

Emotional Support for People with Sight Loss

Designing, delivering and Managing 1-2-1 Emotional Support Sessions that promote positive Mental Health and Wellbeing

Research suggests that 43% of people with sight loss go on to 'battle depression'. For many of these people, access to voluntary and social care services offers vital opportunities to promote positive mental health and wellbeing. Unfortunately, the 'self-isolation' and 'social distancing' measures introduced by the UK Government on 23rd March 2020 (in response to the outbreak of COVID-19), has resulted in most of these traditional services being suspended, withdrawn or inaccessible. To counter some of this impact and to support their service users, many organisations have initiated emotional support telephone calls. These calls aim to provide regular social contact and support for mental health and wellbeing.

Traditionally, voluntary and statutory sector workers deliver their services face-to-face. They have recently found themselves having to transfer their skills to deliver emotional support using several platforms including video and telephone calls.

Course Content

Getting us all on the same page

Defining Depression, Mental Health, Wellbeing and Rehabilitation

Setting expectations

Discussing boundaries and relationships within emotional support roles, Safeguarding, Documentation, Referring-on & Confidentiality.

The Emotional Support Conversation

Setting the scene for person centred support conversations. Presenting 10 'good practice' conversations techniques:

Dr Andrew Dodgson has over 28 years' experience in the sight loss sector. He is unique in, having practiced as a Rehabilitation Worker, designed, and delivered Rehabilitation Worker training and acted as a senior leader for some of the sectors most influential organisations. Andrew has a BSc (Hons) degree in Psychology and a PhD in Vision Rehabilitation. Most recently Andrew has worked with 2 London boroughs to develop an effective telephone emotional support framework.



Emotional Support Framework

A tried and tested framework for effective, positive conversations

Developing Wellbeing

Techniques for developing a positive emotional support relationship.

Setting and Measuring developmental goals

Personal Centred Goal development.

Developing and measuring SMART Wellbeing Goals.

Looking after yourself

Maintaining perspective, investigating personal responsibility and introducing personal wellbeing support techniques.



07342042636 020 822 00033
www.visionrehabilitationtraining.com
Company Registration Number 12113819