

# Nurturing Our Team to Better Support the Community

Vista Wellbeing is dedicated to supporting people with long-term health conditions by promoting physical activity and reducing social isolation. With the help of specialist instructors and volunteers, they ensure that every participant not only receives physical support but also enjoys social interaction, which is vital for combating isolation, particularly for elderly people and those with chronic conditions.



**Vista**  
WELLBEING

## CHALLENGE:

Although Vista Wellbeing had always prioritised client care and mental health in their work, the team recognised that they had not given the same level of consideration to themselves.

**“It has consolidated our culture. It's given me [as a leader], an opportunity to really vocalise what I perceive our culture is, which perhaps I haven't done explicitly in the past.”**

**“There were some really little changes that we've now made that have made a massive difference to the team, and I didn't even know they were needed or would be important.”**

## THE PROGRAMME:

“The workload isn't onerous. It doesn't have to be because it's led by the organisation, what is reasonable for us to do. And that's been really refreshing.”

## KEY OUTCOMES:

- 1** Increased the awareness across the team, that is probably the most important thing.
- 2** It's put more structure into our schedule for supporting our team. That was on my to do list and I was never getting there. It has enabled me to prioritise those little things which are really small tasks, but now I know how important they are to my team.
- 3** My volunteers are more more confident talking about their personal mental health and also, they're much more purposeful in checking in with each other.
- 4** We know that our clients can bring some quite heavy and challenging things with them, and that can then impact on us, so much more open conversations and recognition and acknowledgment that some of what we do can be challenging for us mentally. It's okay to have honest and open conversations.

**“We need to continue to embed it, it needs to become a way of life. I think we're getting there. Communicating those values to our team, so they have confidence to challenge a client that might not be inclusive or have values not shared by us. If I heard one of my team saying ‘that's not who we are, we do it like this’, then I'd know we'd nailed it.”**

