

How to use

THE TOUGH TIMES TOOLKIT

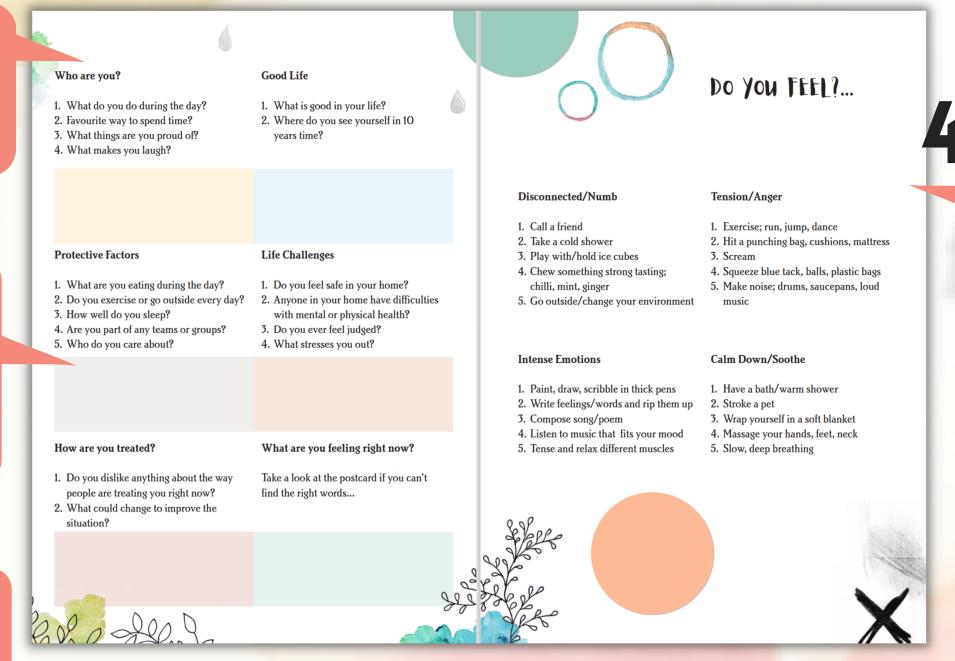
Is your patient waiting for referral or discharge? GiveThemFive minutes to make a difference to their care.

The evidence shows that addressing a person's basic needs can improve their resilience and recovery in the long term.

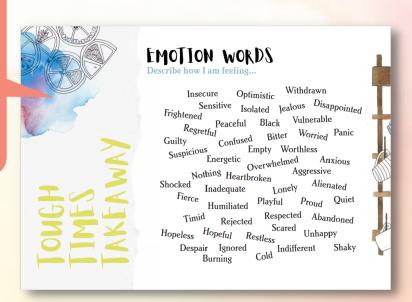
Choose a section Each one addresses a different basic need.

Ask a Question You don't need to ask them all. Pick one as a starting point and follow with the others if they are responding well.

> Offer the Postcard Let them fiddle with it while you talk. They might want to use the emotion words to describe how they are feeling.



Need Answers? These are some suggestions you can give for ways to deal with strong emotions.



Want to find out more? Get in touch with your **GiveThemFive Champion for** information and resources on how to provide holistic care for your patients.

You've just made a real difference to your patient's experience in hospital. Take a moment using the back page to help them plan their next steps after talking with you.

