



Building Strength through Step into Wellness – Jenny's Story

September, 2026

Jenny, a 50-year-old from East Cornwall, was referred to Step into Wellness by a concerned Social Prescriber from Age UK Cornwall, who was worried about her wellbeing and mental health.

During our first discussion, we explored the benefits of the course with Jenny. She shared insights about her daily life, describing it as ***"a daily battle of pain and loneliness."*** Jenny expressed her desire to learn ***"a different mindset to tackle the war in her mind"*** and manage her ongoing physical discomfort.

It was clear that Jenny struggled with low self-confidence, and even minor setbacks could easily dishearten her. Together, we recognised her need for support to enhance her confidence, develop strategies for managing anxiety and pain, and envision a happy and fulfilling life despite the significant challenges she faced. Jenny also faced obstacles in accessing in-person support. Her mobility issues made it difficult to find accessible locations in Torpoint and she struggled to engage within large social groups. **Therefore, it was essential for her to have a safe, accessible, and supportive environment where she could engage at her own pace.**

How did we help Jenny?

We worked with Jenny to help her access the program online after she initially opted out of the in-person course. This adjustment allowed her to participate from the comfort of her own home, minimising the barriers posed by her mobility challenges and helping her feel more at ease and engaged.

During our wellbeing sessions, we created a calm and supportive environment where Jenny could reflect on her experiences, learn practical relaxation and breathing techniques, and develop tools to manage both her anxiety and physical discomfort. Additionally, we supported her in identifying ways to apply these tools in everyday scenarios, especially when facing anxiety or preparing for situations that typically cause her distress or concern.



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TAKE
A DEEP
BREATH

"I wish the program could last longer, maybe 8–12 weeks. It often takes a few sessions to understand each person's needs, see their responses, and help them use the tools effectively. A big thank you to Jess and everyone involved in Step into Wellness, I loved it"

Jenny

The impact of Step into Wellness

Jenny shared that attending the programme improved her confidence and helped with her anxiety. She said that learning practical tools was **"invaluable"** and that she now uses a number of relaxation techniques in bed to try to release some of the worst pain caused by her arthritis and the tightening associated with anxiety. Additionally, Jenny practices breathing techniques during stressful moments to help soothe herself and alleviate her anxiety.

Most importantly, she has started utilising several skills, taught at the Step into Wellness course, proactively before facing situations that would typically trigger her anxiety, rather than merely reacting once she is already upset.

Moving forward

Step into Wellness has significantly reduced Jenny's feelings of fear and anxiety in situations that once caused her great distress. She described the tools and skills she acquired as instrumental in **"easing anxiety attacks"** and boosting her confidence in handling challenging moments. This is particularly important as Jenny contends with considerable physical pain, mobility challenges, and feelings of loneliness, all of which can limit her opportunities and impact her self-esteem and daily life. Having practical strategies that she can implement on her own empowers her with a greater sense of control and allows her to face everyday situations with reduced fear.

Jenny thoroughly enjoyed the chance to connect with others during an online version of the course and believes this could be her first step toward feeling more at ease in larger social settings. We have been exploring additional online support, activities, and community venues that cater to her needs, and we hope to connect her with new groups very soon.