



Coach's guide to delivering the SCENE intervention during Covid-19: update

SCENE: Enhancing Social Networks, Improving Quality of Life

1. Why are we releasing this bulletin?

A lot of coaches are finding it difficult to re-engage participants in SCENE or get the intervention going remotely. This document is designed to help frame your thinking around this. For some participants, repeated attempts at contact may feel overwhelming. For others it will be useful to remind them about SCENE. If unsure, consider what you know about the participant as a person, and also consider contacting their care co-ordinator for further guidance / information.

2. What kind of things should/ could be included if you choose to send a "restart/ hard to contact" letter?

- **Copies of physical timeline or activity sheets.** This is a concrete reminder of the work you have achieved with the person so far. It is also a nice reminder for them to keep.
- **Picture of the coach at the start or end of the letter.** This can help people put a face to the name in times of remote working.
- **Personal mention of activities/things you talked about previously.** This shows you have held the person in mind (you remember them as an individual) and helps to build rapport.
- **An end date with the number of sessions left.** This sets a clear goal and makes SCENE seem more manageable.
- **Reassurance about COVID-19.** The person may think they will be asked to do unsafe activities. Remind them that activities will be distanced / online at the participant's discretion and government guidelines. And coaching will be via telephone / video calls.
- **Motivational interviewing / SFT techniques.** For example, affirmations about how well the person has done so far (MI), remind them of their vision for the future (SFT).

- **Pacing.** Many people feel overwhelmed, you could let the participant know that the goal could be “steps towards” rather than going to an activity.
- **Option to change their activity.** The participant may have changed their mind!
- **Examples of concrete activities the participant might want to do now based on what they said previously.** This is to inspire the participant to take part.

3. Don't forget!

In the meantime, you can drop into the SCENE Surgery at 3.30pm-5pm on a Tuesday via Microsoft Teams, or ask your local coach supervisor.

Appendix – Example letter

Laura, 28, had been through the 8 steps prior to lockdown. Despite low confidence she had previously enjoyed attending practical art classes. The coach had a good rapport with her. However, since the SCENE restart, Laura has been difficult to get into contact with. The coach has left messages and texts, and sent appointment letters, but the appointments have been missed. The coach wonders whether her confidence has dropped again due to the gap in coaching?

Example Letter

Dear Laura,

How are you? I hope you are keeping well. My name is Jeremy and I am your coach for the SCENE research study. We last met in March – I came to your house to talk about some social activities you might want to do. Your dog Max sat on my lap! That was a while ago, so I just wanted to catch up with you.

*If you are interested, we have **4 social coaching sessions left between now and the 12th December 2020**. I would telephone you for 20 minutes at a time, to chat about a social activity you might like to do.*

When we did a timeline of your past activities (included with this letter), you were really interested in art, and showed me the collage you did of York Minster. It was very impressive, I loved the colours! We were hoping to get you to a new art group.

Because of Covid-19, we could now look at classes which are distanced or online. Or you might have changed your mind and want to do a different activity. We want you to feel comfortable and safe in any new activity you engage in.

I understand that things might have changed for you since we last met. I want to reassure you that the coaching would be at your pace. We can set small positive goals, even if you aren't ready to do a new activity right now.

*In the meantime, I'll try calling you **Tuesday at 10am** for the next two weeks. This will be to book in our future meetings if possible.*

If I don't hear from you after this, I will send you another letter, to end our work together and remind you of everything we have achieved. I hope to hear from you soon, and I've enjoyed our work together so far.

Yours sincerely,

Jeremy

