



Department for  
Digital, Culture,  
Media & Sport

**Tackling  
Loneliness  
Digitally**

# Wellbeing techniques, resilience development and first aid toolkit

Guidance, support and activities to boost  
your skills, confidence and connections

Supporting



## 6 Rs of resilience

The 6Rs of resilience can prepare you and your family so you are better able to bounce back when faced with a difficult situation



### Responsibility

Take responsibility for your own mental health, wellbeing and resilience.



### Reflection

Reflecting on how you are, what is happening and how you are feeling about things.



### Relaxation

Relaxing is a way that suits you, such as gardening, reading a book and mindfulness practice.



### Relationships

Building supportive relationships with friends and family by phone or online. Know who to turn to or talk to when times are difficult.



### Refuelling

Eating a healthy diet, being conscious of alcohol intake.



### Recreation

Taking regular exercise, and having fun.



## Circles of Control

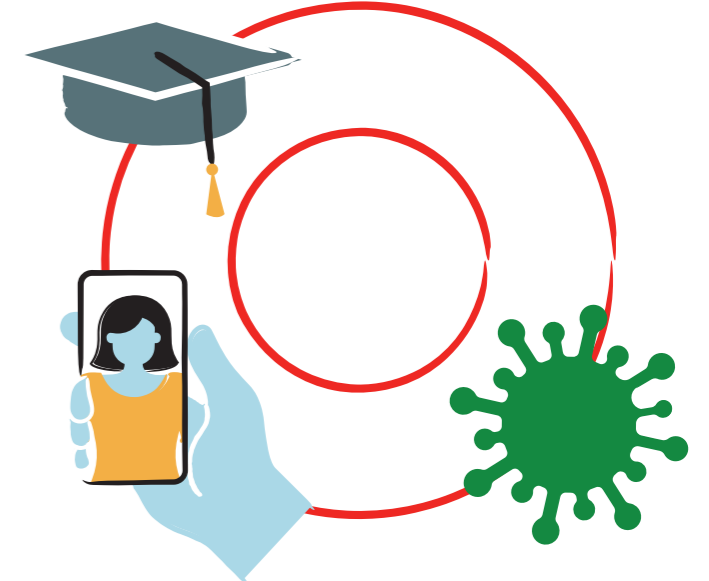
Being worried or anxious can mean feeling like you have little control over a situation or how to change it. Feeling uncertain can stop you doing many things that might help you feel less concerned.

Circles of Control is used by many people and is a tried and tested way to feel more in control of a situation. This means you can focus on what you can do and not what you can't.

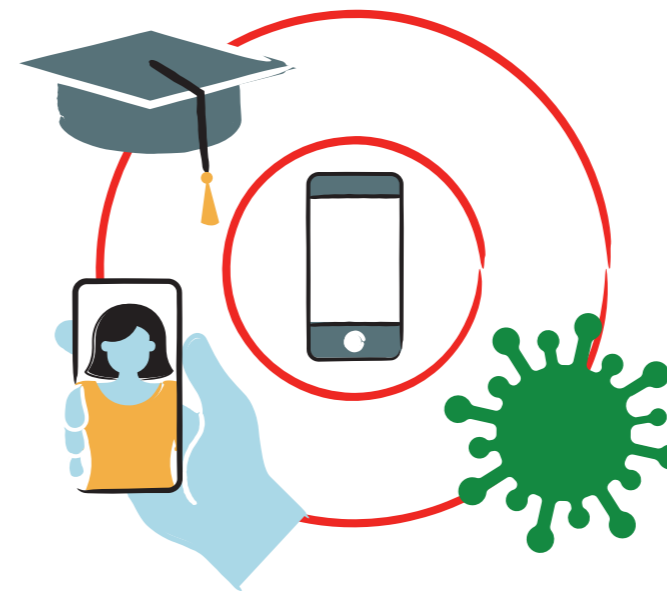
Everything can seem a little uncertain right now. A way to help is to focus on things we can control.



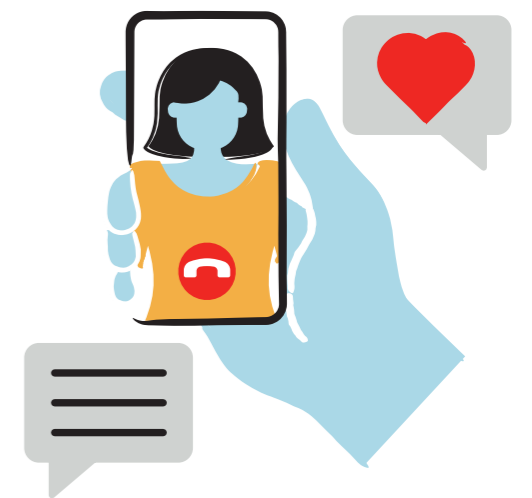
1. Draw two circles on a piece of paper



2. Draw all the things you worry about but can't control in the outside circle



3. Draw all the things you can control in the centre circle



4. Think of one thing you can do to ease one of these central worries

# Coronavirus: how to take the C.A.L.M.E.R approach to stress and anxiety

These are stressful and uncertain times for us all, but there are simple ways to be kind to your mind.

The C.A.L.M.E.R. approach is a useful acronym developed by the British Red Cross' psychosocial and mental health team. Using it will enable you to easily remember a few healthy steps you can take when you or someone you know feels anxious or helpless about the current situation.

# CALMER

## stands for:

**Consider:** potential risk to yourself and other people's unique needs and wishes

**Acknowledge:** that people come from a range of backgrounds and experiences; respect diversity

**Listen:** listen with empathy

**Manage:** the situation by promoting dignity, respect and privacy

**Enable:** decision making by providing relevant information and facilitating choice

**Resource:** by signposting to further support and remember your own needs

Think of something you are going to do soon. How could using the C.A.L.M.E.R. framework help to make you more confident about it going well? Write this down and look at it again to keep reminding yourself of how this will help you to manage the situation well.

## Wordsearch

All the words below relate to items in this pack or which the British Red Cross helps with in the UK. See if you can find them in the word search – and where you can learn more about them in this pack or by calling the British Red Cross.

F	T	S	S	U	P	P	O	R	T	G
I	E	N	U	I	O	N	T	L	D	N
R	E	D	C	R	O	S	S	Y	G	I
S	M	R	T	E	D	T	T	C	N	E
T	D	O	Z	D	I	I	G	O	I	B
A	O	R	B	L	L	U	M	N	N	L
I	O	C	I	I	W	Q	H	N	I	L
D	F	B	B	B	L	H	G	E	A	E
F	L	O	O	D	S	O	X	C	R	W
A	M	I	G	N	A	H	C	T	T	P
E	C	N	E	I	L	I	S	E	R	R

- Birds
- Changi
- Connect
- First Aid
- Floods
- Food
- Mobility
- Red Cross
- Resilience
- Support
- Training

When you have finished the word search, write down three words from the list that appeal to you the most and then write down five ways you can learn more about them or try to do them. Then look back at the end of the week to see what you have achieved.

# Wellbeing

## Seven easy mindfulness activities you may surprisingly enjoy

With the coronavirus epidemic we're currently facing taking care of your emotional wellbeing has become more important than ever.

Mindfulness activities involve no more than being fully present and engaged in the moment and being aware of our thoughts and feelings without judging them or getting too caught up in them.



### 1. Mindfulness apps

Many apps have surprisingly **down-to-earth scripts** which direct you to:

- **Focus** on your breathing
- **Notice** body sensations
- **Accept** your mind will wander
- **Acknowledge your thoughts** without judgement

**Quick 3, 5 and 7 mins options** can be squeezed into any work break. You can select sessions for specific needs e.g. reducing anxiety or depression or improving focus and sleep.

### 2. Cooking

**Notice the smell and texture** of the raw ingredients.

**Focus on the precision of** repetitive tasks, such as chopping and stirring.

Recognise the **taste and smells** of different foods as they cook.

Involve the **family** and reconnect.



### 3. Dancing

It's simply **dancing like nobody's watching!**

Notice what's your **mood?**

What song have you **lost yourself to in the past** what that mood?

Dance how you want to, instead of what looks good. **Feel the rhythm!**

Notice how the **sounds and lyrics** (if any) make you feel.



### 4. Gardening

**Feel** the texture of the soil, the roughness of weeds or the softness of flowers.

Take in the **smells** of freshly cut grass and nectar.

**Look** at the changing colours, textures and patterns of plants and flowers.

**Listen** to the sounds of birds, lawnmowers and watering.



### 5. Yoga

There are plenty of **apps and online videos** to choose from for all ability levels, focus and goals.

- Energetic/relaxing
- Knee/back problems
- Strength/flexibility/balance
- Child friendly

**Pay attention to your body.** What feels good and what doesn't? Is your breathing becoming shallow?

**Notice** your body's impact as it meets the mat. Is it light or heavy?

**Acknowledge how different moves make you feel.** Are you frustrated, proud, determined or relaxed?

### 6. ANY exercise

**Be clear** about what you want to focus on before you begin.

**Notice sensations** such as the wind or sun on your body.

**Concentrate on your muscles.** How do they feel as you contract them? Can you feel lactic acid release?

**How do you feel after?** Are you invigorated and alive or relaxed?



### 7. Be grateful

**Write down** what you're thankful for. You don't need a journal - scraps of paper placed in a box will do.

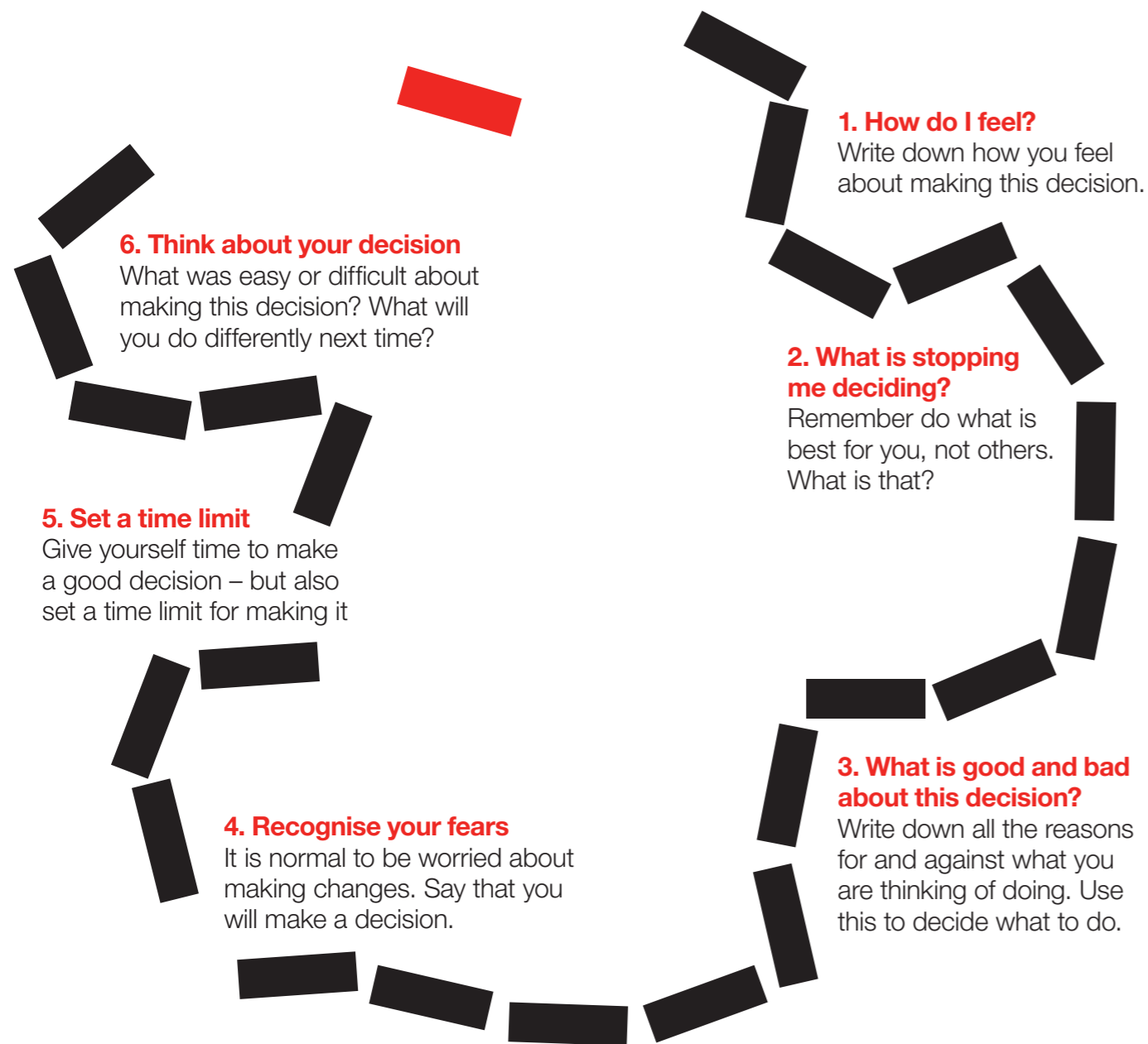
**Prompts** are a great way to start. You can find lots of inspiration online to help, such as:

- What made you laugh today?
- What do you love most about a family member?
- What did you enjoy most today?
- This week I plan to live by these three values...
- By bedtime I want to feel proud of...



# Making decisions confidently

The chart below shows how you can be confident when making decisions.



Write down how you can use the steps above in the future.

# Problem solving

**1** Sometimes problems can seem so large that it is hard to know where to start.



**2** Break the problem up into smaller parts.

For example, going shopping can be broken into: making a list, organising transport, getting enough bags ready



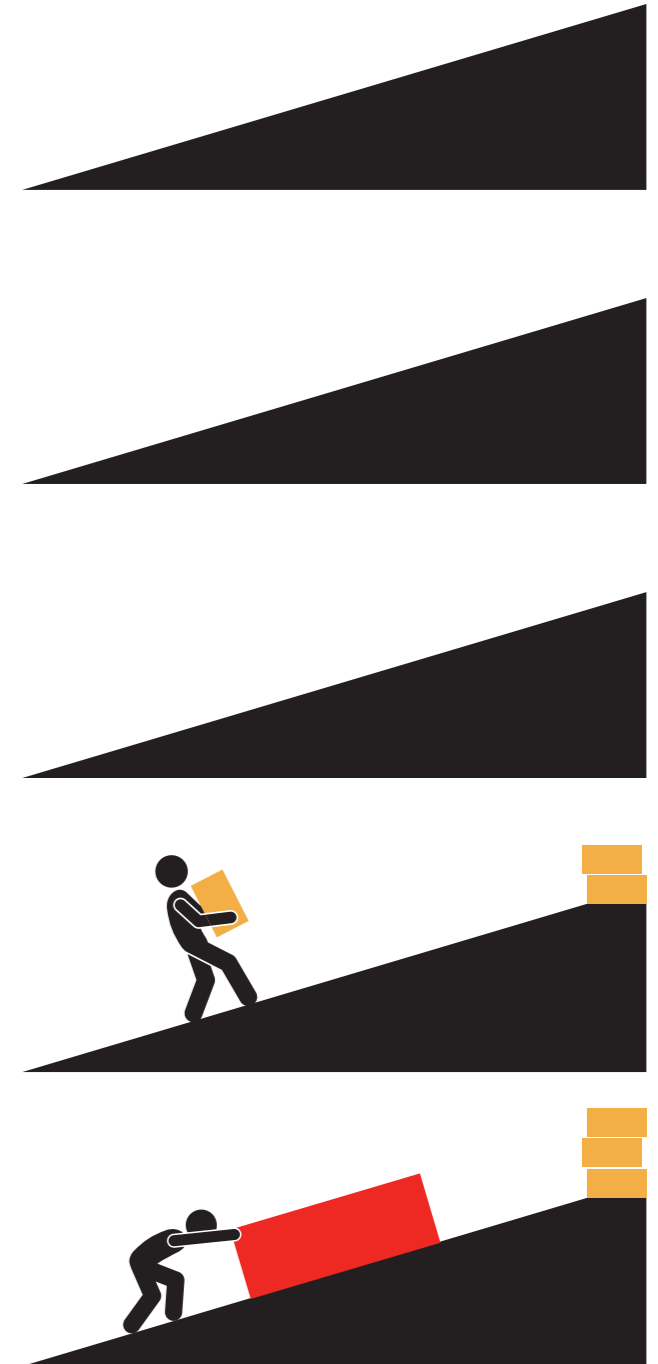
**3** You can solve smaller task more quickly and easily.



**4** You can then solve the whole problem more easily.



**5** Think of a problem where doing this might help. How can you break it up?



# Coping with change

1. Consider a recent change in your life



2. Write down all of the positive and challenging emotions you had about it



3. Consider why you felt like that

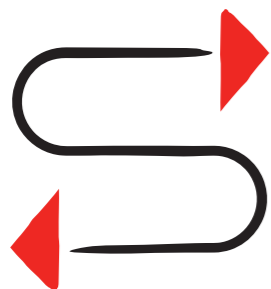


4. Think of all the people and resources you have that can help you cope with changes

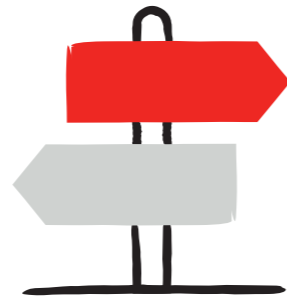


This could include friends, family, doctors, the internet or television

5. How will they help you to cope well with more changes?



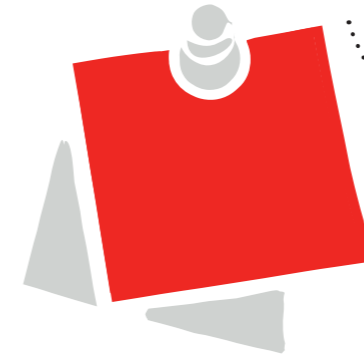
6. What might you do differently in future?



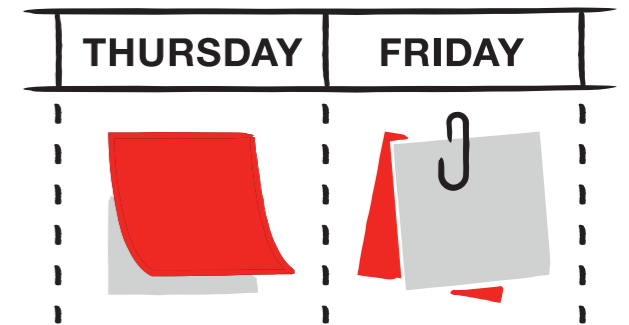
# Reflection skills

Reflecting on our successes helps us to cope better. Here is a method to help you to do that.

1. Write down what you have achieved today



2. Now write down what you want to achieve tomorrow and next week



3. Check your notes in the morning to remind you what you want to achieve



4. Reflect again at the end of the week. How have your plans changed?



How could this method help you to achieve your aims?

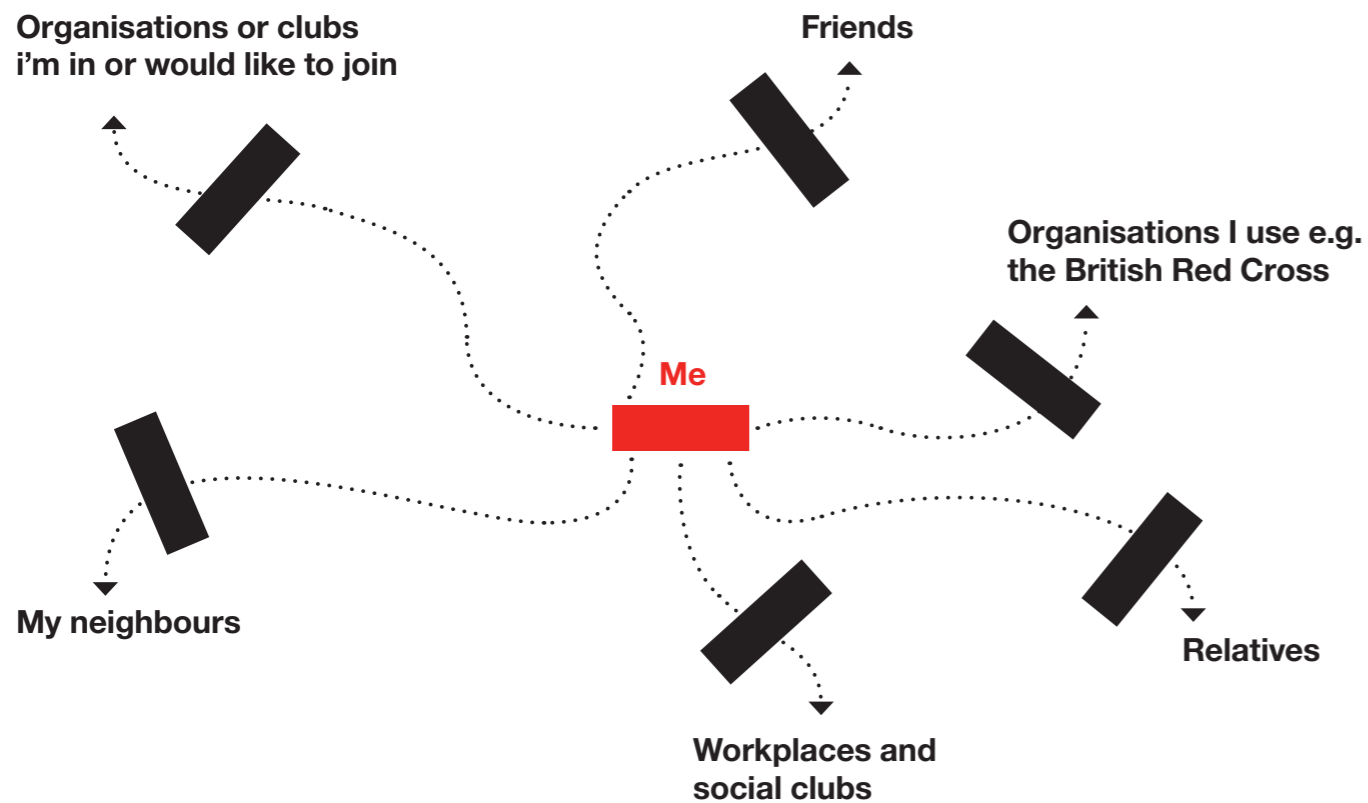
You could use this to help choose new skills to learn, or groups you might like to join. How it will help you find out what those are?

# Confidence

## Connecting with others

We know many people who can help us, or who we can help when they are struggling.

Write down the names of the people you are connected to.  
 What do they do?  
 How can you still connect with them?



Think about **how these people help you**.  
 Then write down **how you help them**.

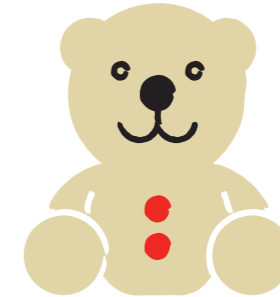
Who else would you like to meet?  
 How can your connections help you?  
 What can you do to help them meet you?

## Other ways you can connect with your community

There are many ways you can get involved and show what you can do. Here are some examples. You may wish to try others though, like cooking and sharing with your neighbours, or making something like a pillow or a wooden toy. How will it feel to make something and then share it?

### Make a trauma teddy

Trauma teddies are made by volunteers and given to children in hospitals or who have no toys. You can contact the Red Cross to send it to someone who needs it and for information on how to make a teddy. You could make other items like hats too.



### Connecting through nature

On a walk, when in your garden or simply looking out of your window, keep a note on what you can see. You could draw plants or animals you have seen and try to find out their correct names, for example.

When looking at nature think about how does it feel? What do you notice? How could this help others around you to feel more connected to society and how can you pass this on?



### Upcycle and recycle

Look through your old things – are there any that you no longer need and could give to charity? Recycling items is a kind act, which can give you satisfaction. Or you could upcycle your items – this is where you take someone old and make it into something new. You can learn new skills and even share items with friends and family.



### Use the rest of the page to write down other ways you could connect with others

<p>Use this box to write down some more options or groups in your local area</p>	<p>Use this box to list ways that you could support others locally</p>	<p>Use this box to list some places you could volunteer your time (e.g. in person, by phone or by making something)</p>	<p>Use this box to write down some ideas around how you could support people that live further away</p>
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# Learn First Aid skills

Basic life-saving skills will still be needed even during the coronavirus outbreak, by learning first aid if you have an accident at home, you can help your family and potentially alleviate pressure on our busy health service

## Helping someone who is having a Stroke



1. Call 999.

2. Ensure they are sitting comfortably and give constant reassurance while waiting for the ambulance.

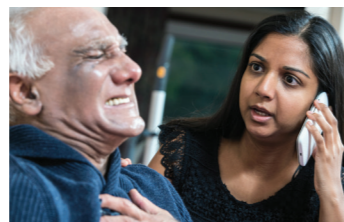
**Key action:**  
Call 999

**Be calm, you can help**  
**This person needs help fast.**

To check if someone is having a stroke, carry out the **FAST** test.

- Face:** Is there weakness on one side of their face?
- Arms:** Can they raise both arms?
- Speech:** Is their speech easily understood?
- Time:** To call 999.

## Helping someone who is having a Heart Attack



1. Call 999.

2. Ensure they are sitting comfortably and give constant reassurance while waiting for the ambulance.

**Key action:**  
Call 999

**Be calm, you can help**  
**Try to stay calm as this will encourage them to be calm too and may help them.**

**They may have persistent vice-like chest pain. This pain may spread to their arms, neck, jaw, back or stomach.**

## Helping someone who is Choking



1. Hit them firmly on their back to dislodge the object.

**Key action:**  
Give back blows

**Be calm, you can help**  
**You may feel scared, but act quickly.**

## Helping someone who is Bleeding Heavily



1. Put pressure on the wound with what ever is available to stop or slow the flow of blood.



2. Call 999\*

**Key action:**  
Put pressure on the wound

**Be calm, you can help**  
**This person needs help fast.**



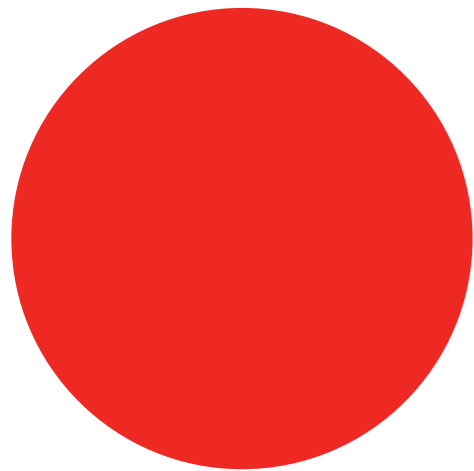
3. Keep pressure on the wound until help arrives

\*If you are able to arrange for safe transport to hospital and they seem well in themselves then do so to reduce the strain on our ambulance services.



# Head injury

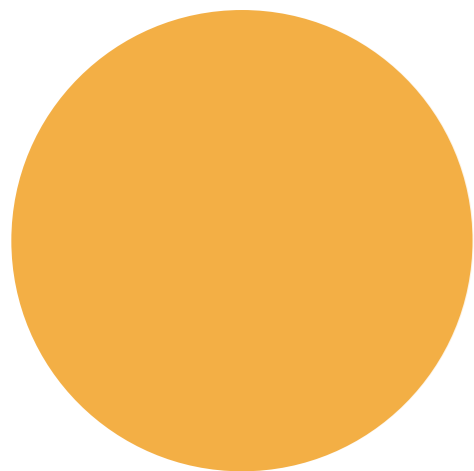
Head injuries can be serious but people only need to go to hospital if there are signs the brain could be affected. Check the traffic light list for signs that they should go straight to hospital, rest and observe, or carry on with their day.



## Have they

- been knocked out, if only for a few seconds?
- vomited more than once?
- had a headache lasting more than two hours, even after pain relief?
- started behaving, moving or speaking differently?

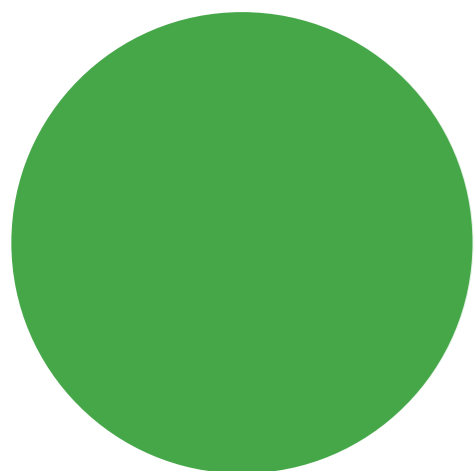
**Stop and take them to hospital or call 999 straight away.**



## Do they

- feel sick or queasy?
- have a brief headache?
- have a bruise or a bump on the head?

**Encourage them to rest (or sleep if it's their bedtime) and keep an eye on them for 24 hours.**



Are they showing none of the signs above?

**They can go on with their day but keep an eye on them for 24 hours in case any of the signs from the red and amber sections develop.**

# Everyday items you can use for first aid at home

There are many alternative ways you can provide first aid treatment using everyday items.

## Burns

**Cool the burn with running water...**

...or any cold liquid, such as juice, beer, or milk. The aim is to cool the area as quickly as possible, using whatever cold liquid is available. Remember: It should be cooled for at least 10 minutes for the treatment to be effective.



**Use a clean plastic carrier bag, cling film, sandwich / freezer bag...**

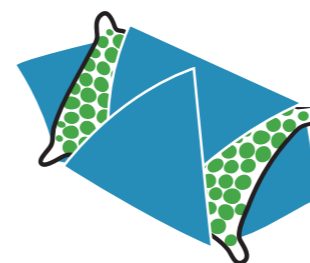


...or similar to cover the burn once cooled. These types of items will not stick to the burn and will create a barrier to stop infection. Plastic bags are particularly useful for covering a burned hand or foot.

## Bleeding heavily

**If you don't have dressing pads to put pressure on the wound...**

...use a t-shirt, tea towels or even the person's own hand. All these items can be used to put pressure on the wound and stop or slow down the flow of blood.



## Head injury

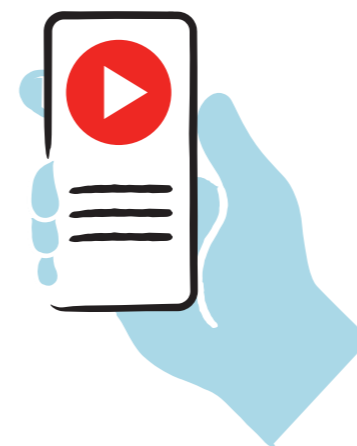
**If you don't have an ice pack...**

...use a bag of frozen peas wrapped in a towel to cool the affected area.

## Broken bone

**If you don't know what sort of padding to use to support a broken bone...**

...use items of clothing, blankets or simply hold the injured part yourself.



## First aid at your fingertips

Support your first aid learning and keep your skills refreshed with the British Red Cross First Aid app and Baby and Child First Aid app.

These essential tools are packed with useful videos, animations and tips, along with first aid quizzes to test your knowledge.

**Download the apps:**





## Who to call

**Call our free support line for advice on British Red Cross support, including in your local area**

Or just call to chat

Open 10.00 am to 6.00 pm everyday - free and confidential

**For more activities and information to help build confidence, coping skills and ease loneliness visit**

**[www.redcross.org.uk/loneliness-resources](http://www.redcross.org.uk/loneliness-resources)**

**Speak to a friendly volunteer today**

**Here are some of the areas we can help you with**

- **Loneliness**
- **Support at home**
- **Money problems**
- **Hiring a wheelchair**

**Free Online Digital sessions** offering you the chance to connect with others and learn new skills. Please call 0344 412 2734 or email **[redcrosseducation@redcross.org.uk](mailto:redcrosseducation@redcross.org.uk)** for how to book.

To find out more about our free British Red Cross first aid face-to-face sessions, please call 0344 412 2734

Attending **Red Cross Training** courses - please call 0344 871 800

**Call NHS 111** for everyday medical concerns  
**Call 999** in an emergency

