

WELLBEING PACK FEEDBACK REPORT

8th February 2021

Wellbeing Pack 1

WELCOME

Hi,

We hope this pack finds you well.

In your first wellbeing pack we have included some contact numbers for organisations that can offer support which may be useful during this challenging time, alongside a variety of activities that we hope you enjoy.

Each pack will contain a variety of activities, with instructions + resources, such as pencils or seeds, please keep hold of these for use with future packs as well.

The organisations below have all contributed to the pack, but to enable us to meet your needs we welcome any suggestions about activities we could include in future packs.

If you know someone else who might benefit from receiving a pack, to give ideas for future activities, request a "penpal" or to opt out of the packs, please contact: Sarah Lane at Virgin Care on: 07975 233 550

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WELLBEING PACK 2

Welcome to pack two, hope you are well. We hope you found pack one enjoyable. This time we have included some seeds for you to grow some wild flowers, along with new activities

To enable us to make this pack perfect for you we welcome any suggestions about activities we could include in future packs.

If you know someone else who might benefit from receiving a pack, to give ideas for future activities, request a "penpal" or to opt out of the packs, please contact: Sarah Lane at Virgin Care: 07975 233 550.

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WELLBEING PACK 3

Welcome to pack three!

We are trying something a bit different this month and we would love to hear what you think. There is a pull out page at the back. You can give back to the person who gave you this pack next time you see them with feedback.

This issue we wanted to focus on kindness, this theme has come from Creativity Works who explored it in their recent newsletter. During these unsettled times, the mental health and wellbeing of everyone is very important. To help we need to be focusing on kindness, to each other and to ourselves. Using resources from different organisations, we have gathered together some challenges that you can do over the coming weeks.

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WELLBEING PACK 4

A warm welcome to Pack number 4. Inside this issue we wanted to focus on friendship, many studies have shown that having solid friendships in our life can help to promote brain health. Friends also help us to handle stress and make better lifestyle choices that keep us strong, allowing us to rebound from health issues and illness more quickly. Positive friendships are vitally important to all aspects of our mental health.

As we now start to look towards a new normal it is so important to maintain the connections that have helped us through these challenging and uncertain times. It is also never too late to take the steps to reach out and start to make new connections and friendships with others. If you know someone else who might benefit from receiving a pack, to give ideas for future activities, request a "penpal" or to opt out of the packs, please contact: Sarah Lane at Virgin Care: 07975 233 550.

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Wellbeing Pack 5

Welcome to pack 5!

During coronavirus many aspects of our lives have changed and as lockdown eases we will face new challenges, so the theme of this pack is 'change'. We invite you to think about what impact change has on us as individuals, how it makes us feel and what we can do to plan the small steps we may need to take to manage this.

How we each approach change will be very different, embracing change as a chance to try new things and think about what is important to us, can have a really positive impact on our lives.

With that in mind we have included a variety of activities that will hopefully encourage you to try something different; a new recipe, some gentle exercise, growing some salad seeds (find enclosed) something creative, all things that can help improve wellbeing. There are also some tips about managing and planning for change.

Local children have kindly made a variety of artwork for our packs, with the theme of "things that make them happy" there are sadly not enough for everyone, but you may be one of the lucky ones and have something in your pack!

If you know someone else who might benefit from receiving a pack or to opt out of the packs, please contact: Sarah Lane at Virgin Care: 07975 233 550.

If you are concerned, feeling low or need support, we have people who can help. Call the helpline: 0300 247 0050

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WELLBEING PACK

Welcome to edition 6 of the Wellbeing Pack. We hope you enjoyed the activities in pack 5. We'd love to hear your feedback—do get in touch with us and let us know what you've enjoyed and what you would like us to include in future editions.

This month we are thinking about the **5 Ways to Wellbeing**.

We've included a range of ideas and activities to get you started and to help you recognise what you are already doing to support your wellbeing.

Everyone can improve their wellbeing by introducing five simple actions into daily life and these will help you feel happier, healthier and more resilient to life's stresses. They are five simple actions:

- CONNECT
- BE ACTIVE
- NOTICE
- KEEP LEARNING
- GIVE

If you know someone else who might benefit from receiving a pack or to opt out of the packs, please contact: Sarah Lane at Virgin Care: 07975 233 550.

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WELLBEING PACK 7

Welcome to the 7th edition of the Wellbeing Pack. This month we are thinking about the five pillars of Resilience:

Resilience is defined as the capacity to recover from difficult life events. As we move into the second lockdown, resilience is important for us all

Self awareness
Self Care
Purpose
Relationships
Mindfulness

Self Awareness - Having a clear view of who you are, how others see you, and what your values and beliefs are.
Purpose - Feeling like we are contributing something meaningful beyond our own experience.
Mindfulness - Is an awareness of our thoughts and feelings as they happen and being grounded in the present moment.
Relationships - Nurturing positive relationships helps us to feel supported, happier and healthier.
Self Care - Activities that we choose to do to look after our mental and physical health.

If you know someone else who might benefit from receiving a pack, or to opt out of the packs, please contact: Sarah Lane at Virgin Care: 07975 233 550

If you are concerned, feeling low or need support, we have people who can help. Call the Community Wellbeing Hub helpline: 0300 247 0050

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WELLBEING PACK 8

A warm welcome to our Christmas edition pack. We know that Christmas can be a really challenging time for some, this year more so than ever. In this pack we have decided to focus on staying connected at Christmas and provide ideas for how to cope for those of us who may be spending Christmas alone or away from loved ones.

Sometimes just making a plan to have a phone call at a certain time in the day or saving a movie or activity for the evening can help to structure the days over the holiday season. Looking after ourselves has never been so important and it is vital to take care of our mental health.

Don't be afraid to reach out and ask for the support that you need. It is also never too late to make connections and arrange plans with others by phone.

Please contact: Sarah Lane at Virgin Care 07975 233 550 if you'd like to:

- Receive pack in a bigger font
- Receive a phone call on Christmas day from a local volunteer.
- Request a monthly pack for someone else you know would benefit from receiving a pack.
- Give ideas for future activities in the packs?
- Opt out of receiving future packs

1

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WELLBEING PACK 9

Hope is being able to see that there is light despite all of the darkness - Desmond Tutu

Welcome to the 9th edition of the Wellbeing Pack. As we enter 2021, we think about new beginnings and a chance to be hopeful for the year ahead. The coronavirus pandemic has added many additional challenges to our everyday life, however with a vaccine now available across the country, we can make the new year a year of hope and that's why we wanted to focus on the theme of 'Hope' for this pack.

As always we've included plenty of quizzing, some mobility exercises as well as inspiring you to get creative such as looking out of your window to paint what you see (or imagine!) We hope you enjoy this pack as much as we did designing it, but if there's aspects you'd like changing or any other queries then please contact Sarah Lane at Virgin Care 07975 233 550.

You can also get in touch with Sarah if you would like to:

- Receive pack in a bigger font.
- Request a monthly pack for someone else.
- Give ideas for future activities in the packs.
- Opt out of receiving future packs.

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FEEDBACK QUOTES

"They have been therapeutic and fun" - Wellbeing Pack Recipient

**"My mental health has deteriorated recently and the packs really help"
- Wellbeing Pack Recipient**

"I hope this reaches the right people because I want to say a massive THANKS for the monthly wellbeing packs. I really look forward to receiving it especially with the more recent 'glossy' appearance. It's like getting my own expensive glossy magazine delivered to my door. I actually welled up when I got my Christmas card made by the local child , if possible please pass on how happy it made me to the school . My mental health has deteriorated recently and the packs really help. Thanks to everyone involved" - Wellbeing Pack Recipient

**I would like to say a big thank you for the latest half dozen wellbeing packs you delivered to my door. Through Church and community roles I have a fair bit of contact with elderly, isolated or needy people and the positive comments I have received about your packs have been amazing. Please keep up the good work and keep delivering to me.
many thanks, Susan - Holy Trinity Church Paulton**

The volunteering came at a crucial time for me, right when I got stuck indoors because of the lockdown. Most of my days were spent wallowing in my room without a direction or human interaction and the volunteering opportunity offered me a purpose, something to look forward to each week. - Volunteer Delivering Monthly Packs

FEEDBACK FORM

Please answer the questions below & hand back to a volunteer when they drop off the next pack or ask them to help you fill out this form.

1. How have you used the pack(s)?

2. What aspects did you most like about the pack(s)?

3. What didn't you like?

4. How has receiving the pack(s) benefited you?

5. What would you like to receive in future packs?

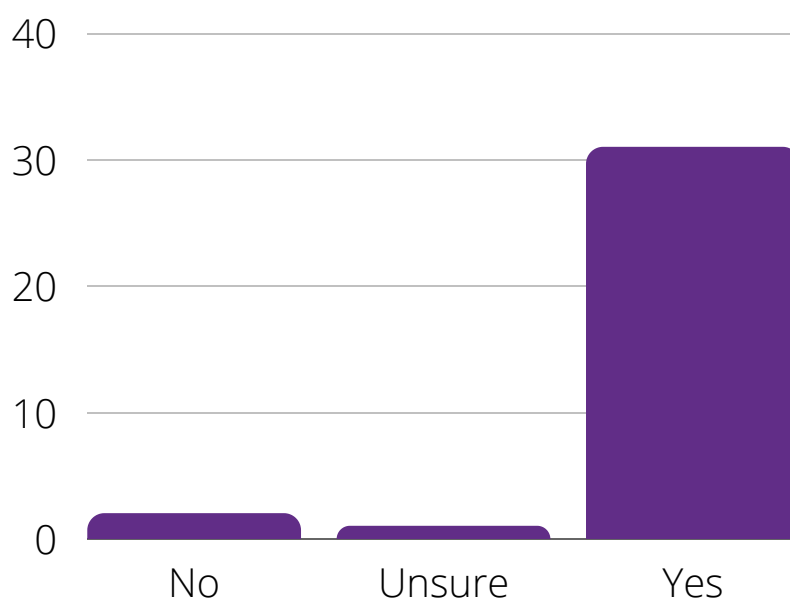
6. Any further comments....

FEEDBACK OVERVIEW

26th November 2020

- 49 Feedback Forms Received by 26th November 2020
- Not all questions were always answered
- 25 Volunteers assisted with filling out feedback form if required
- When asked 'What didn't you like about the packs?' only 6 responded with improvements.
- The main points were to increase font size (we now offer an A3 Print)

Have the packs benefited you?



THE FOLLOWING PAGES BELOW CONTAIN ALL THE RESPONSES TO EACH QUESTION IN THE FEEDBACK FORM

How have you used the pack(s)?

- Reading Columns
- Yes (x5)
- No
- Ok - Fine - Difficult to concentrate
- Shared some activities with husband who has Alzheimer's. Exercises/word search
- I have not looked at No.5 as I have only just got back from a few days away so I am commenting on no.4.
- Kept all helpline + contact no.s handy. Read each section
- Read them
- Does the quizzes, seeds, etc
- Enjoyed reading articles, especially creative writing & mindfulness activities
- I have used the packs to help me during the most difficult times with my own mental health problems
- Making things

How have you used the pack(s)?

- Yes
- Daughter uses some of it
- Not used
- Quite likes
- Recipe
- Not used because of poor eyesight
- I did the planting I have read through them but not used much
- Colouring, planted seeds, tried paper cut-outs Yes
- Loves it
- Looked at them
- With cooking
- Enjoyed them
- Not yet
- Used by wife who has dementia
- Mainly i liked doing the creative tasks but i also liked the colouring and making paper mache boxes
- Yes
- Yes

What aspects did you most like about the pack(s)?

- The facts
- Being able to make time for myself
- Pack of seeds included in last packs - enjoy growing mange tout
- Everything
- Mask/Seeds/Exercises
- Activities
- Not sure
- So much variety, bound to be something for everyone, or every mood. I really liked the friendship theme as I have always been interested in all aspects of friendship.
- Enjoyed cross word (husband enjoyed it)
- Gives me something to do, quiz etc
- Reading Columns & Number Quiz

What aspects did you most like about the pack(s)?

- Reading
- Doesn't really want it
- Quizzes Liked getting Practical tasks to do like planting
The way it was laid out
- The creative activities
- Variety of items/topics included
- Quizzes and information
Puzzles/Recipes/Exercises/Planting
- All of it
- All but i need new glasses
- Everything but difficulties with some reading and writing
- Recipes especially loaf
- Lovely idea I enjoyed the gardening and just getting
creative and there was always helpful info
- The exercises
- Family orientation

What didn't you like?

- No
- No exercises, doing yoga
- Nothing really. Obviously some things appealed more than others, but that's individual preference.
- No
- Craft, don't do craft
- Nothing
- All good, although a lot of content to get through
- There was nothing I did not like
 - Problems with reading and writing
 - Felt a couple of the items were a bit childish but could not recall specific examples
 - Nothing/ All very good
 - Not good because of bad eyes
 - Thinking tasks/Mindfulness tasks
 - There was nothing i didn't like
 - The word based activities and the psychological tasks

Nothing

What didn't you like?

- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing

How has receiving the pack(s) benefited you?

- It has stimulated me
- The packs have benefited me through helping with my mental health as in Jan this year my dad died
- Helps to occupy time
- Enjoying Very Much
- Doing exercise
- Yes (x2)
- I felt cared for + it made me happy to realise that quite simple things can be beneficial
- Only had one pack but enjoyed it
- Too Busy
- Sudoku & Anagrams
- Not Sure
- Stuff to do
- Yes, especially when scared to go out
- More to do

How has receiving the pack(s) benefited you?

- Enjoyed reading them
- Not really
- Liked getting because can't go out
- Some thought given to her
- NotChat on doorstep
- It gives me something to focus on especially during the start of lockdown
- Slightly because it shows someone cares
- They have been therapeutic and fun
- Helps keep me occupied
- Occupies me and distracts me so i have something to do

How has receiving the pack(s) benefited you?

- Takes your mind off your troubles and don't feel so isolated
- Something to do and mind active and focused help me keep track
- New glasses will help
- With cooking
- Helped with baking and cooking
- Yes for sure
- Unable to specify but wife has enjoyed reading it
- During lockdown it was hard to get motivated and it always put a smile on my face to receive them
- Often pass colouring on to visiting people who have similar issues Ideas for days out and

helped connect with family



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What would you like to receive in future packs?

Yes

- Colouring for therapy**
- More of the same**
- Sudoku & Anagrams**
- More of the same. How to cope with the darker days that come. Perhaps comments from people who have tried some of the things described.**
- Seeds/Garden Ideas**
- A lot more!**
- More of the same**
- decoupage and something I could do with my 3 year old**
- Anything**

What would you like to receive in future packs?

- **Yes please**
- **Gardening tips**
- **More of the same**
- **More of the same please**
- **Extra colouring pages (perhaps two not one)**
- **Sport related items**
- **More practical things to do**
- **More tea**
- **Recipes because they like doing them**
- **Same Food vouchers for food banks**
- **Nothing really**
- **More of the same**
- **Yes**
- **Anything to do with food/cookery**
- **More easy tasty recipes**
- **Yes**
- **Anything i'm enjoying doing new things**

Any further comments....

- Say thank you
- Big thanks to part of community
- Please keep them coming!
- Enjoys packs
- Thank You!
- Very beneficial
 - Thanks
 - The packs are great.
 - I have really benefited from them.
 - It makes me feel that someone's thinking of me.
 - I like the mix of activities
 - Thank you for your support
 - See wellbeing feedback and transport
 - Likes the snoopy colouring and information about the process of 'change'
 - Enjoys the input from creative works



Avon and Wiltshire Mental Health Partnership

Well, what I do know already from a practitioner point of view is that the positivity challenge was incredibly good for his well-being, and we have talked about incorporating it into his routine on a regular basis. I know he uses the packs and enjoys most of the activities in them – he thanks me most times we speak. I'll get more detailed feedback when I speak to him on Weds though.

**BWs
Hannah**

**Hannah Gentry
Mental Health Practitioner**

B&NES Care Home Liaison Team

Feedback from the service users that used this month's packs was that the seeds were great, as was the quiz.

From Sycamore Ward

Feedback from 'my' service user & his wife was positive – they do use the packs, and said as the packs contain a good mix of ideas, some of them are more appealing to them than others, but they like receiving them & use them together.

Hi Lee, thanks for the well-being pack. I have planted the wildflower seeds in a flower pot in the garden. The painted pebbles from SU meetings have come in useful as decorations in my plant pots.

Thank you Lee I have got them – I think they will be really good for our OA patients on RUH wards, and also patients that have spent a lot of time intubated in ITU and need to do some muscle strengthening exercises and some mental stimulation.

Acute Liaison team

"Hi! I hope this reaches the right people because I want to say a massive THANKS for the monthly wellbeing packs. I really look forward to receiving it especially with the more recent 'glossy' appearance. It's like getting my own expensive glossy magazine delivered to my door. I actually welled up when I got my Christmas card made by the local child , if possible please pass on how happy it made me to the school . My mental health has deteriorated recently and the packs really help. Thanks to everyone involved"