

## **Patient Case Study: Sonia**

### **Sonia's Story**

Sonia suffered from pain for several years. The pain caused many barriers throughout her life after giving birth to her first child. After this, many conversations with her consultant were had regarding an operation, firstly, completing the 16-week pain management programme. Sonia became very frustrated with her pain, resulting in low moods, difficulty sleeping, and mental health challenges.

Sonia was an active mother who enjoyed going shopping, driving, and spending time with people closest to her. She soon lost this pleasure due to her pain levels rapidly increasing after giving birth. This soon began to affect small household tasks such as cleaning, hoovering, and standing for periods of time. For Sonia, this felt like her ability to care for her family had declined; she felt powerless. Sonia decided to choose the pain management service for the support she desperately needed.

### **What We Did**

Sonia was initially seen by a Physiotherapist followed by a Health & Wellbeing Coach who both deeply heard and took their time to listen to Sonia's story. After Sonia's first assessment with the Health & Wellbeing Coach, Sonia didn't hold much hope that the pain service could help her situation. However, she did feel heard after telling her story, but deeply felt her story would be too complex for any help. After discussing all areas of her daily challenges she faces, Sonia soon felt relieved that she had the chance to share this with the Health & Wellbeing Coach. Sonia soon, openly admitted that she was ready to make a change.

After weekly calls with the Health & Wellbeing Coach, Sonia soon began to learn and understand her triggers by persevering and trying new things every day. Learning to pace and take her time, became difficult for Sonia as she always wanted to push herself to do her best. Sonia accessed resources from the Health & Wellbeing Coach which supported Sonia to understand pacing much better. After using the resources, Sonia soon became in control over her learning, goals, and realistic achievements. Upon reflection every week, Sonia soon built her confidence within herself noting the small changes she had made were all contributing to her future with her family.

Sonia took her time to learn all about her pain and better understood how to identify her triggers every day. Noticing Sonia struggled to keep her routine with her diet and nutrition, Sonia explained her biggest motivation being her children. Working with this, Sonia decided she would create a meal plan to encourage and motivate her to eat the correct foods.

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With the guidance of the Health & Wellbeing Coach, Sonia had higher energy levels, more motivation, and a positive mindset towards her meals. Sonia began living the life she always wanted.

### Going Forward

Upon Sonia's reflection of all her valuable sessions with the Health & Wellbeing Coach, she can really see the progress she has made. Through the programme, Sonia recognised her relapses, flare-ups, and other barriers that arose over the weeks. Despite being faced with this, the calls, support, and encouragement she received, she has confidently remained positive and flourished towards her goals. Despite still living with this pain, Sonia has optimistically been leaving her bed, building her strength with exercises and eating 3 healthy meals a day. Support and guidance from the Health & Wellbeing Coach resulted in Sonia living a refined quality of life, spending valuable time with her family and friends, and feeling proud of her achievements.

### Feedback

"I just needed to persevere with time. The tools I took from you have helped. I honestly thought the pain management service wasn't going to work, I didn't believe in the pain service, but now I do. I'm not in bed every day, it feels amazing and it's all because of your help."