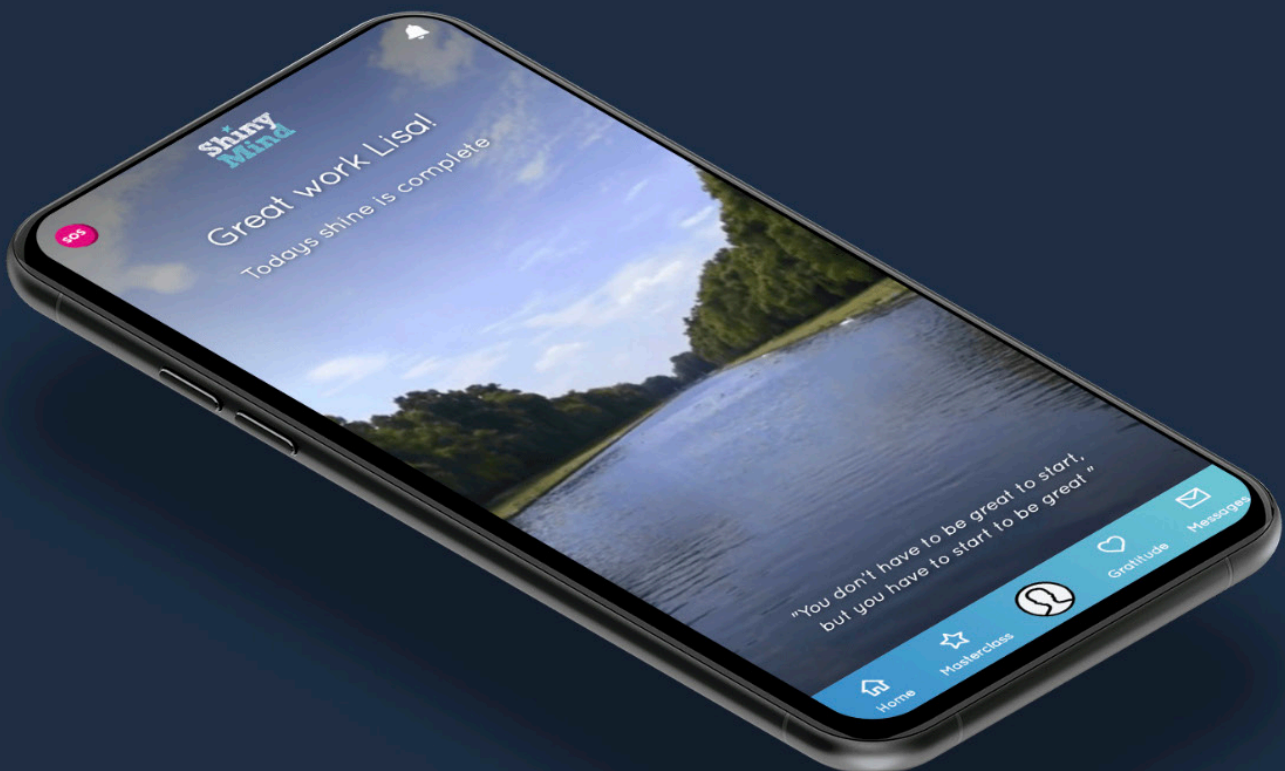




**NHS**  
The Walton Centre  
NHS Foundation Trust

# Welcome

Your Daily Wellbeing and  
Resilience app to help you Shine



CYNERGY®

**You cannot pour  
from an empty cup**



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## Welcome to the ShinyMind app - your Daily Wellbeing and Resilience app to help you Shine

In 2015 we started our journey to support the wellbeing and resilience of staff working in the NHS, whose amazing care keeps the NHS going 24/7, 365 days of the year. We wanted to provide a practical resource to help deal with the pressures they face, and which could look after their wellbeing and resilience levels in all areas of their lives.

We designed and created a Mindset programme, 'Resilience; Your Mindset; Your Choice' which to date we have delivered to almost 2000 people in the NHS, whilst monitoring, evaluating and researching its impact along the way. (See Impact Overview page)

As we were receiving consistently positive feedback about the programme - helping staff feel more resourced, in control and less stressed - we wanted to expand its impact to reach more NHS staff, but realised that we would need something different.

We therefore decided to create an App featuring the Resilience programme, so people who had attended could go back to and refresh their learning, but also so those that had not seen the programme could listen to it and get support for themselves.

Having made our decision, we knew developing the App had much greater potential beyond the Resilience programme, so we decided to co-create, design and produce a wide-ranging wellbeing and resilience resource with many features.

So, for the last year we have worked with all levels of staff at The Walton Centre NHS Trust to do just that..... And what we have now is The ShinyMind App - a resource that is designed specifically to support the brilliant staff of the NHS – designed by them, for them.

We hope you enjoy exploring how the ShinyMind App can help you to support the wellbeing of your organisation, helping to create a positive culture and community where happy staff means happy patients.

## Impact Overview

# Resilience.

# Your mindset: your choice

The live programme “Resilience: Your Mindset; Your Choice” has delivered the **ABLE** model to audiences of almost 2,000 mixed NHS staff groups in over 20 Trusts, with positive results:

- ‘Overall impact’ - 99% of attendees rated positively (‘Excellent’ or ‘Good’), 66% ‘Excellent’
- ‘Improving resilience’ - 97% positive
- ‘Helping stress management’ - 96% positive
- Over 99% of attendees would recommend the programme to colleagues.

## Ongoing Impact

“I have a more forgiving attitude to myself... I am doing the best I can which helps me stay motivated and be productive”

“It has taught me to be calmer and think about things before I do them. I have kept the workbook as I found it really helpful”

“I feel as though a weight has been lifted”

“Productivity has increased as I have renewed motivation and belief that I can address obstacles and move forwards”

“My mind doesn’t feel as clogged so my clarity of thought feels much clearer”

“It has impacted positively on my stress levels and motivation”

“I feel more motivated and can do things where before I wondered if I could”

“It’s given me strategies when situations have been difficult and the reasons why they have”

“I can change the way I see things – I have the power”

“It has given me the understanding to know I am strong, I matter”

“Shared the Drama Triangle and Power Pose with colleagues showing how we can be more confident in ourselves”

“Made me look at things in a different way, a more positive way”

“When coordinating the ward I am more able to delegate and manage different members of the team”

“Changed my way of thinking – more positive”

“That I am not hopeless – I can take control back”

“Resilience can be developed by the way you think about things”

“You are capable of coping well with any situation if you remain calm and thoughtful, and have confidence in yourself”

“I didn’t realise how much stress was affecting me .... I found the programme emotional, but in a positive way”

# YOU SAID, WE DID



The Walton Centre  
NHS Foundation Trust

Various staff groups at The Walton Centre were asked what would help their wellbeing and resilience. This is what they said and how we took all their thoughts, ideas, views and opinions on board to build the ShinyMind App with NHS staff at its heart.

## Personable

human touch with use of own name, with 'Especially for me' and 'Getting to know me' sections

## Emergency situations

Emergency SOS exercises, 5 mins to help when things are hard

## Gratitude

Gratitude journal to help look for the positives

## Self-compassion - Kindness

Kindsight section to promote connection and support for self and others

## Self-awareness

journaling to be able to journal and notice

## Positive messages

motivational daily messages sent at random

## Photos and Music

cherished memories and Positivity Playlist to boost and quieten mood

## Relaxing scenes and sounds

a Mood Bath with choice of scenery and sounds

## Our coping skills

a Coping Well to share across the community our tips to cope better

## A daily boost

a diagnostic, mindset activity and suggestions based on your diagnostic

## Community

voice messages and Positivity Posts which can be sent to individuals

## Triggers

awareness exercises so we know when things are going wrong

## Purpose

Life Compass, a reminder of what's important and why we do what we do

## Patient feedback – a Well of Positivity

to see the positive feedback from patients

## Resilience Programme

Unlimited access to the evidence-based live Resilience: Your Mindset, Your Choice programme

## Masterclasses

to help understanding of self

## Meditation and breathing

simple effective guided breathing and meditation exercises

## Holistic/Whole person

things that work for home and work

## Progress

diary tracking

## Be able to use 24/7

access is private, confidential and can be used anywhere

## Science behind it

A science button feature



# Benefits Summary

- Over 100 interactive psychotherapeutic exercises and activities to support wellbeing and resilience
- All exercises and activities backed by research and evidence
- On demand 24/7 support, 365 days of the year, available to all staff
- Whole staff access to the Resilience: Your Mindset Your Choice Programme
- Proactive rather than reactive resource
- Whole-person focused
- Your own space – language and style across the app is personal, safe and yours - “Welcome back Lisa”
- Builds a personal resource - exercises and content are interactive not passive, so you can learn more about yourself as you explore, allowing you to find favourite exercises and areas that work for you, so the App becomes truly yours
- Emotional diagnostic feature directs you to activities specifically suited to how you are feeling
- Promotes culture of positivity, purpose and belonging
- Available to all without self-disclosure
- Confidential, safe, personal space
- Creates your own staff wellbeing community
  - Message function across the community
  - Positivity Posts
  - Shout Outs - Audio messages
  - Gratitude messages
  - Friends function
  - Whole staff address book and search facility
  - Social share function
- Inbuilt wellbeing campaign
  - Monthly wellbeing news to all staff
  - Twice Weekly positivity nudges
  - Daily Shine evidenced based positivity exercise driven by a diagnostic based on your mood tailoring everyday support specifically to staff needs
  - Daily Inspire me notifications to lift mood and boost connection
- Speedy access without sign-in

# ShinyMind App - Tour

## Getting to know me - Your Masterclasses

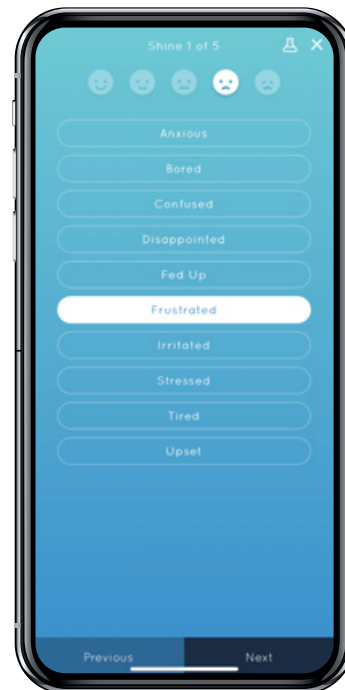
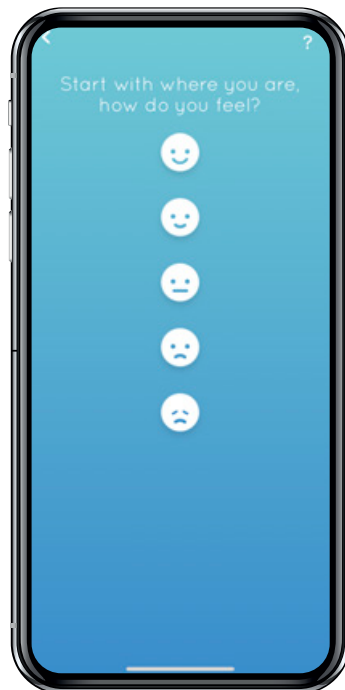
Each of the 11 Masterclasses provides a host of interactive text and audio exercises backed by research and evidence which can be accessed time and again.

A 'save and store' function means that all interactive exercises can be saved in a user's journal to promote further reflection and awareness.

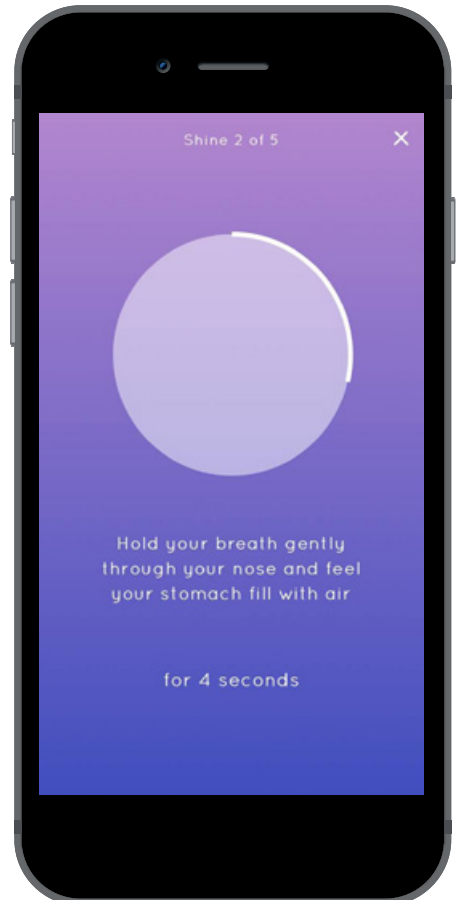
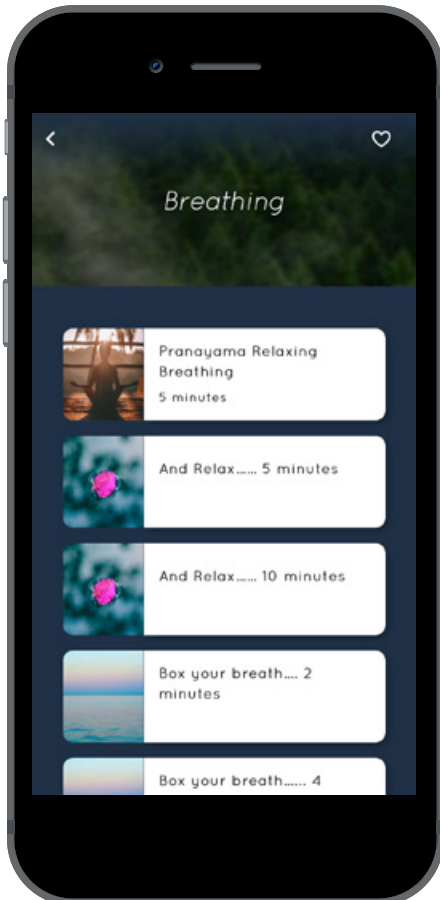
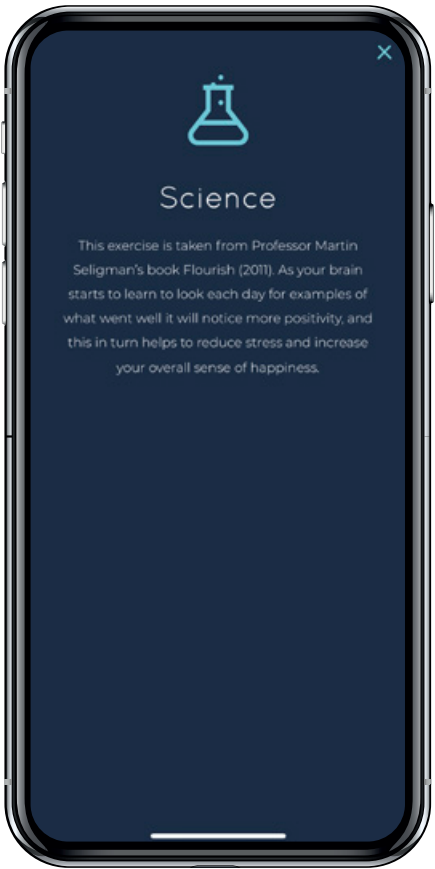
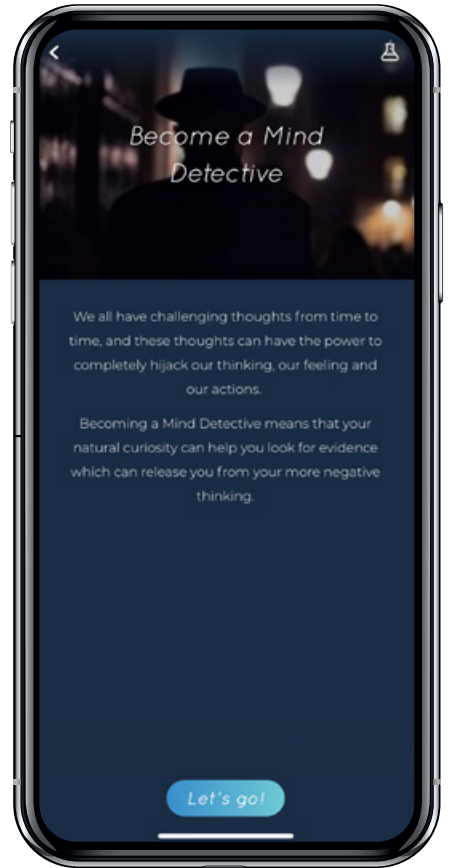
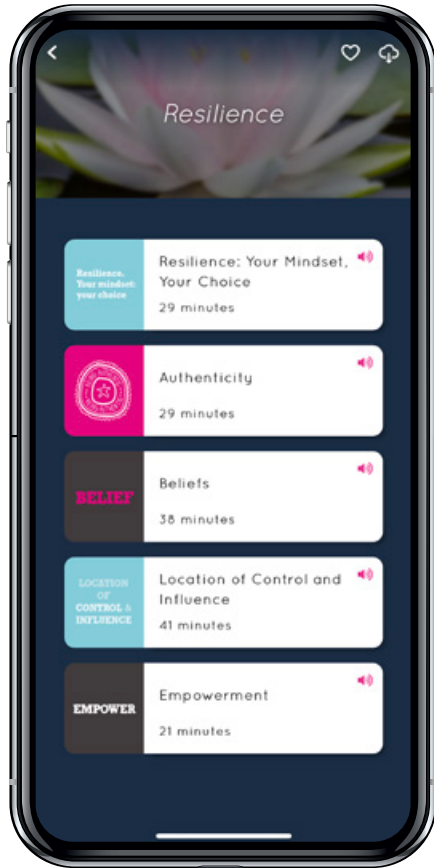
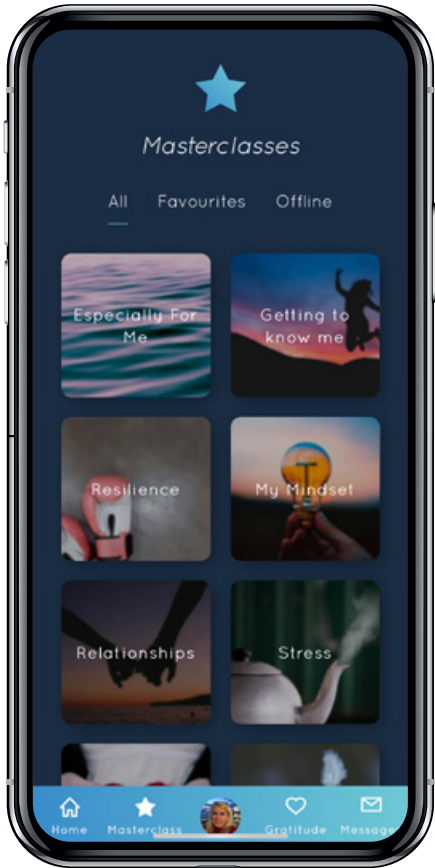
- Especially for Me – exercise finder based on the emotion you're experiencing
- Getting to Know Me - understanding self
- Resilience - live audio of the Resilience; Your Mindset; Your Choice programme
- Breathing – breathing exercises with animation, music and timer
- Calm
- Stress
- Relationships
- Happy and Confident
- Meditations
- Self-Compassion
- Mindset

Exercises are grounded in psychotherapeutic models of change including

- Positive psychology
- Cognitive Behavioural Therapy
- Jungian Psychology
- Transactional Analysis
- NLPt
- Psychology of Buddhism







# Your own personal space to resource yourself 24/7

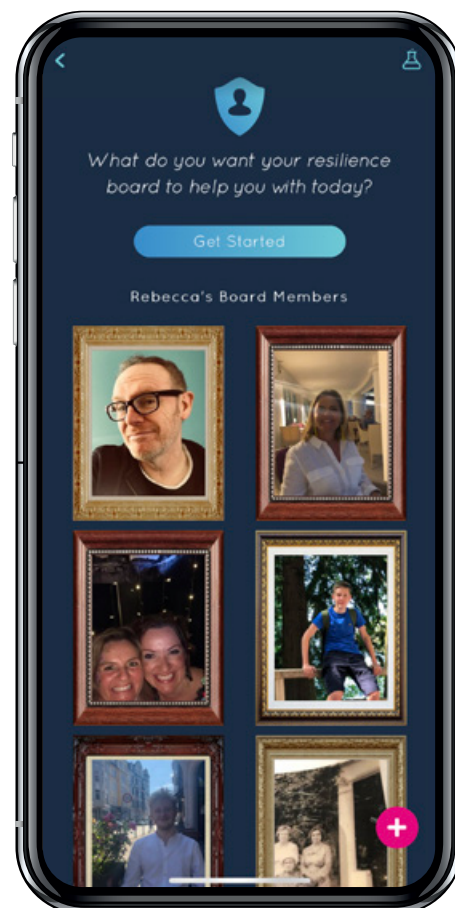
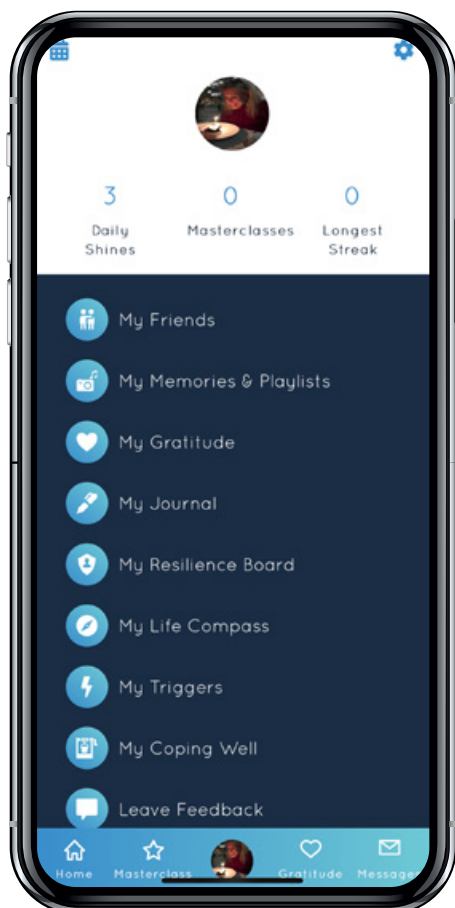
'My Profile' page – an area where you can keep everything important to you and access it from one page:

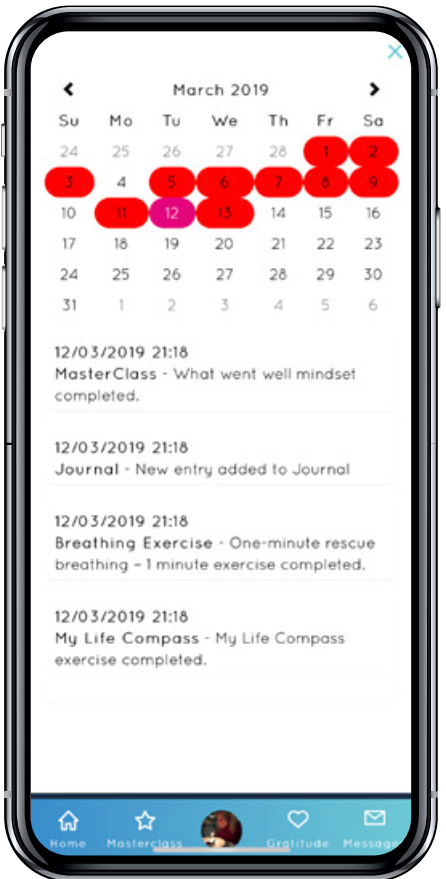
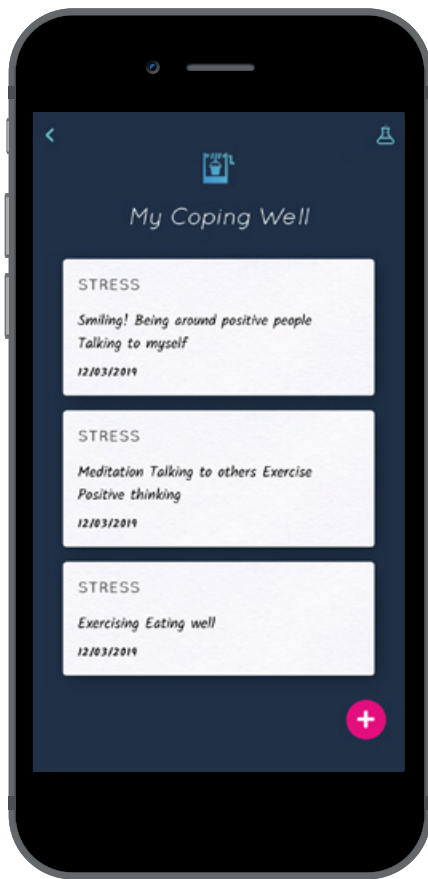
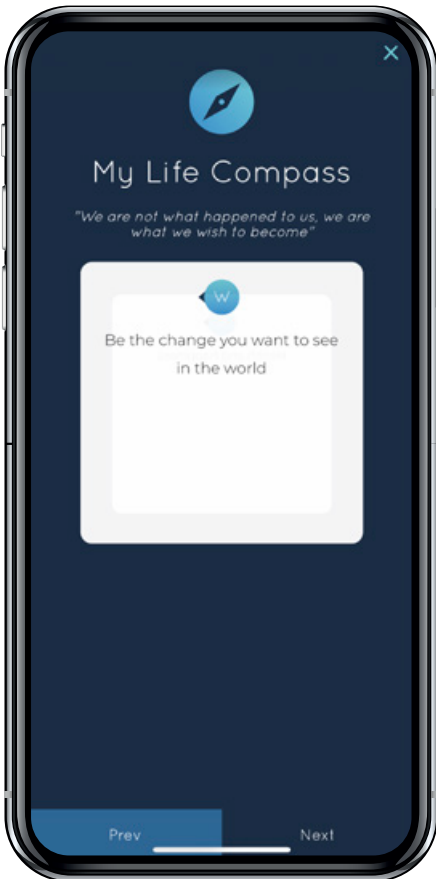
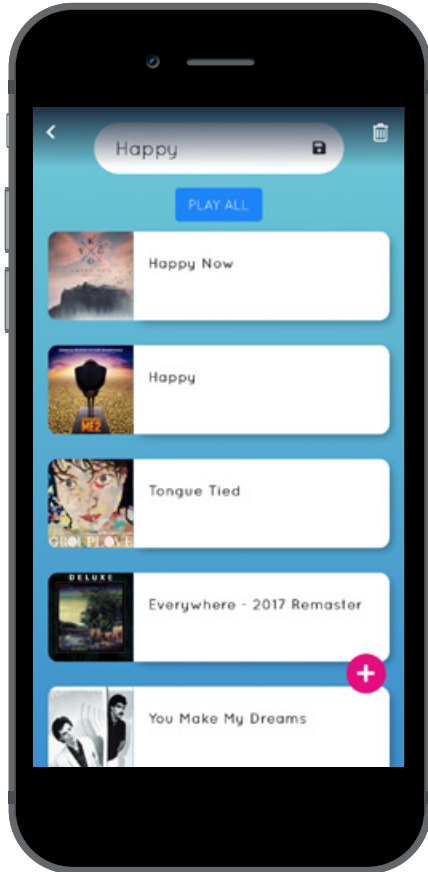
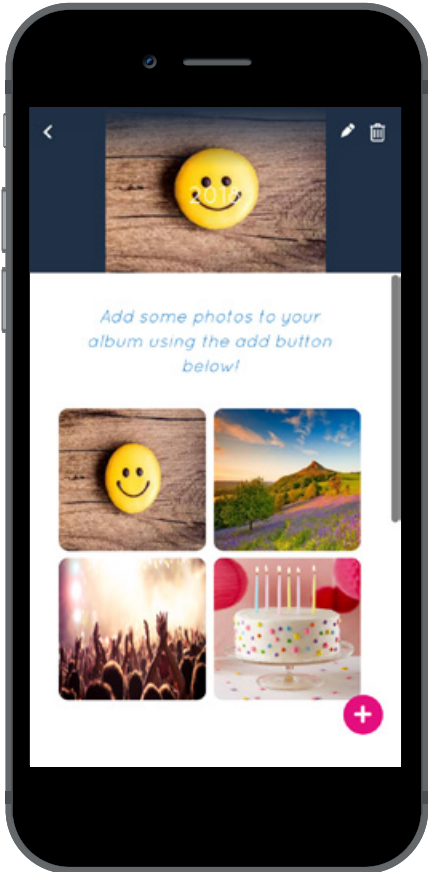
- Confidential personalised safe space
- Build and create your own personal resource
- Self-awareness exercises
- My Coping Well – interactive exercise to identify and build personal coping resources
- My Triggers - interactive exercise to identify and

monitor emotional triggers

- Life Compass - interactive exercise and resource to identify purpose
- Personal Resilience Board - interactive exercise to boost resilience support
- Journaling- to enhance your self-awareness to become aware of your patterns, behaviours and growth
- Diary and Progress checker – to motivate continued practice
- Gratitude diary

- Positivity playlist – create personal music albums from Spotify and You Tube
- Memories – create personal photo albums
- My Friends - create your friends and search for people in your Community
- My Messages – access to all your messages of positivity
- Manage your account, notifications and choose your personal Mood Bath wallpaper

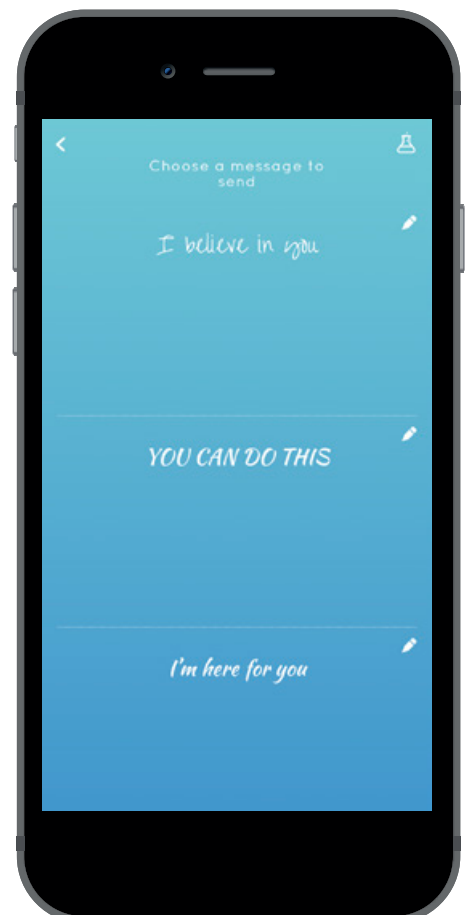
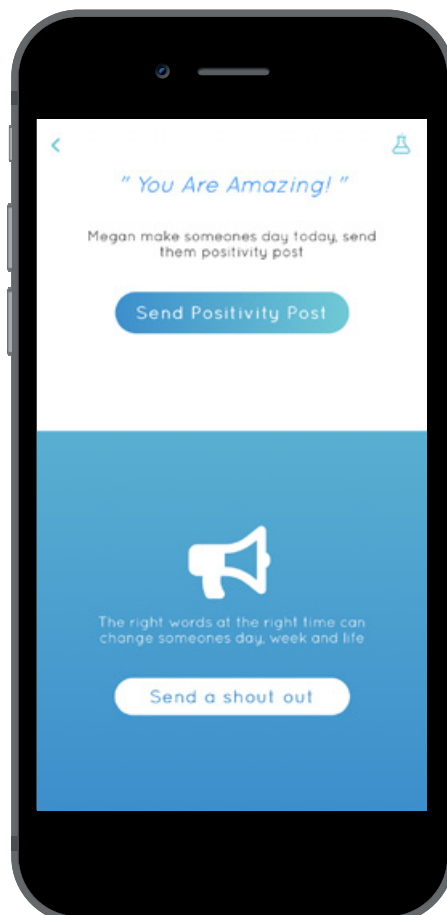
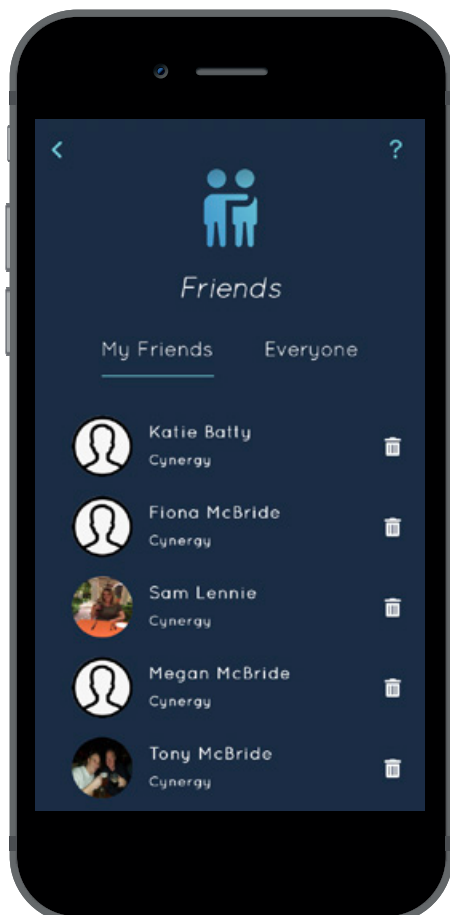


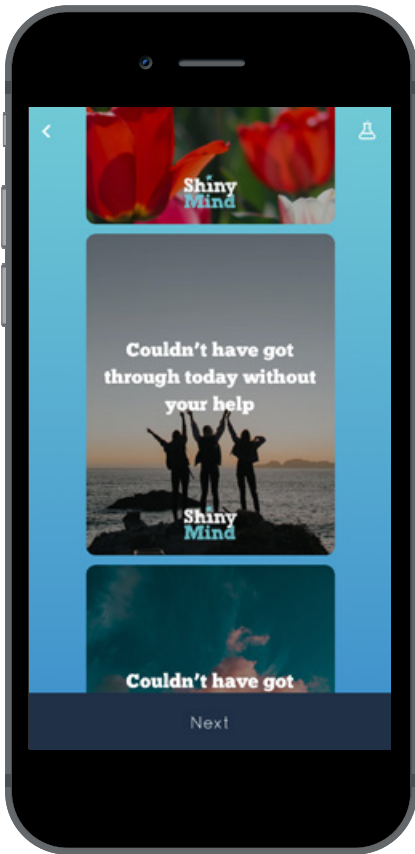


# Community, Connection and Kindness

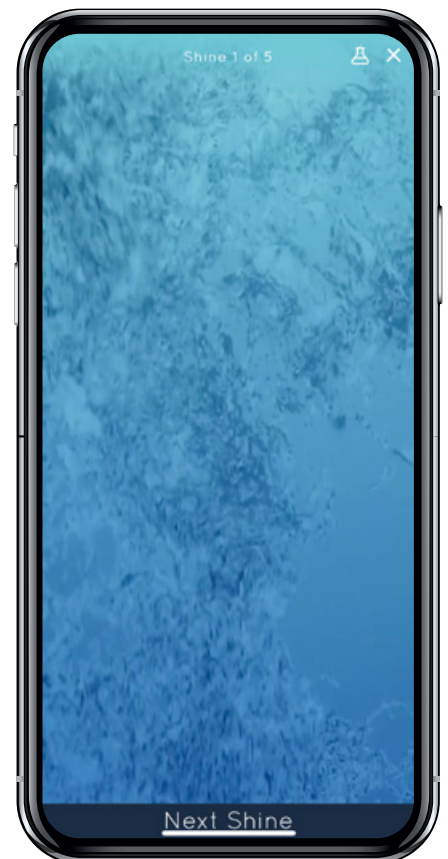
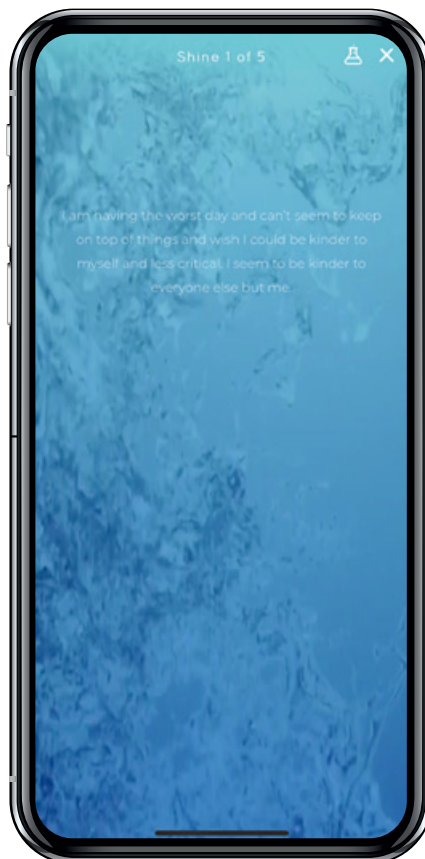
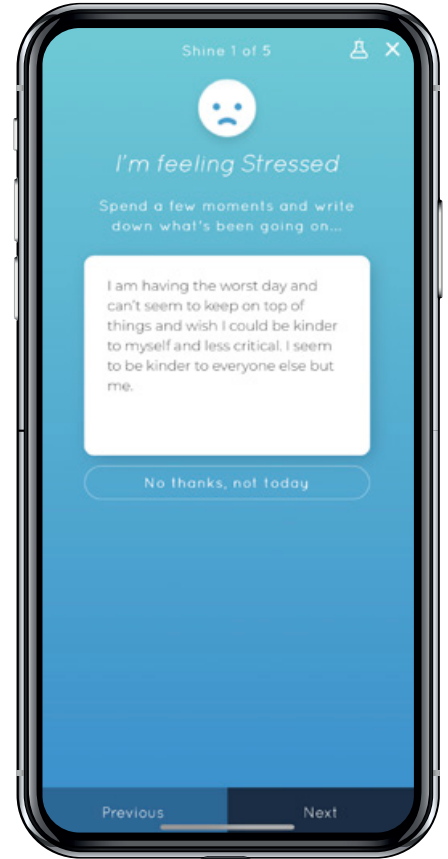
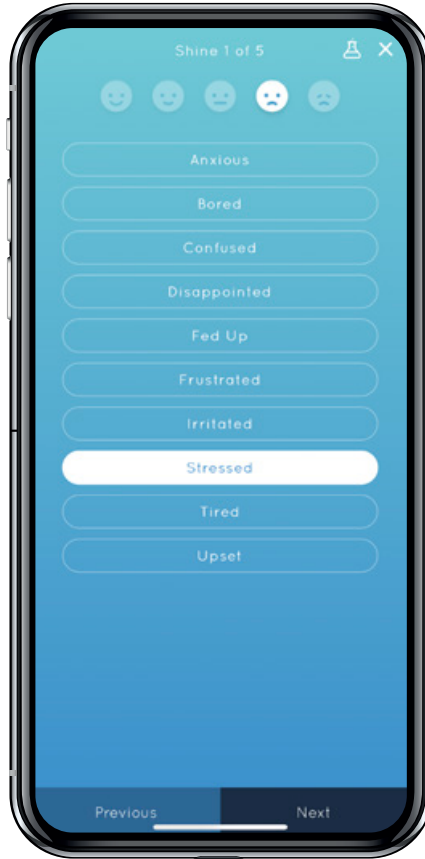
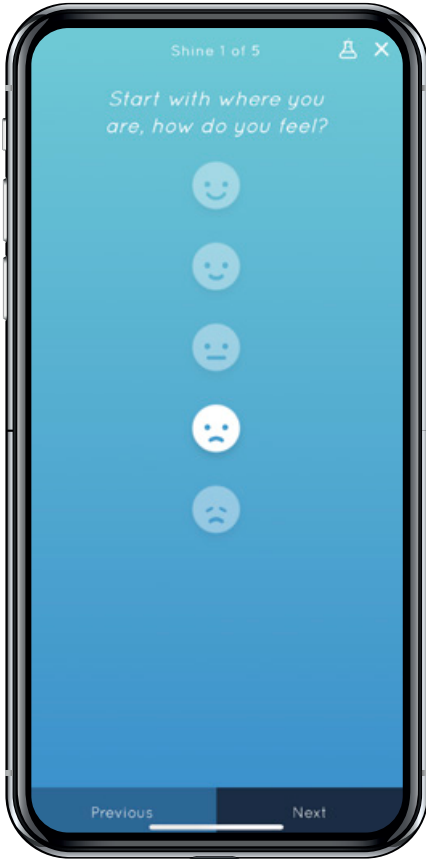
Community – when you join the App you become part of a community built from all your colleagues. You are able to support each other by sending either pre-written or personalised Positivity or Gratitude posts, even audio ‘shout-outs’ across the community through the Messages functions. Every member of the organisation automatically has access to the community which brings a wide range of benefits which include:

- People don't need to self-disclose to access support
- Access is discreet, equitable and confidential
- Feeling connected stops isolation, helps to keep people buoyant
- Friends – here you can connect with all your colleagues by simply searching for a person to send a positivity message, message of thanks and gratitude and a ‘shout-out’ all simply via the App
- Keeping people connected positively every day
- Positivity Post and ‘shout-out’ message function boosts morale of individuals and teams
- Messages can be sent quickly and easily using pre-made messages such as “Couldn't have got through today without you” or “Big Thanks” or they can be personalised
- Gratitude messaging spreads positivity and appreciation across the community
- Connection can occur through a simple ‘Everyone’ search function
- Kindness supports people when they show, receive or give kindness
- Community connects to common purpose and belonging
- Messages build as a personal reflection resource
- Social Share allows people to share positivity and feel connected with everyone in their life
- Inspire Me – daily inspirational positive message sent to the Community to lift mood and promote connection





# Daily support so you can shine



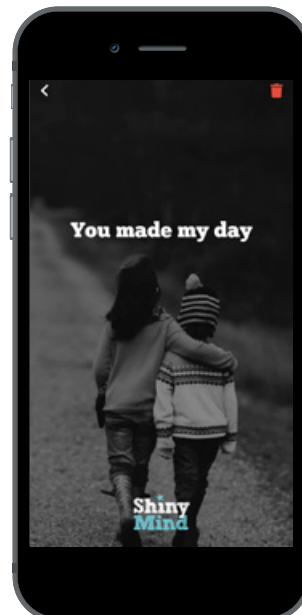
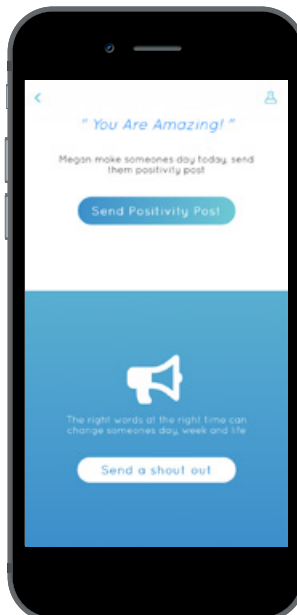
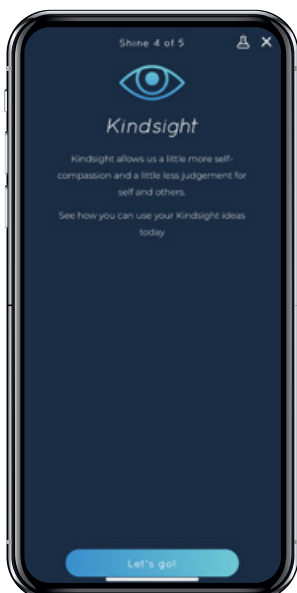
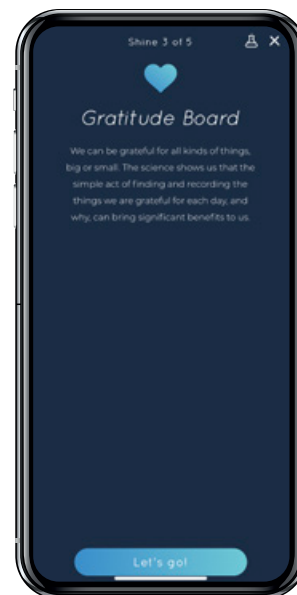
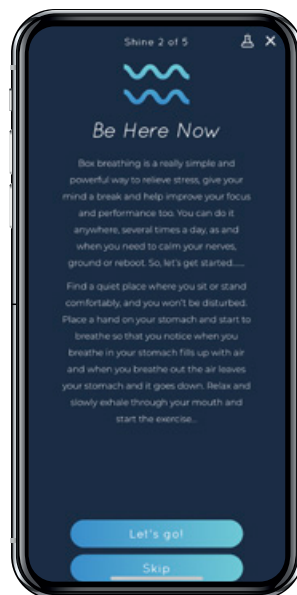
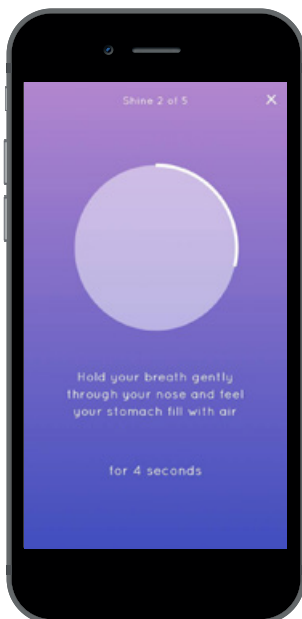
# Daily Support so you can Shine

'Your Daily Shine' – a 5-minute, 5-step daily positivity exercise which is driven by a diagnostic based on your mood, tailoring everyday support specifically for you.

Comprising of 5 evidence-based steps it fosters and supports:

- Identification, labelling and journaling of current emotional state to promote emotional self-awareness and regulation
- Breathing practice brings calmness and self-regulation of state
- Gratitude diary – your own diary to reflect and look at the positives in life to build your gratitude muscle and optimism and positivity
- Kindsight – suggested daily activity ideas to promote self-compassion, kindness and connection to support yourself and others
- Connection – connect and spread positivity via messages across the community

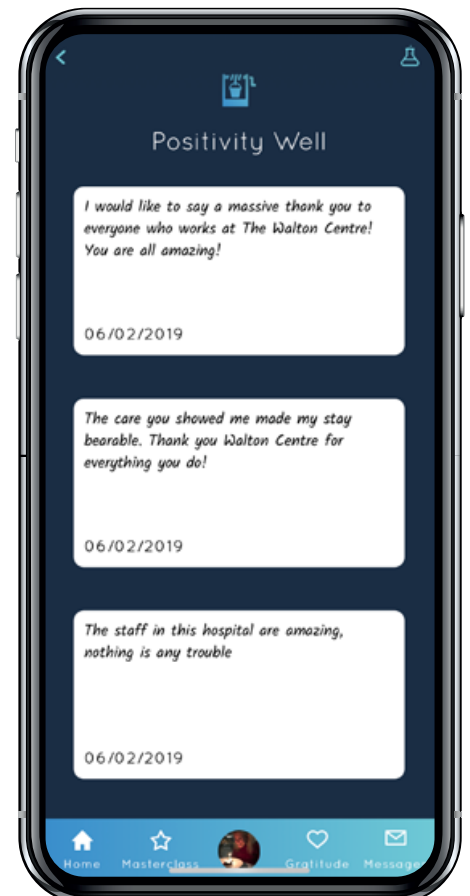
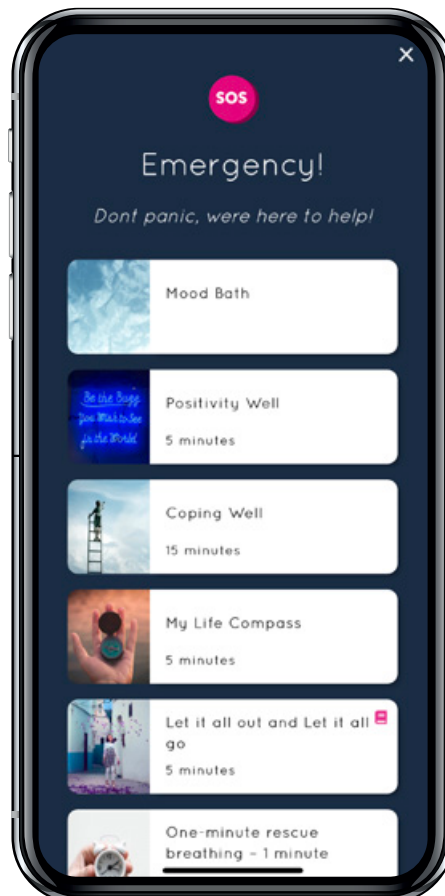
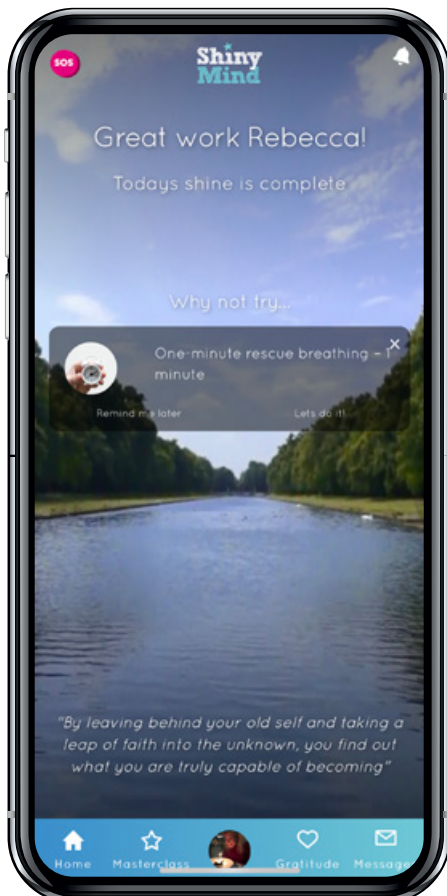
Once completed the Daily Shine suggests a further activity for you to do based on the mood you identified whilst doing the Daily Shine.



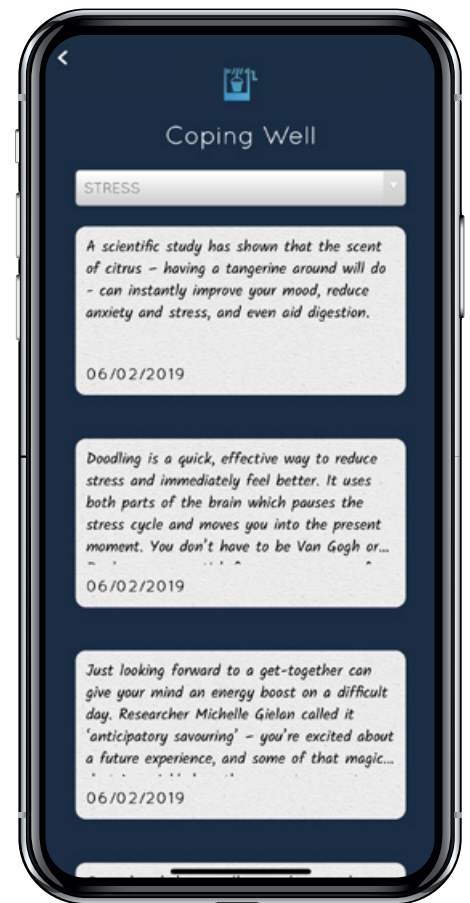
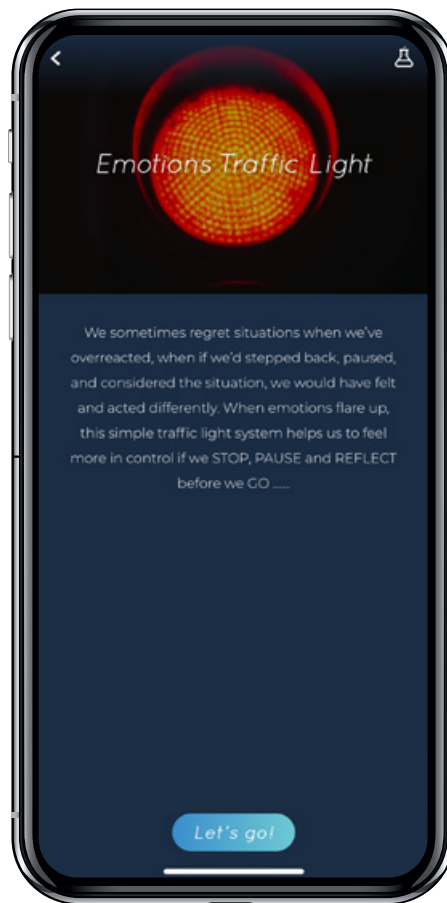
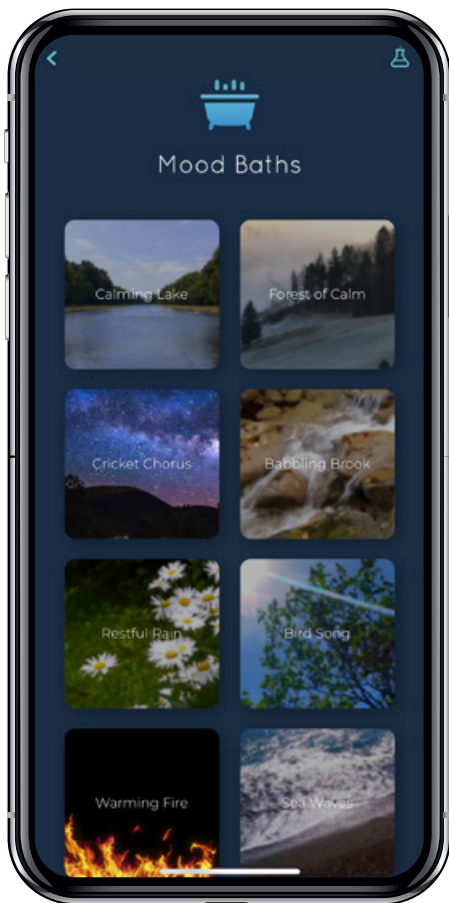
# Help when you need it most

## SOS section

- Designed to deliver immediate and effective support between shifts and in breaks
- Interactive exercises and support which can help in under 5 mins when things are hard
- Accessed via the Home Page for speed
- Mood bath - videos to reduce the symptoms of stress in 40 seconds
- 'Well of Positivity' – connection to your purpose, via a well of positive comments from patients
- Coping Well - science-based bite-sized advice and support
- across a range of topics such as anxiety, sleep, confidence, weight loss, energy, stress, worry, difficult meetings, motivation, health, happiness
- Signposting to Trust Counselling and Occupational health services







# Creating your own Community - with your own:

- Content Management System and training
- Friends messaging
- Positivity Well
- Coping Well
- Reporting system
- Wellbeing contact info
- Regular wellbeing and resilience updates

# Proud of the



## What staff are saying

A hug in an App

I particularly like the gratitude section and breathing exercises along with meditation

I like the bits where I feel like I am putting myself in, typing content and adding photos

I like the gratitude exercise and the opportunity to send others positive messages

I like the Daily Shine, ability to record achievements and positives. The quotes on the home page are good too

Makes you take some time for yourself be it only 5 minutes, helps you think

Real self-help tool, very useful

Helping people reflect

Encourages you to take time out, helps to challenge your thinking

An App to help manage the day to day stresses and demands of work and life

It's a personal space that encourages you to reflect and connect

I would say that the App gives you tools to help you take some time out of your day, easy to use, easy to follow and will help you with your wellbeing in a short amount of time each day

It's great for reflecting on the good things in your life

I use the ShinyMind app every day, morning for meditation and evening for the gratitude section

I use the App daily

When I'm in a bad run of days, I use the ShinyMind App daily

If you were to tell a colleague about the App how would you describe what it does and how it could help them?

It's a 'must-have' app!! - Helps with your stress and mindset

Helps you cope with everyday work and life stresses

It's an exciting tool that can help us all in difficult times, and bring us together to help understand one another

An app that helps reduce day-to-day stresses, gives you time for yourself, and has a positive effect on self

Just helps you to take control – bringing calmness and improving wellbeing

A supportive and reflective space to work on yourself, and strategies to help cope with day-to-day life

I believe the app is hugely valuable in giving us all tools to approach daily scenarios and develop a more positive mindset

It's a useful, positive tool to help you to be more positive and kinder to yourself

Has the Resilience; Your Mindset; Your Choice programme on the App impacted on your motivation, productivity and positivity, and if so, in what ways?

Yes – I seem to perform more proactively

Made me have a more 'can-do' attitude

Yes, I feel stronger in myself and understand the need to take a 5-minute break if needed

More motivated and positive with everyday aspects

Yes – coping mechanisms when things get tough

I now try and be more positive in difficult situations

Happier, calmer, feel good within myself

It has kept me motivated through challenging times

I'm much more motivated and positive! I trained and completed a 10k run because I knew I could and knew I would enjoy it

Yes, I deal with my job a lot better due to thinking positively

Felt more productive in my day-to-day work, and has had a positive impact on my team



Your Daily Wellbeing and  
Resilience app to help you Shine