

WELLBEING PASSPORT GUIDELINES

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INFORMATION AND GUIDANCE
FOR FACILITATORS OF
THE WELLBEING PASSPORT

What is the Wellbeing Passport?

Ever had to tell the same story about yourself to a doctor or other health professional?

Tired of giving the same old details and feeling that they don't really describe the real you and what might be your fears, hopes and plans for the future?

This is where the Wellbeing Passport comes in. Just as a real Passport identifies you and lets you travel from one place to another, the Wellbeing Passport can help you get to where you want to be in terms of your health and life. It can be filled with information on who you are, who your friends and family are, and who you rely on for professional or personal help.



It gives a better picture of the Passport Holder, the human being rather than just another patient.

How it's done; this isn't just any other 'passport'.

You can fill this passport in yourself. However, we recommend filling it in with somebody, a family member, friend or a carer. Creating the Wellbeing Passport with someone through a conversation can help elicit information and arrange the thoughts of the passport holder. This is what makes it unique. It's not just filling out headings. It's more productive and insightful; it tells who the Passport holder really is.

We have developed a Step-by-Step toolkit to help fill out the passport section by section. Download it from the ELCCF website.

Things to remember

Whether you are filling this in on your own or with a facilitator it is important that:

- the information is positive
- content should not be too personal or confidential that if lost or mislaid would cause distress or harm

The passport holder owns the passport and is responsible for what goes into the passport and who he/she shows it to.

If passports are completed in a day centre or supported group it is important that family members are informed and better still, involved in writing the passport. Permission of the family/next of kin must be sought before filling out a passport for anybody with a cognitive impairment.

What does it look like?

There are two sizes of the Wellbeing Passport - an A3 sheet folded to A6 size and an A4 sheet folded to A7 size. Both have boxes with headings that tell a story about the Passport Holder. When folded the 'cover' of the Passport shows the title, the Passport Holder's name and possibly a passport-style photo.

It should also show the date at which the Passport was filled in. It can fit inside a transparent plastic wallet available from ELCCF.

The Passport can be updated as and when necessary.

Confidentiality

The interview is confidential. The facilitator is not at liberty to discuss details with others.

The Passport Holder is the one to decide who gets to see the contents of the Passport.

The Benefits of the Passport:

1. The design lends itself to ease of use and portability.
2. The Passport not only holds information, but can carry a route to the better wellbeing and health of the holder.
3. The Passport Holder says what questions and issues can be asked and addressed on the document.
4. The Passport belongs to and stays with the holder, and is theirs to keep and amend when things change.
5. People with cognitive communication issues or those with memory problems can benefit especially from the Passport 'method'.

6. It can be revised, and changed depending on the changes in circumstances of the holder. Nothing is set in stone.
7. There are benefits for the Passport Holder and their family in keeping the information to hand.
8. The time spent by doctors or health professions on asking questions is reduced as the answers are already on hand.

Confidence

The Passport acts as a confidence builder and comfort to the holder, knowing an explanation of their current state of wellbeing has been addressed.

When questioned at an appointment with a health professional some of the stress will be reduced as the Passport speeds things up and answers most of what might be asked. After all, sometimes memory can fail in such situations, or an important piece of information is missed.

Confidence

A great tool, but just that

The Wellbeing Passport is a tool for both the Passport holder and the health professional. For the health professionals, it acts as a quick insightful view into the holder's route to improved health and wellbeing. For the Passport holder, it's a great memory aid and time saver.

It is not intended in any way as counselling, part of any kind of treatment, or to act to replace or supplement any professional treatment or accredited guidance of any sort.

Guidelines for a Passport Facilitator

The conversation between the facilitator and prospective passport holder is guided by the set headings on the passport and the accompanying toolkit. In this way, the holder's 'story' can be easily told.

The conversational quality of the interview has to be emphasised, as it is not just dry facts we're after but a glimpse of the Passport holder's personality, their interests, likes, dislikes etc. There are no boxes to tick.

Choose a time and place comfortable to the interviewee. Agree to record the interview if necessary – it's actually a great help. Visualise the interview ahead of time – it will never happen in the way you foresee, but it's good practice. Have some small talk ready just as a warm up before you get on to the questions. Make sure you get the spelling of their name correctly and double check your contact details with them.

Keep it conversational – you're not Jeremy Paxman. Don't argue or press your own preferences on the interviewee. Go over what you want to achieve in the interview – you're both after a good result.

Once the initial draft of the Passport is completed, go over it with the interviewee and agree/amend/correct/expand/extract/edit all that needs to be.

Have a good look at this Guidance booklet and the Toolkit prior to the interview and get a good handle on how the interview should go.

Skills needed to create a Wellbeing Passport

Active Listening

Listening is the most fundamental component of interpersonal communication skills. Listening is not something that just happens (that is hearing), listening is an active process in which a conscious decision is made to listen to and understand the messages of the speaker.

Listeners should remain neutral and non-judgmental, this means trying not to take sides or form opinions, especially early in the conversation. Active listening is also about patience - pauses and short periods of silence should be accepted.

Listeners should not be tempted to jump in with questions or comments every time there are a few seconds of silence. Active listening involves giving the other person time to explore their thoughts and feelings, they should, therefore, be given adequate time for that.



Smile

Small smiles can be used to show that the listener is paying attention to what is being said or as a way of agreeing or being happy about the messages being received.

Combined with nods of the head, smiles can be powerful in affirming that messages are being listened to and understood.

Eye Contact

It is normal and usually encouraging for the listener to look at the speaker. Eye contact can however be intimidating, especially for more shy speakers – gauge how much eye contact is appropriate for any given situation. Combine eye contact with smiles and other non-verbal messages to encourage the speaker.

Reflecting & summarising

Reflecting is the process of paraphrasing and restating both the feelings and words of the speaker. The purposes of reflecting are:

To allow the speaker to 'hear' their own thoughts and to focus on what they say and feel.

To show the speaker that you have understood what they are saying

Guidelines for Reflecting

Be natural.

Listen for the basic message - consider the content, feeling and meaning expressed by the speaker.

Restate what you have been told in simple terms.

Always be non-directive and non-judgemental.



Note taking and writing short, concise statements

Participants may have difficulty explaining, or have communications skills, so it is important to start the conversation with the general.

Take brief notes as you go along try to keep to their phrases and their language. This makes the passport more personal to them.

Springboards

There is Step-by-Step toolkit about how to fill out the passport section by section. Below are more suggested themes bearing on different issues given as prompts when it comes to asking questions.

Health:

How is my health now?

How do I want my health to be?

How can I make this happen?

What would make me feel more content?

How has chronic illness or degenerative condition affected my life?

I get regular health support from...

Activities and ambitions

What I'd like most in the world.

What are my interests/hobbies – how do they help, and what do I feel about them?

What is, or has been, my job/s – have I been happy with my career, what kind of lasting impression has it had?

Cultural life

My sporting life; supporting a team, taking an active/passive role.

My creative life: artistic appreciation, books, films, TV, history, genealogy, spiritual...

Physical activity

Dancing, walking, outdoor sports, exercise classes, gardening, housework...

Family & Social life

Family life and who is part of it.

My friends are..

My pets and what they mean to me

I'm glad to own a.....car, bicycle, horse,



Idiosyncrasies

At first glance these might seem fluff, but they can act to open up more insight:

My favourite music, my favourite food, my garden. I'd like to visit... take a holiday in, become resident of... I'd most like to see...

Likes and dislikes, things I find difficult

Anything from food to TV, dressing, daily routine activities, fashion to what's on the news - and how it impacts on the life of the Passport holder.

Testimonials

The Wellbeing Passport has been trialled, tested enthusiastically welcomed by Passport holders and health professionals alike. Here's what some had to say:

"This is a fantastic, informative document. It would benefit most elderly patients, especially with cognitive impairment." Staff Nurse, Eye Pavilion.

"This is the first time I have seen such a passport. Very helpful for holistic care." GP.

"Very useful and informative. I wish all of our clients had one!" Staff Nurse, Leuchie House, North Berwick.

"Useful, as explained conditions that effect care. Good, as some may not be able to communicate this information." Care worker.

"Information extremely helpful. Recommend for everyone. Brilliant document!" Care worker.

Disclaimer

Please use your discretion when filling the Passport. We advise you not to enter information about you which may be sensitive. It is up to the Passport Holder to choose who to show the Passport to. ELCCF accepts no responsibility for personal information carried in the Passport.

