

### Appendix 3. Review Sessions - Telephone Coaching Checklist for rehabilitation support workers

#### Telephone Coaching Checklist – Praised Intervention

1. Complete the **therapy visit log**, via the hyperlink, for all telephone calls. Please update goals if relevant.
2. Continue to complete the **Frequency and Intensity Decision Support Tools** and email a copy to Vicky/Louise if you are changing the frequency of sessions.
3. Put a number in the RSW column on the **Visit and Task Tracker on TEAMS** - change the colour of the font or background to identify that it was a telephone visit (the ratio of therapist/RSW is now variable so we will record all telephone sessions as RSW sessions).

| Telephone Coaching - Praised Intervention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Comments |
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| <p>Ask how the participant is and talk through any immediate concerns</p> <p><b>Discuss</b> which regular activities are most important to participant; ones that they are doing during the day.</p> <p>What are the important elements to these?</p> <p>Can you <b>adapt</b> them for the PrAISED programme to carry out in the home? For example, instead of a class, following an online strength and balance routine.</p> <p>Can they do <b>ADL activities</b> that challenge balance, promote strength or include dual tasking?</p> |          |

| Staying Well and Social Distancing                                                                                                                                                                                                                                                                                                                                  | Comments |
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| <p><b>If someone feels worried or low in mood</b> – try and identify the triggers that make them feel low and look for ways to reduce or manage them.</p>                                                                                                                                                                                                           |          |
| <p>Encourage a <b>daily routine</b> with the participant and set daily goals to provide purpose and a sense of achievement. This might include working through that list of the things they have been meaning to do but never get round to.</p> <p>Can you help them build activities or exercise into <b>habits</b> which will help them continue longer term?</p> |          |

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| Encourage balance in a <b>weekly routine</b> so they have a good mix of work (activities that have to be done), rest and leisure.                                                                                                                                                                                           |  |
| Encourage participant to <b>keep in touch</b> with family, friends and neighbours to help them understand how they feel and how they can help.<br><br>Suggest they arrange to speak to someone most days on the phone, through social media or over the garden fence.<br><br>Age UK and Silverline have people to speak to. |  |
| Encourage participant to <b>take care of themselves</b> .<br><br>Eat and drink healthily with plenty of fruit, vegetables and water, to help boost immune system and energy levels.                                                                                                                                         |  |
| Encourage participant to <b>avoid staying still for too long</b> . Exercise and regular movement will maintain fitness and strength.<br><br>They could use a timer to remind themselves not to sit for too long, or get up and walk around in ad breaks etc                                                                 |  |
| Encourage participant to have a <b>good sleep routine</b> . If they are struggling, try avoiding tea and coffee in the late afternoon and evening, take a bath, using blackout curtains, listening to gentle music or deep breathing exercises.                                                                             |  |
| Refer to RCOT 'top tips' sheet on staying well when social distancing if needed<br><br><a href="https://www.rcot.co.uk/staying-well-when-social-distancing">https://www.rcot.co.uk/staying-well-when-social-distancing</a>                                                                                                  |  |

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| If a <b>safeguarding</b> issue is raised e.g. participant without meds or food:<br><br>- contact informant<br><br>- if unresolved the case should be further discussed with local clinical services and the Oxford Praised study team                             |  |
| If participant is complaining about <b>COVID-19 symptoms</b> encourage them to follow current advice from NHS direct or to phone 111<br><br><a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a> |  |

There are also additional **Resources for participants and therapists on PrAISED** for during the **coronavirus isolation restrictions** on TEAMS