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# Challenges in Supporting Students

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<http://ehealth.kcl.ac.uk/sites/ltc>

# Overview - challenges

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## Supporting students....

- Challenges:
  - Increase in disclosure: more work
  - Their version of events: presentation vs. engagement
  - Scenarios: complexity of issues + uncertainty in action = unpredictable outcome
- Responses:
  - Fact finding: advice, best practice, outcomes - unexpected
  - Students: when support becomes management – vital communication
  - Transparency: need for clarity, manage expectations
- Reasonable Adjustments: re-adjusting mindset

# Increased disclosure

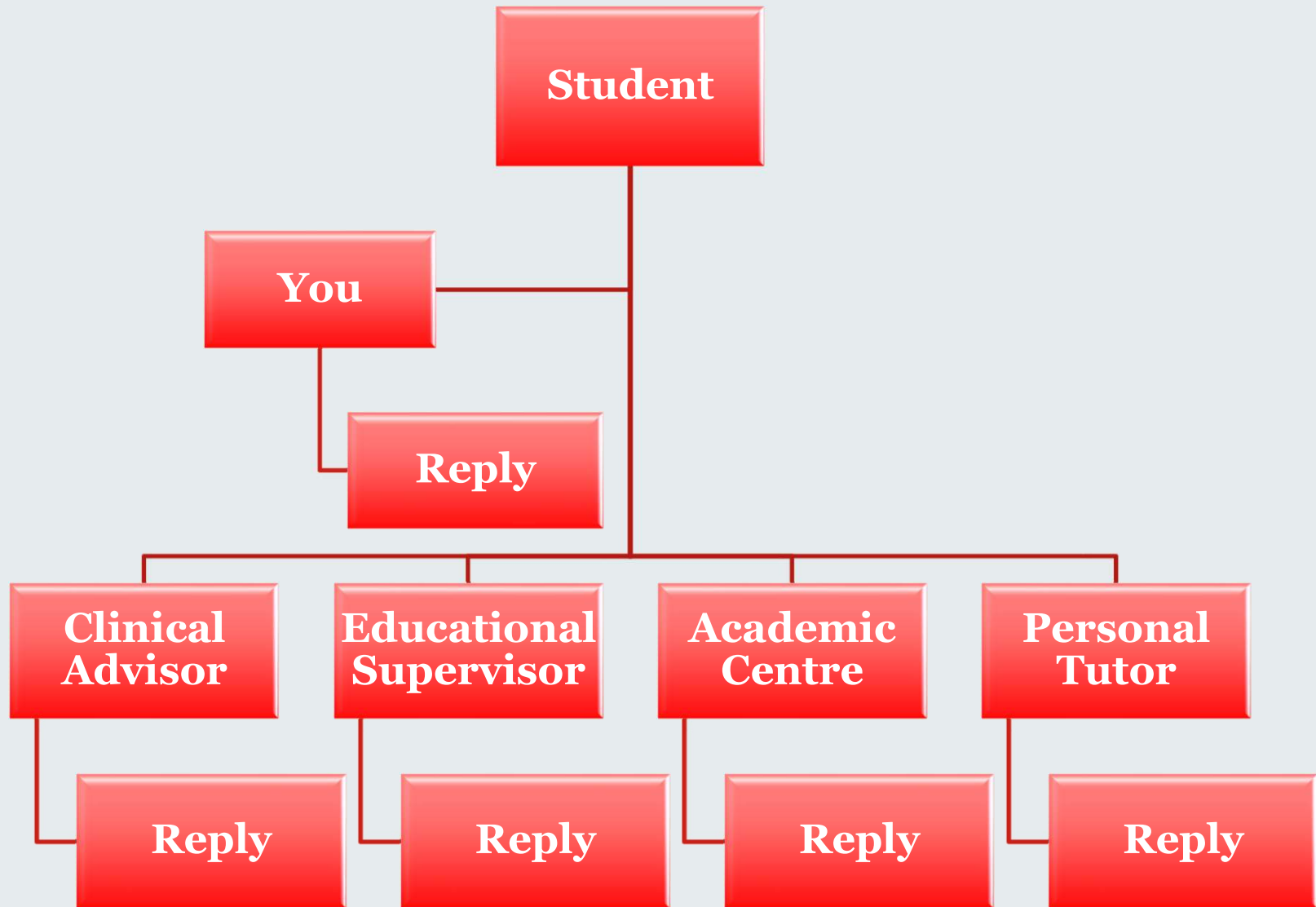
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**Locally and nationally, students now need and ask for higher levels of support:**

- Events outside their control – life happens
- Physical and psychological health – long term and emergent issues
- Programme - learning and assessment – coping with studies
- Personal development: who they will become – growing up
- Professional development: what they will become – professional identity/role modelling
- An expectation: need to provide appropriately

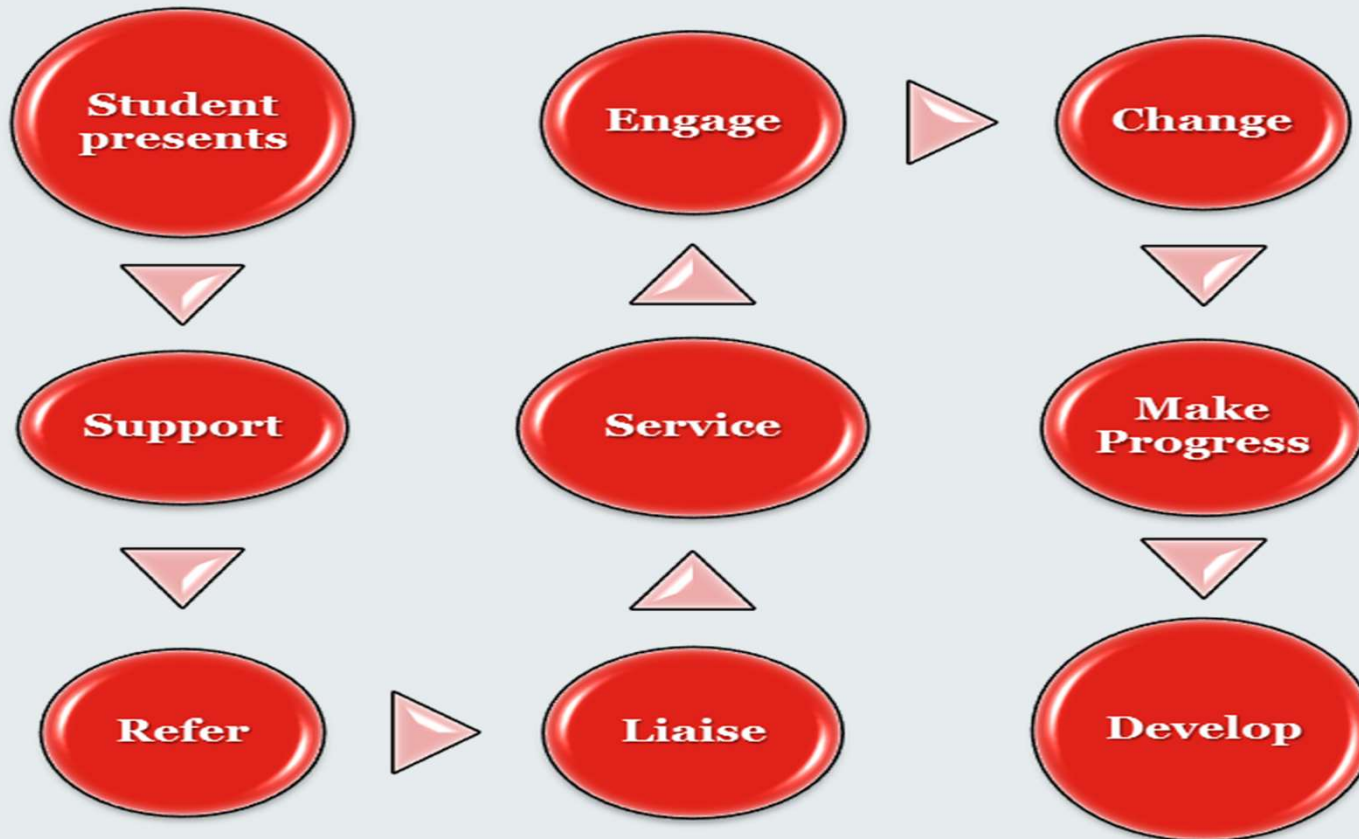
# Events: the reality ... vs.

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# ...the idealised version of events

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# Increase flexibility and understanding...

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- Actions: coming out to 'seek help' is hard and not used to it
- Cognitions: complexity of issues and not sure how to address
- Emotions: high level of distress and upset as stakes increase
- Plural opinion ok: ask questions, coordinate and allocate into single stream (case mgmt approach)
- May not heed advice: student may act according to wants or dreams, and not reality.



# **Small Group Considerations**

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**The following scenarios are based upon a combination of student issues encountered over the past decade. No students within should be recognisable:**

- **What are the presenting issues (Scenarios)?**
- **Is there a safety need: What do you need to do now? Which service would you involve/inform?**
- **What is not so urgent/can you do later?**
- **How are you feeling about this? Do you need support?**
- **Is there a learning point? To do/not do again in a similar situation.**

**Anna**

# Anna

- 1:1 Meeting to hear story:
- Use objective framework (logbook) to review academic and/or clinical performance.
- Acknowledge factors and offer support: local and established providers (KCL website student services).
- Communicate basic level of detail to KUMEC Team → Clinical Advisor → MBBS Student Support



**Davi**

# Davi



- Organise 1:1 meeting to discuss academic progress:
  - Acknowledge gap in support for Overseas students and provide links.
  - Use feedback sandwich of strengths, limits, strengths
  - Consider Risks to progress in “limits” (i.e. identification of SpLD)
  - Academic Support available on placement and in KCL

**Siobhan**

# Siobhan

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- Schedule usual progress meeting to discuss GP engagement and progress.
- Discuss 'other' areas which are not so progressive
- Student perception, if there are problems.
- Professional duties.

**William**



# William

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- Offer 1:1 for academic progress
- Discuss new identification of SpLD and direct towards support.
- Outline professional duties to access “support for conditions” as required in Portfolio
- Direct towards Admissions re: application to transfer

**Samina**

# Samina

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- Team discussion:
  - Meet with student to offer support and advise of need for management plan.
  - Liaise with KUMEC Team → Academic Centre for OH referral due to self-harm
  - Remind of Fitness to Study or Practice



**Jason**

# Jason

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- During Academic Support meeting:
  - Review performance and recent identification.
  - Engagement in general with colleagues
  - Social issues: lack of medication and any possible self-medication
  - Professionalism/duties

# Student concerns - initially

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## Internal discussions

- Transparency: manage student and supervisor expectations but maintain some distance – student must consult their own GP for health care
- Communicate: basic level of detail to KUMEC Team– get feedback on student performance in other areas.
- KUMEC Team fwd concern: Stage 2/3/Phase 3/QIP/GP Leads → escalate to Anne Stephenson, GP Lead (Deputy Dean of SA) who liaises with [mbbsstudentsupport@kcl.ac.uk](mailto:mbbsstudentsupport@kcl.ac.uk) (MBBS Academic Centre).

# Student concerns – next steps

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## Signpost student

- Refer student to PTs/CAs and highlight Student Services (Disability, Counselling, own GP/Health Centre).

Challenging students lead us to.....

- Review working practices with students and colleagues: best outcome for patients.
- Review existing policies and procedures: are we clear and direct or doing what we always do?
- Hopefully, review our own preconceived ideas and ideals – what is our purpose?

This is positive.

# Support services

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HWL - Michelle.Robinson@kcl.ac.uk

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MBBS Academic Centre - mbbsststudentsupport@kcl.ac.uk

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## **Counselling Service**

<https://www.kcl.ac.uk/campuslife/services/counselling/Howwecanhelp/bookingform.aspx>

## **Disability Advisory Service**

<https://www.kcl.ac.uk/campuslife/services/disability/Contact-us/Online-enquiry-form.aspx>

## **Money Advice Service**

<https://www.kcl.ac.uk/campuslife/services/student-advice-support/Contact/online.aspx>

## **Wellbeing Service**

<https://www.kcl.ac.uk/campuslife/services/health-new/Wellbeing/Contact-Us.aspx>



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