

# Emotional Wellbeing Conversation Guide

developed and tested by specialist Clinical Psychologists

Moving patients towards successful adjustment with intermittent catheterisation (IC).

Check if the patient **accepts** the need to catheterise and **understands** the **process of IC**



## ASK

Ask specific, closed questions  
—  
Reassure and acknowledge emotions and ask permission to continue



On a scale of 0-10, how on-board are you with catheterising?  
0 (not at all) - 10 (completely)

Explore and **summarise** their experience to make them **feel heard** by **acknowledging** and empathising



## VALIDATE

Normalise the disruption IC can cause  
—  
Ask questions to explore views of IC and check mood and wellbeing



Oh [name], you're not alone in this - but I know it can feel isolating

**Empower** and provide hope by offering **relevant support** and **signposting**



## EMPOWER

Permit patients to feel difficult feelings  
—  
Relate resources to their difficulties for relevance



I hear how hard it's now; it can get better. Here's something that I think might help



Scan for additional resources and access to Convatec me+ Continence Care support or visit [qr.convatec.com/cc-meplus-hcp](https://qr.convatec.com/cc-meplus-hcp)