

# How to use THE TOUGH TIMES TOOLKIT

Is your patient waiting for referral or discharge? Give Them Five 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.

**1. Choose a section**  
Each one addresses a different basic need.

**2. 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.

**3. 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.

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

**5. 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.**

**Who are you?**

1. What do you do during the day?
2. Favourite way to spend time?
3. What things are you proud of?
4. What makes you laugh?

**Good Life**

1. What is good in your life?
2. Where do you see yourself in 10 years time?

**Protective Factors**

1. What are you eating during the day?
2. Do you exercise or go outside every day?
3. How well do you sleep?
4. Are you part of any teams or groups?
5. Who do you care about?

**Life Challenges**

1. Do you feel safe in your home?
2. Anyone in your home have difficulties with mental or physical health?
3. Do you ever feel judged?
4. What stresses you out?

**Do You FEEL?...**

**Disconnected/Numb**

1. Call a friend
2. Take a cold shower
3. Play with/hold ice cubes
4. Chew something strong tasting: chilli, mint, ginger
5. Go outside/change your environment

**Tension/Anger**

1. Exercise; run, jump, dance
2. Hit a punching bag, cushions, mattress
3. Scream
4. Squeeze blue tack, balls, plastic bags
5. Make noise; drums, saucepans, loud music

**Intense Emotions**

1. Paint, draw, scribble in thick pens
2. Write feelings/words and rip them up
3. Compose song/poem
4. Listen to music that fits your mood
5. Tense and relax different muscles

**Calm Down/Soothe**

1. Have a bath/warm shower
2. Stroke a pet
3. Wrap yourself in a soft blanket
4. Massage your hands, feet, neck
5. Slow, deep breathing

**How are you treated?**

1. Do you dislike anything about the way people are treating you right now?
2. What could change to improve the situation?

**What are you feeling right now?**

Take a look at the postcard if you can't find the right words...

**EMOTION WORDS**  
Describe how I am feeling...

Insecure, Optimistic, Withdrawn, Sensitive, Isolated, Jealous, Disappointed, Frightened, Peaceful, Black, Vulnerable, Regretful, Confused, Bitter, Worried, Panic, Guilty, Suspicious, Empty, Worthless, Energetic, Overwhelmed, Anxious, Nothing, Heartbroken, Aggressive, Shocked, Inadequate, Lonely, Alienated, Fierce, Humiliated, Playful, Proud, Quiet, Timid, Rejected, Respected, Abandoned, Hopeless, Hopeful, Restless, Scared, Unhappy, Despair, Ignored, Indifferent, Shaky, Burning, Cold

**TAKING RESPONSIBILITY**

1. What is your job to do after this?
2. How can we help make that happen?

A project by  
sharedhealth  
foundation  
thelemonadeproject.org.uk

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