

Sometimes major life changes can seriously impact on our wellbeing. The following groups are likely to find it particularly difficult to manage major life changes:

- Semi and unskilled manual workers, casual workers and those dependent on welfare
- With a long standing physical or mental disability, illness or impairment
- Black and minority ethnic groups
- Out of work but not retired or newly retired
- Financially struggling

ASK: *"I know this is a challenging time for you. Can we have a chat about the support you need?"*

Listen and look for their response.

ADVISE: Offer brief advice containing the following:

"Whatever your circumstances, there is help and support for you"
"You are not alone – there are services to help you"

POP IN A POSITIVE: *"Lots of people have found their way forwards with the right help and support"*

OFFER A LEAFLET: with local numbers

ASSIST: Signpost to Age UK, local council advice lines, local counselling support

A positive outlook can help people lead longer and healthier lives

Many people would benefit from support to manage major life changes

EXIT STRATEGY –
for those not interested:
Close the conversation
'It's fine if you don't want to discuss this now. We can chat some other time'

EXIT STRATEGY –
for those who are OK: Provide positive reinforcement.
'Well done, keep it up!'