



## Guidance for international students in self-isolation

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### 1. What are the rules on self-isolation?

UK Government guidelines are in place to help manage the risks to public health from coronavirus (Covid-19) and currently require those arriving from most international destinations to self-isolate for 14 days. If you're travelling from an exempt country, you will not need to self-isolate; you can check which countries are exempt [here](#).

While you're in self-isolation you should not leave the place where you are staying - including to go shopping - unless there are exceptional circumstances that mean you are not able to have food or medicine delivered.

For more detailed information, please see the guidance from the UK government -

[Entering the UK](#)

[What happens when you arrive](#)

[How to self-isolate when you travel to the UK](#)

[Travel guidance for passengers \(onward travel within the UK\)](#)

**Please note that guidance on self-isolation may change and so we recommend checking the UK government webpages for the latest updates and information before you travel.**

### 2. Before you travel

You will have to provide your journey and contact details on an [online form](#) 48 hours or less before you travel to the UK. You will then need to show the form when you arrive at the UK border, either a printed copy or by showing the form on your phone.



## What to bring with you

Please make sure that you bring with you –

- A mobile phone. You should be able to buy a UK sim card at the airport when you arrive. If you're using the DMU airport pickup, we will usually provide sim cards to new students.
- An email address that you can access in the UK. You'll need this when ordering food online.
- A laptop, iPad or similar. You'll need to be able to access your student induction and course online, at least initially.

You will also need to be able to pay for food online as soon as you arrive. You may not be able to [open a UK bank account](#) immediately, so please make sure that you have at least one of the following –

- A credit card. Please be aware of any extra charges you may need to pay for using your card in the UK.
- A pre-paid currency card that you set up in your home country and use in the same way as credit or debit card - examples include Mastercard's [Cash Passport](#) card and Visa's [Travel Money](#) card. You can usually add funds to the card from your existing bank account.
- A money app such as [Monzo](#) or [Revolut](#), that allows you to make online payments in the UK. Please make sure that the app or account you use is suitable for your needs and that you're aware of any payments or charges.

You'll also need to bring any other documents that the university has asked you to bring for your registration or for your course.

## Travelling to your accommodation

If you will be using public transport to travel to your accommodation, there are precautions which you must follow. You can find more details about this [here](#).

### 3. How can I buy food and medicine during self-isolation?

#### On arrival – at the airport

When you arrive, you might want to buy some basic food supplies at the airport. At London Heathrow Airport (LHR) there are small branches of Marks & Spencer Simply Food in the Arrivals area, where you should be able to buy things like ready-meals, bread, fruit, vegetables and milk. It might be a good idea to buy some basic food supplies for your first night, which you can take to your accommodation.



### **Arriving at your accommodation**

You'll need to set up wi-fi access. If you're staying in halls of residence, the hall staff should be able to advise you how to access the wi-fi – contact them directly about this. Please note that, although you should be able to log in to the DMU wi-fi network once you have registered onto your course, you'll only usually be able to access the DMU wi-fi signal when you're actually on-campus (and probably not from your accommodation).

### **Ordering food and meals online**

Before you arrive in the UK, we recommend contacting your hall of residence or accommodation directly, to check what process they have for accepting deliveries for students.

#### Meal and grocery deliveries

There are a number of online food delivery companies in Leicester that you can use to order meals and groceries. The most well-known delivery companies are **Uber Eats, Deliveroo and Just Eat**, although you'll find other companies by looking online.

If you're ordering pre-prepared meals there are lots of options to choose from – including Indian, Chinese, Thai, pizza, burgers, Korean and Turkish.

Some supermarkets (such as Morrisons, Co-Op and Marks & Spencer) can also deliver groceries via Deliveroo - including basics such as eggs, bread, fruit and vegetables.

#### *How do I order?*

To order food delivery from Uber Eats, Deliveroo or similar you'll need to set up an account – this should only take a few minutes although you'll need to have a phone number, an email account and a payment card. You will also need to know your address and post code.

[Uber Eats](#)

[Deliveroo](#)

[Just Eat](#)

[Food Hub](#)



### **Chinese and East Asian food**

There are several local Chinese and East Asian food shops, who can arrange delivery.

Again, you will need to have a phone number, a payment card and your UK address with post code. You'll also need to make sure that you're in your accommodation when your order is delivered.

[The Farmlands](#)

[Korea Supermarket](#)

[Hungry Panda \(App\)](#)

### **Supermarket deliveries**

The large UK supermarket companies operate online delivery services. These include Morrisons, Sainsburys, Asda, Tesco and Iceland. You'll first need to set up an account online and then select a delivery slot once you've selected and paid for your food online.

[Morrisons](#)

[Asda](#)

[Sainsburys](#)

[Tesco](#)

[Iceland](#)

Please note that supermarket delivery has become very popular since the start of COVID-19 and so you'll probably need to organise your delivery several days in advance. If you need groceries quickly, it will probably be quicker (though probably also more expensive) to order through a delivery company such as Deliveroo.

### **Other local restaurants, providing delivery service**

We have compiled this list as an initial guide to some of the restaurants and food outlets that might be available, though please note that they are examples only and that other restaurants providing delivery are also available. DMU has no connection with any of these restaurants and this not a recommendation to use any of these particular businesses -

[Cedars Lebanese](#) (Middle Eastern/Lebanese)

[Alino African](#) (African/Caribbean)



[Cherians Food Court](#) (Caribbean/Halal/Burger/Indian)

[Lahore Kitchen](#) (Indian/Pakistani)

[Express Chicken and Pizza](#)

[New Lucky Dragon](#) (Chinese)

[Bar B Q Base](#) (burgers, wraps, chicken)

[New Hong Kong](#) (Chinese, Thai)

[Big John's](#) (pizza, chicken, halal)

[Domino's Pizza](#)

[Golden Spice Fish Bar](#) (fish & chips, curry, kebabs)

[TJ's Burgers](#) (burgers, pizza, halal)

### **Access to medicine whilst self-isolating**

If you need regular medication, we recommend that you bring a supply of medicine for at least your first month in the UK.

Once you have arrived in the UK, we recommend that you register with an NHS (National Health Service) doctor as soon as you are able to. You can find more information about this [here](#). If you need to arrange a regular medical prescription, you should discuss this with the health centre when you register as a patient.

Supermarkets such as Tesco and Sainsburys offer basic health supplies (such as paracetamol and ibuprofen) online. You can also order through online pharmacies, such as [Lloyds Pharmacy](#) and [Boots](#). Please note that some medicines will only be available through a prescription from a doctor.

Guidance on Coronavirus (COVID-19) is available through the NHS [here](#).

Access general NHS healthcare guidance [here](#).

How to get NHS medical help, including in an emergency, [here](#).





## **NHS Volunteer Responders**

If you are self-isolating, then you might want to use the services provided by the NHS (National Health Service) Volunteer Responders programme.

This service is free and is provided by NHS volunteers, who might be able to help you to shop for food, medicine or other essential items. There is also a Check In and Chat phone service. [Check here](#) for more information and to register with NHS Volunteer Responders.

## **4. Bedding and kitchen equipment**

### Bedding

DMU accommodation – if you have booked your room through DMU Accommodation, then you should receive a bedding pack room that includes a sheet, pillow, pillowcase, duvet and duvet cover. Contact hall staff directly if you don't have a bedding pack when you arrive.

Non-DMU hall booking – if you have not booked your room through DMU Accommodation, we recommend contacting the hall directly before you arrive, for advice on whether you need to bring your own bedding, or whether this is provided. Alternatively, search online to look for bedding – some companies sell student bedding packs and it may be possible to have this delivered to your hall before you arrive (liaise directly with the hall before you order).

If you will be living in a private rented house or flat you may need to bring your own bedding, or contact your landlord or rental company to see if they can advise you.

### Kitchen equipment

DMU accommodation – if you have booked your room through DMU Accommodation, kitchen electrical appliances will be provided (kettle, toaster, iron and so on) however students need to provide equipment such as pans, cutlery, plates, utensils and so on. Most halls will allow you to order items online to be delivered to the hall in advance, before your arrival – we suggest contacting your hall directly about this.

You could search online for 'student kitchen pack' or 'student starter pack' – various companies such (including [Argos](#)) offer a combined kitchen equipment set.

Private accommodation – we suggest contacting your accommodation provider to discuss this. It may be a good idea to order kitchen equipment online before your arrival. Again, we suggest liaising with your hall, landlord or accommodation provider in advance.



## 5. How we can support you

We understand that having to self-isolate when you first arrive in the UK may seem difficult and challenging. The information here is designed to link you with some of the support and assistance available for you at DMU.

Please also see the information on the next page about dealing with homesickness and culture shock.

### **Support from DMU**

#### *Your DMU Future*

A range of guidance and information for new DMU students is available online [here](#)

#### *International Student Support*

The International Student Support team can provide advice and guidance on living and studying in the UK – both when you first arrive in the UK and throughout your stay in the UK. You can contact us at [iss@dmu.ac.uk](mailto:iss@dmu.ac.uk) or make a phone appointment through [MyGateway](#). Alternatively, you can phone us at 0116 257 7595 (Option 5), from 09.00 until 17.00, between Monday and Friday.

Information to assist with your arrival and first days at DMU is available [here](#) - including guidance on things like opening a bank account, healthcare and managing your money.

#### *Emergencies*

For **urgent** police, fire or medical emergencies, you should call **999**.

#### [Police contact information](#)

#### [NHS \(medical\) contact information](#)

Most university services are available during weekdays between 9am and 5pm. However, if you need to contact the university urgently outside these hours, you can contact DMU Security, who are available 24 hours a day on **0116 257 7642**.

#### *#HealthyDMU*

The [HealthyDMU hub](#) provides a range of options and activities to **support your health and wellbeing** at DMU. The Hub offers access to booking appointments and activities as well as hints and tips about **staying well and opportunities to network with others**. You can also book onto sessions to **manage pressure, develop emotional resilience and motivation**.



### *Wellbeing and Mental Health Support*

The Wellbeing and Mental Health Inclusion teams can provide counselling - the opportunity to talk in confidence with someone who is impartial and separate from work, social and family life. The team's webpages provide self-help support and wellbeing apps to assist with areas like anxiety, panic, stress and sleeping.

If you want to talk directly to a Counsellor or another member of staff, please you can make a Single Point of Access (SPA) appointment via [MyGateway](#)

### *i-Buddies*

i-Buddies is a befriending scheme which provides the opportunity to be matched with an existing DMU student, either from the UK or from a different country, during your first term. We'll email applicants directly to invite them to apply for a place on the scheme. More information is also available online [here](#).

### *Be Active*

Taking part in physical activity is not only good for your fitness, but can also have a positive impact on your mental health. Find out more on the [#HealthyDMU Hub](#)

### *Chaplaincy and faith support*

As part of the DMU Open Faith initiative, Christian and Muslim chaplains are available to provide support and guidance for students of all faiths and none.

### *Students Union and Student Societies*

[De Montfort Students' Union \(DSU\)](#) provide a range of community and social activities for DMU, including the activities for Freshers Week and a wide range of [Student Societies](#) (including Chinese, Nigerian and Indian Societies).

### **Dealing with Culture Shock**

It's usual when you first arrive in a new country (and particularly if English isn't your first language) to experience some kind of homesickness, or 'culture shock' – the feeling you get when you leave your home to spend time in a new country

Apart from obvious aspects like the language, lots of other things can seem very different to what you're used to at home - such as the weather, food and how people speak, dress and behave. These differences can all affect your mood and wellbeing when you first arrive.

It's important to remember that culture shock and homesickness are normal, affect most students in some way and that these feelings pass with time. More information about culture shock and how to deal with it is provided by the [UK Council for International Student Affairs \(UKCISA\)](#).