The Infoline provides an information and signposting service.

They're open 9am - 6pm, Monday to Friday (except for bank holidays).

Ask about:

- mental health problems
- where to get help near you
- treatment options
- advocacy services.



Samaritans - 116 123

Whatever you're going through, a Samaritan will face it with you. They are available 24 hours a day, 365 days a year.

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SANE

Sane - 0300 304 7000

A leading UK charity providing emotional support and information to anyone affected by mental illness.



The MIX - Online: 24/7 themix.org.uk (every day any time)

Helpline: 0808 808 4994 (every day 11am - 11pm)

Webchat one to one support: themix.org.uk (11am - 11pm, everyday)

Group chats and nightly support chats: themix.org.uk (Sunday to Thursday, 8pm - 9.30pm)

Life can throw a lot your way. It can be hard to tackle it alone. So, whether you're 13, 25 or any age in between, The Mix is there to connect you to experts and your peers for everything from homelessness to finding a job, from money to mental health, from break-ups to drugs. Need help now? The Mix is a free, confidential support service offering help through phone, text, web, social and counselling. They're there for you, whenever and however you need support.



The online resource for children and young people in Wakefield.

wf-i-can.co.uk

is an online resource for children and young people. WF-I-CAN is a place to find information and advice as well as self-help tips that can increase your confidence and resilience. It was developed by young people and adults that work across the Wakefield District.

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GIPSIL - To make a referral or to discuss this service further please contact Helen Wood on 07593 549 779 or helen.wood@gipsil.org.uk .

A free, city wide and confidential service supporting young people to have their voice heard and valued, and to make choices that are right for them.

The service is for young people:

- Who are aged 16-25
- Who live in the Wakefield district
- Whose support from CAMHS is coming or has come to an end
- Who want support with next steps
- Who are experiencing difficulties around their emotional wellbeing, such as depression, anxiety, self-harm, bereavement and isolation.



CEOP - CEOP Education (thinkuknow.co.uk)

CEOP is a law enforcement agency and is here to help keep children and young people safe from sexual abuse and grooming online. We are here to help and give you advice, and you can make a report directly to us if you are worried about online sexual abuse or something has happened online which has made you feel unsafe, scared or worried. This might be from someone you know in real life, or someone you have only ever met online. You can report an issue by clicking here (CEOP Safety Centre) or you can find out some really useful information about keeping safe online by clicking here (CEOP Education (thinkuknow.co.uk))

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[Mencap](https://www.mencap.org.uk)- Call on 0808 808 1111 or email on helpline@mencap.org.uk

Mencap is a UK charity for people with a learning disability. We support their families and carers, too. We want the UK to be the best place in the world for people with a learning disability to live in. Mencap can talk to you about anything to do with learning disability. This could be help and advice, issues or available services in your area.

These are the Helplines focus areas of information and advice:

- Social Care
- Health and Wellbeing
- Covid-19
- Safeguarding
- Transition to adulthood
- Benefits
- Mental Capacity
- Homes not Hospitals including Behaviour that challenges

They will also offer information and advice in the following areas:

- Bullying
- Continuing Healthcare
- Housing
- Education

They can offer information only (not advice) on these subjects

- Social life, sexuality, and relationships
- General Disability
- Work



01924 316946



www.wakefieldrecoverycollege.nhs.uk



wakefieldrecoverycollege@swyt.nhs.uk
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