

Living Well Pathway

A guide to quick and person centred support in Covid-19



Living Well Pathway

This document provides a pathway for Living Well staff to listen to and support people during lockdown. The pathway encompasses Living Well Values and provides a structured approach to ensure people's holistic needs are met quickly and efficiently. It offers guidance on welcoming people, co-producing support and making decisions.

Each stage offers:

- An overview
- A conversation guide
- Supporting tools
- Decision making process

A wellbeing pack is also provided at the end of this document as an additional resource to provide to people.

Stage 1: Initial conversation

Understanding what would help and providing immediate support



Stage 2: Deeper conversation

Providing support and helping people to explore and utilise their skills, strengths, support and networks



Stage 3: Enhanced support

Holistic support to help people pursue their aspirations and overcome the challenges they face



Saying goodbye

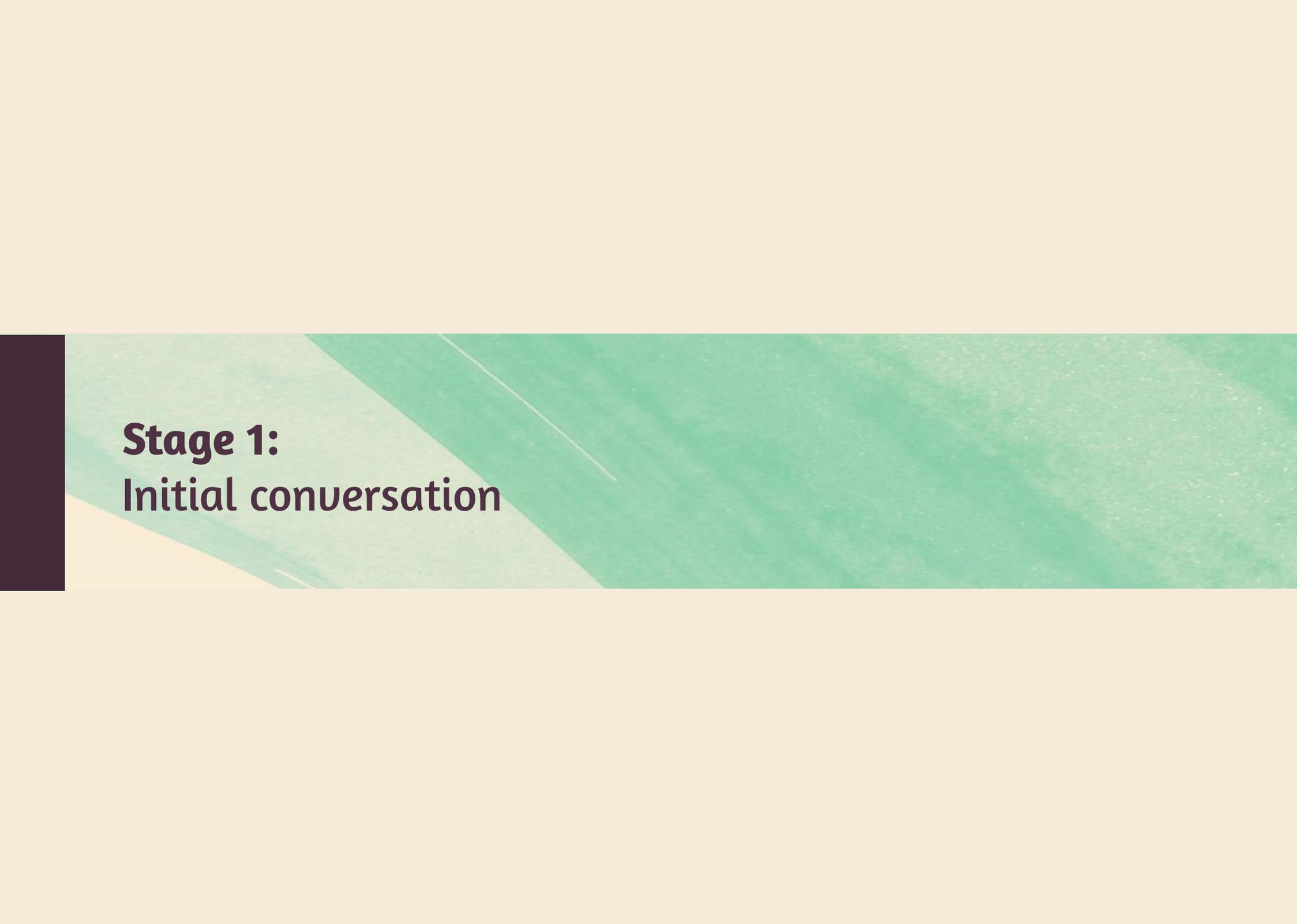
A farewell ritual of reflection and celebration



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	Wellbeing pack <p>Further resources and tools to help people develop effective coping strategies</p>



Stage 1:
Initial conversation

Stage 1: Initial conversation

What is it?

The *initial conversation* is used when a person is first introduced or gets in contact for support. The person and a staff member engage in conversation together, using the questions as a guide. It normally takes 20 minutes to complete.

Aims:

- To listen to people and understand their current circumstances, including challenges, and offer any immediate support to meet basic needs
- To provide people with information and advice
- To help people to identify their support, network strengths, and coping strategies
- To leave people feeling certain about next steps, whether that's agreeing to meet again or connecting the person to the support they need.



Saying Hello



What has led you to ring us today?

Tell me a bit about what is going on in your life at the moment? Who are you isolating with? Do you have Covid 19?



The tricky bits

What are you finding tricky at the moment? Anything else?

Do you have your basic needs met at the moment? Food? Money? Electricity? Safe Housing?

Do you feel you can keep yourself and others safe at the moment?



The good bits

What are some of the good parts of your life at the moment?

What gets you up in the mornings? What do you enjoy doing or feel good at doing?

What is helping you to cope at the moment? What else?

What have you done in the past that made you feel better than usual?

What support do you have at the moment? How is that helping you?



Our work together

Tell me in detail what life would be like if you were feeling better more of the time?

What could we do together to help you achieve that? What could others do? What else?

Which of these should we focus on first?

Our Conversation

Capturing the conversation and sharing with the person

Name:

My Worker:

NHS No:

Meeting Date:

You said:

We agreed

You will:

My worker will:

What next?

Identifying best next steps

STAGE 1:
INITIAL
CONVERSATION



BEST NEXT STEPS

Deciding best next steps together:

- **Do we think we have enough information to make the best decision about what to do next?**
- If no, is there someone else we should speak to from your network that might have an answer?
- How else might we get this this information?

- **Do you have everything you need to get well?**
- If no, what other support do we think might help?

- **Do we think I will be able to provide you with this support?**
- If no, who or what else might help?

- **Do we think there is any support that is needed urgently?**
- What is it and who might provide it?



***I have everything I need
and will say goodbye for now***

***Let's agree to talk again
and find a time to do so***

***Connect me to others in
the network who can help***

***Connect me to urgent
crisis/ therapeutic support***

If the person is reluctant to access help, but you think they are in need of it:

- I feel worried, do you feel worried about you too?
- Are your friends or family worried about you, If so what leads them to feel that way?
- Are there any options you are worried about pursuing?
- Is there anything that has happened before that has influenced your preferences about support?
- Do you have a preference for doing it on your own? What has led you to make that decision?



Stage 2:
Deeper conversation

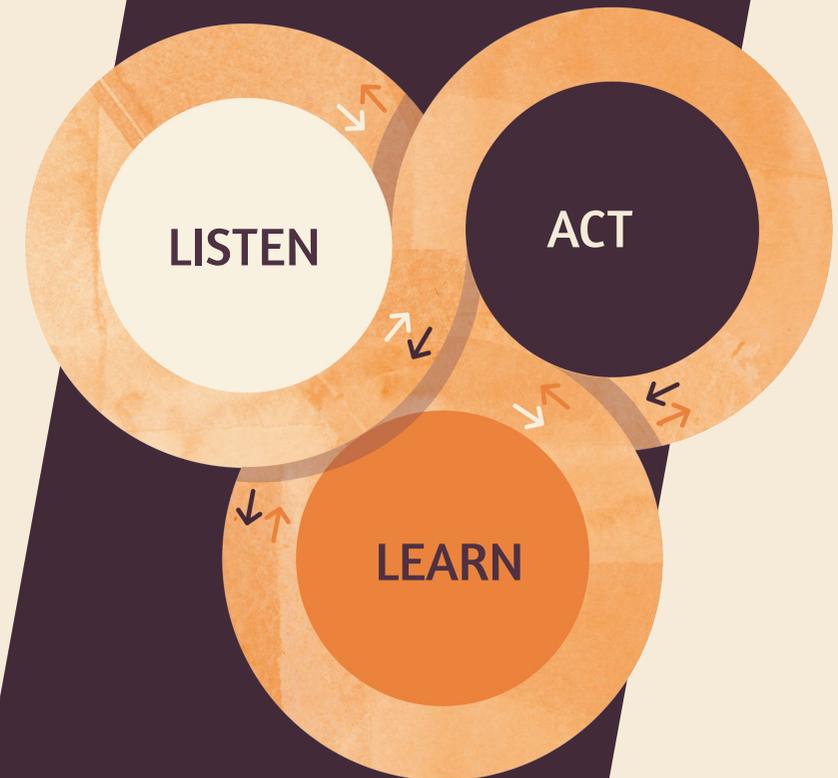
Stage 2: Deeper conversation

What is it?

The *deeper conversation* is used for a follow up conversation or to provide people with support. The staff member and person work through the questions and the tools that feel most appropriate. Which tools are used depend on the needs of the person. This session is usually 60 - 90 minutes.

Aims:

- To show compassion and provide comfort, reassurance and support
- To provide practical support to meet basic needs such as: providing hands on help such as filling in forms and letters; and connecting people to other services by helping them find out what is needed, where help is available, how to contact them and where needed undertake a warm handover.
- To help people explore and utilise their skills, strengths and support and develop new coping strategies



Conversation guide



What is going on for you at the moment? What has changed since we last spoke?

- Listen with empathy and compassion
- Hold distress
- Understand challenges
- Provide practical support to overcome them



What is on your mind tool

What helps you cope? What sustains your resilience?

- Identify strengths, building self-belief and developing positive coping strategies to manage difficult emotions
- Support people to identify non-adaptive coping and find alternative coping strategies such as mindfulness or spending time in nature



Strengths and skills & My resilience bucket tools

Who helps you out? What support do you have to draw upon?

- Help people to identify their network of support and think about how they can draw on it, for example, someone's church or another part of their social network.
- Encourage people to build new connections, and have fun, through joining community activities and supporting others



My community tool

What are your goals and hopes for today, tomorrow and next week?

How could these be achieved?

- Help the person to identify initial goals. Communicate that you believe in the person's ability to achieve their goals.
- Exploring ideas that would help people make initial positive changes to their life and wellbeing
- Supporting people to identify who could help them to achieve their goals

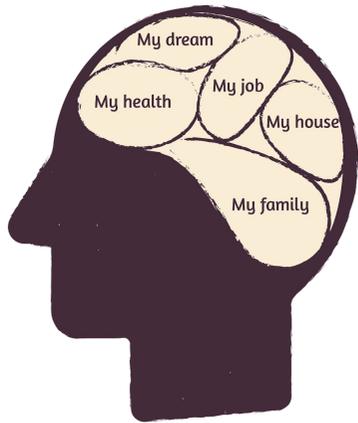


Making positive changes tool



What's on my mind?

Lots on your mind?
Use this card to put your thoughts down.



Examples: Needing to renew my driving license, my mum needing help, worrying about money, feeling isolated.



What would you like to focus on first?

1

2

3

Strengths and skills



What are your strengths, gifts and passions?



**What are the skills you have -
the things you know how to do well?**

My Resilience Bucket



What fills up your resilience bucket?

What calms you down? What helps you cope? What brings you joy?

This could be something to touch, something to do, someone you turn to, a picture that lifts your mood, a song you like to listen to, or a smell that grounds you.



My Community



Who are the people who make up your support network?



Who do you turn to when **you need support**?

Who do **you help** out?

Who would you like to **spend more time** with?

Who could help you with your **goals or challenges**?

Making positive changes

Improving life in lockdown

STAGE 2:
DEEPER
CONVERSATION



If you could change just one **small thing**, what would it be?

What would make a **big difference** to your life?

Who could you talk to that knows you well who could give you ideas?

What **activities could you try** that might help you identify a goal or a way to make life better?

Our Conversation

Capturing the conversation and sharing with the person

Name:

My Worker:

NHS No:

Meeting Date:

You said:

Your initial goal(s):

WE AGREED

You will:

My worker will:



What next?

Identifying best next steps

Deciding best next steps together:

- **Do you have everything you need to get well?**
- If yes, let's say goodbye for now and know you can get in touch again at any time.
- If no, what other support do we think might help?

- **Do we think I will be able to provide you with this support?**
- If no, who or what else might help?

- **Do we think there is any support that is needed urgently?**
- What is it and who might provide it?



***I have everything I need
and will say goodbye for now***

***Let's agree to talk again
and find a time to do so***

***Connect me to others in
the network who can help***

***Connect me to urgent
crisis/ therapeutic support***



Stage 3:
Enhanced support

Stage 3: Enhanced support

What is it?

Stage 3 provides people with *enhanced support* that will be transformational to people's lives. The staff member and person work together, drawing in other colleagues wherever needed. Which tools are used depend on the needs of the person. This support is usually provided over a number of sessions.

Aims:

- Supporting people to learn long term strategies to manage their mental health and wellbeing
- Building an understanding together of what specialist support would improve people's wellbeing (e.g. social work, psychology, occupational therapy or psychiatry) and helping people to access it
- Working with people to sustain a healthy lifestyle
- Working with people to imagine how they would like their life to be and supporting them to pursue their aspirations



Conversation guide



Addressing basic needs

- Providing practical hands on and social support to help people overcome the challenges they face and ensure their basic needs are met.
- Connecting people to additional practical and social support and providing more intensive support to navigate the system during a crisis.



Wheel of life tool

Fostering well being

- Working with people to access the right medication and manage mental and physical health conditions
- Supporting people to find ways to get involved in their local community through volunteering, building connections and having fun through social prescribing and engaging in positive activities
- Supporting people to live a healthy lifestyle by doing things like exercising, having a healthy diet and learning mindfulness.



My typical week tool

Building resilience

- Supporting people to learn long term strategies for building resilience and managing their mental health and wellbeing
- Ensuring people get the in-depth social and therapeutic interventions they need e.g. CBT, trauma focused interventions, psychotherapy, counselling, social work, occupational therapy or guided self help.



My story & Reflecting on my strategies tools

Building a positive future

- Helping people to identify achievable goals.
- Helping people to identify their skills, strengths and gifts.
- Supporting people to think about their desired future and using approaches such as motivational interviewing to help them to identify goals and strategies for achieving them. This may involve helping them to access support and activities and to understand the range of education, training and employment opportunities that might be available to them.



Hopes for the future, Working towards my goal & My plan of action tools

My story



What is the journey you have **travelled so far**? What has brought you here?

A large, empty rounded rectangular box with a thin gold border, intended for writing a story. On the left side of the box, there are two vertical sliders. The top slider has a dark purple circular handle with a white plus sign (+) and a vertical track with a dark purple segment at the top. The bottom slider has a dark purple circular handle with a white minus sign (-) and a vertical track with a dark purple segment at the bottom. A horizontal gold line is positioned across the middle of the box.

My typical week



Write down what you do and when. Use last week as an example - it is always easier to remember.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
AM							
PM							

Which are your **favourite moments**?

Which are the **most stressful moments**?

Reflecting on my strategies



What helps you the most in different situations? What effect does this have on you?

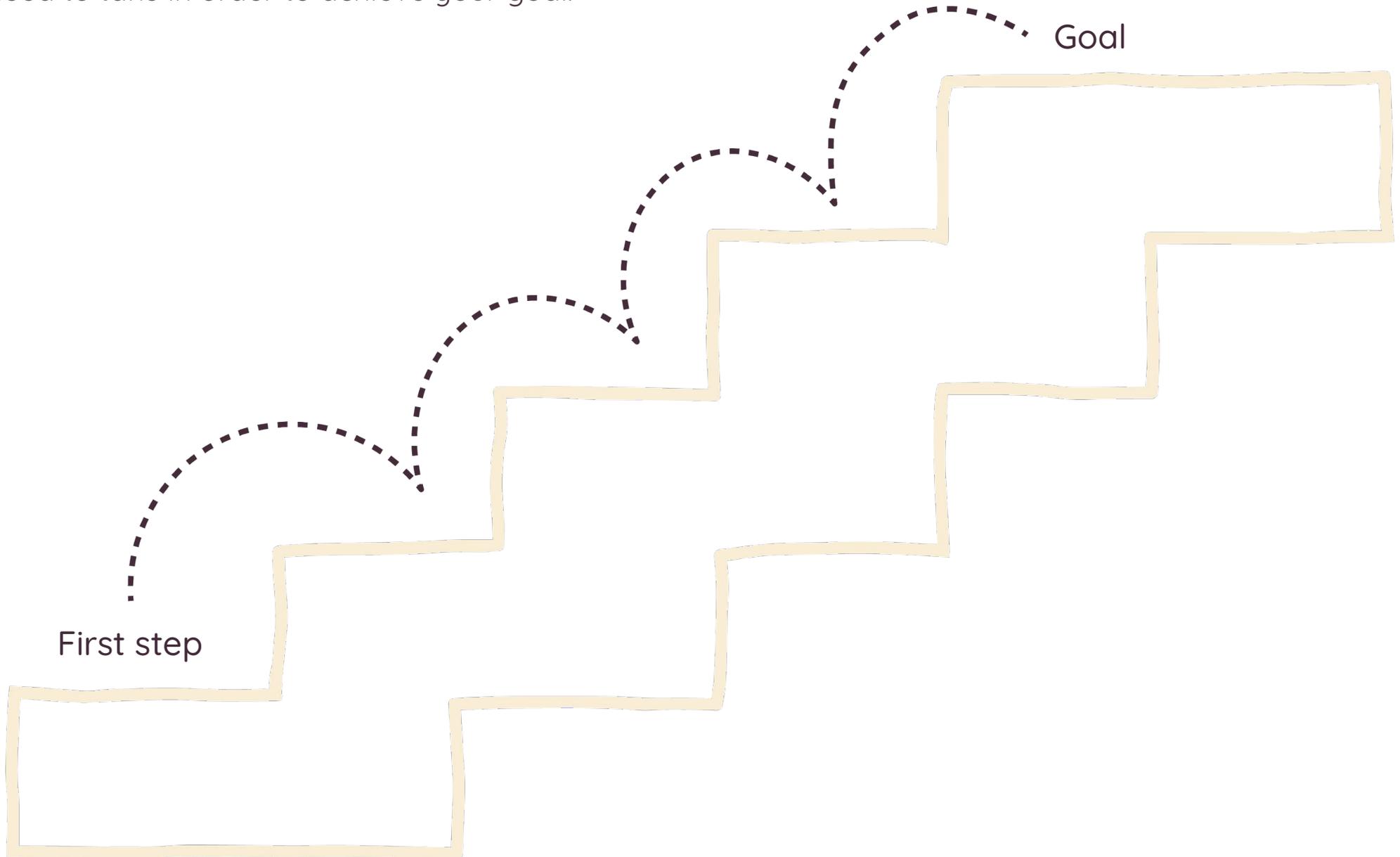
If I do this...

If I ...	Then I ...	Which causes ...

Working towards my goal



Start with your goal first. Then think about what steps you would need to take in order to achieve your goal.



My plan of action



Write down what you do and when. Use last week as an example - it is always easier to remember.

My goal	What might stop me from doing this	What I will do and when I will do it	Who might be able to help me	Done
				<input type="checkbox"/>



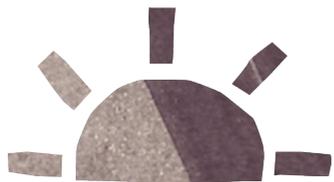
Hopes for the future

What would you like your future to be like?

Examples: Family, friends, education, work, hobbies, finance, health, well-being, having fun or making the world a better place!

Hopes for the next year

Where would you like to see yourself next year?



Hopes for the next few weeks

What immediate changes would you like to see in your life?

Wheel of life

Score how you're feeling on each segment
(from **0 very poor** in the centre to **5 very good** on the outside)



The segment of the wheel I am **most happy with:**

The segment of the wheel I would **most like to work on:**

Our Conversation

Capturing the conversation and sharing with the person

Name:

My Worker:

NHS No:

Meeting Date:

You said:

Your goals:

WE AGREED

You will:

My worker will:



What next?

Identifying best next steps

Formulating best next steps together:

Living well staff co-produce an understanding of the person, guided by their views on what their current life experience is and what strengths and resources they have. They may then draw on the expertise of the team, and their network, to generate ideas about how to help them most.

The rules of this process are simple:

1. The picture must be holistic
2. It should focus on what people need now and in the future
3. Decisions cannot be made on people's behalf

Questions to ask:

Understanding a holistic picture

- What has led the person to contact us today?
What support do they need now? How quickly do they need it?
- What are the person's needs, strengths, assets, goals and preferences for moving forward?

Gathering ideas and stories from all to inform next steps

- What does the person think?
- What do their carers or loved ones think?
- What do peers think?
- What do mental health professionals think?
- What do support workers think?

What are our best next steps?

- What do we suggest?
- What does the person choose to do next?
- Are there any other important things to consider?



Saying goodbye

Celebration and goodbye

What is it?

A ritual to review the time spent together, celebrate accomplishments and say goodbye, for now.

Aims:

- To reflect on achievements and celebrate progress
- To consider opportunities for self-directed work the person can undertake after they go
- To ask about what could have been better and respond with action
- To connect people to organisations in the network and community which can continue to work with them, including the peer support groups where people can both give and receive support
- To inform people they can come back at any time and the door is always open





Conversation guide

Celebrating progress

- What has changed since we started working together?
- What are you most proud of?
- This is what I have witnessed...
- Tell the person some of the qualities in them you have valued



***Celebrating
success
tool***

Gathering feedback

- What went well? What did you most enjoy? What did you value most?
- What could have been even better?
- How could we improve the service for others in the future?



***Helping us
improve
tool***

Connecting to others

- What are you already doing that you will continue to do?
- Is there anyone or anywhere else we should connect you to?

Saying goodbye for now

- Tell the person they can come back at anytime and how to get in touch
- Think of a nice moment to look back on
- Give your best wishes for the future



Celebrating success

Reflecting on our time together
and everything you have achieved

What is life like **now**?

What have you **gained or learned**?

How has your **life changed**?

What are you **most proud of**?



Helping us improve

What could have made working with Living Well even better

What were the **magic moments**?

How could we **improve the experience** you had?

What were the **miserable moments**?

If you had a magic wand and could **change just one thing**, what would it be?

Wellbeing Pack

What is it? Wellbeing cards give different ideas and tips about how you can improve your wellbeing, and manage your emotions, in different situations.

Now, more than ever, it is really important to pay attention to our wellbeing and emotions and ensure we are looking after ourselves.





5 ways to wellbeing

Take Notice:

People who are able to live in the moment by focusing on the natural beauty of things and places around them, particularly in nature have higher well-being. Catch sight of the beautiful. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Reflecting on your experiences will help you appreciate what matters to you.



Find a hobby:

Doing something for its own sake improves our enjoyment and feeling of control over our life.

So trying something new, rediscovering an old interest or signing up for that course will give you something each week to look forward to. Join a gardening club. Fix a bike. Learn a craft or how to cook your favourite food.



Give:

New studies attest to the benefits of giving—not just for the recipients but for the givers' health and happiness. This is a time where lots of people need support. **So do something nice for a friend, or a stranger, or volunteer your time.** It won't only help others but will also enhance your well-being.

Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and **creates connections** with the people around you.



Connect:

People who invest time in building and sustaining good relationships with others have higher levels of well-being. So connecting with family, friends, colleagues and neighbours who you care for, and who care for you, will support and enrich you every day.



Be Active:

Exercise reduces stress and lifts your mood. So going for a walk or run, **stepping outside**, cycling, sports, gardening, dancing or any activity that involves movement will make you feel better. Discovering a physical activity **you enjoy** is one of the fastest paths to improved well-being.





I can't sleep

Tips to help sleep



1. No matter how tired you are, try not to sleep in the day



2. Establish your own sleep routine. Get up and go to bed at the same time every day.



3. Regular exercise helps you to sleep



4. Develop sleep rituals. For example, have a warm bath, read 20 pages of a good book or do a [10 minutes meditation](#) before bed



5. Only sleep in your bed and avoid looking at any screens 1 hour before bedtime



6. Make your bedroom as dark, quiet and as comfortable as possible



7. Where possible avoid nicotine, caffeine and very sugary drinks/foods



8. Avoid eating meals close to bedtime



9. If you can't fall asleep within 20 minutes, get up and do something quiet for a while and then try again



10. Don't worry if you don't fall asleep. Even resting is good for you



I feel worried

Tips to help reduce worry

This is a way to turn your worries or concerns into actions ('Problem-solving')



1. Identify the concern.



2. Now think 'Is there anything I can do about this concern?'

If **YES**, write down a list of possible solutions.

If **NO**, use 'controlled worry', 'new endings', 'mindfulness', 'distraction' or 'relaxation' to help you manage further (unhelpful) worry.



3. Go through each solution and think of the pros and cons of each.



4. Choose the best solution and ask 'When can I do this?'



5. Act on the best solution.



6. Afterwards, evaluate whether this solution solved the concern. Repeat the process if necessary.



I feel **sad**

A few things that may help you feel better



1. Try to identify positive activities that make you feel better and things that occupy your mind - boredom and having nothing to do can make you feel worse and more depressed



2. Connect to others. Communicate and discuss your feelings with others. Take part in activities even if you don't really feel like it. Why not phone a friend or join an online group?



3. Try to get some fresh air, exercise and sunlight every day. This is a wonderful time to reconnect with nature.



4. Recognise what doesn't help, for example, alcohol drugs, anger, negative social media and news, toxic relationships, and triggers that are personal to you.



5. Keep a diary of the three most positive things that happen each day and say why. These can be small in importance or big achievements.



6. Be kind to yourself

Have self compassion, it is ok to feel sad, especially at the moment. Forgive yourself and do something nice for yourself.



I feel **angry**

Tips to help reduce anger

You cannot think when you are angry so you first need to find a way to destress:



1. Practice slow breathing, relaxation and [mindfulness](#) techniques. Even just taking 5 deep breaths makes an instant difference.



2. Walk away or take some time out (e.g. count to 10 or go for a walk, if really angry it can take up to 40 minutes to calm down)



3. Find safe ways to release your anger (exercising is a great way to let out emotions)



4. Avoid using drink/drugs to cope. Instead, try and develop a healthy lifestyle, which in the longer term, will make you feel better.

How to work through a situation that has made you feel angry:



1. Try to understand what it is that is making you angry, is this a trigger for something deeper?



2. Describe the situation objectively and accurately. 'How would someone else describe this situation?' Be curious.



3. Decide how you would like to respond - what would your ideal self say and do?



4. Ask the other person for their perspective and work towards an acceptable change.



I feel **anxious**

Tips to help anxiety



1. Breathe – always remember to breathe. Take 5 deep slow breaths. [Mindfulness activities](#) are great at calming the brain.



2. Try shifting your focus. Distract yourself by concentrating on something else



3. Ground yourself by [choosing an activity](#) that helps you pull away from unwanted thoughts, e.g. **listening to music or going for a walk and absorbing nature**



4. Tell yourself that the symptoms you are experiencing are caused by anxiety. It's not dangerous and it will pass



5. Talk to someone about how you feel. Finding a support group is a great way to share experiences and strategies.



6. Regular physical exercise, a healthy diet, and a routine can help you manage your anxiety



7. Keep a diary of the three most positive things that happen each day and say why.



8. Try complementary therapies, e.g. yoga, massage, aromatherapy and other forms of self care