

Wellbeing Session

June 6th 2024



WELCOME AND INTRODUCTION

Thank you to all those who attended the Wellbeing Session on Wednesday 6th June. Please find the key learning points and takeaways from the session below.

Thanks to all those who shared your experiences and challenges, we appreciate your participation and hope that the lessons you shared can help others going forward.



SESSION SUMMARY

Main Topics:

How to Deal with Challenging Bookings

Specific Challenges discussed:

- When service users do not want you to interpret what they are saying
- Dealing with difficult and highly emotional bookings and taking care of your wellbeing

Next Session:

The next wellbeing session is currently planned to take place on **Thursday 4th July**

Please look over our [booking protocol guide](#) below for continued training on challenging bookings and successful responses..

Contact Information for Support Team:

interpreting@prestigenetwork.com
01635 246 700 option 1 and then option 2.

Key takeaways and strategies:

When service users do not want you to interpret what they are saying:

- As part of your introduction, always inform the service user that you must interpret everything that they say. Set this expectation every time so that they do not say anything they don't want interpreted.
- Try and build a good rapport with the client/ staff members, this way if there are any issues they may be able to support you.
- Maintain a calm and professional demeanour.

Dealing with difficult and highly emotional bookings :

- Set clear boundaries and expectations. If you feel uncomfortable make this known and call Prestige.
- Have something to listen to or read on the way home from the booking, for example a book or an audio book.
- Listen to some calming music after stressful sessions
- Find someone to speak to about what you felt during the booking. Maintain confidentiality and privacy, always keeping things anonymous.
- Call Prestige Network to debrief if you need to. We are always happy to listen.
- Attend wellbeing sessions

It is essential to look after your mental wellbeing and to implement activities and strategies that can support you in dealing with stressful and emotionally challenging bookings. We have included some additional resources which may help.



Additional Resources

Samaritans

Telephone: 116 123 (24 hours a day)

Email: jo@samaritans.org

Website: www.samaritans.org

Saneline

Telephone: 0300 304 7000 (4:30pm-10:30pm)

Website:

http://www.sane.org.uk/what_we_do/support/helpline

Rethink Mental Illness

Telephone: 0300 500 0927 (10 am -2 pm Monday to Friday)

Email: info@rethink.org

Website: <https://www.rethink.org/>

Mind

Telephone: 0300 123 3393 (9 am -6pm Monday to Friday)

Email: info@mind.org.uk

Website: <http://www.mind.org.uk>