

The Insurance
Institute of
Manchester

Chartered Insurance Institute



Marmalade Trust

Understanding loneliness



Understanding loneliness

**Presented by
Paul Kelly**

*Accredited Facilitator, Certified
Coach & Marmalade Companion*

For this session...



Videos on, where possible - Mics off



Backup plan



Use 'chat' for Q&A



Keep anything shared confidential

Support



Marmalade Trust

www.marmaladetrust.org



Mind Mental Health Charity

www.mind.org



Samaritans

Call free 116 123



Employees Assistance Programme

A person with long dark hair, wearing a bright yellow sweater and a silver bracelet, is shown from the side, typing on a laptop keyboard. The laptop is open on a white desk. The background is blurred, showing a window and a glass of orange juice. The overall scene is brightly lit and professional.

Webinars

- **Delivered ‘understanding loneliness’ webinars to 14 organisations**
- **Over 600 attendees**
- **Reached over 44,500 employees**



Session outcomes



- One person **acknowledge** that they have experienced loneliness
- One person to **tell someone else** that they have felt or are feeling lonely
- One person to **take action** to find more meaningful social connections



The session

- About us
- About loneliness
- The impact of loneliness
- How to address loneliness
- Q&A



**45% of adults in
the UK say they
feel lonely**



About us

Our mission

To create a society where we recognise that loneliness exists and support each other to find new social connections.





**We believe everyone will
experience loneliness at
some point in their lives.**





About loneliness



Share in the chat...



**Words you
associate with
loneliness**



What is loneliness?

“a subjective, unwelcome feeling of lack or loss of companionship. It happens when we have a mismatch between the quantity and quality of social relationships that we have, and those that we want”

Perlman & Peplau 1981



What are emotions & feelings?

Emotions: how we feel about something and how our body reacts.

Feelings: how we experience our emotions and give meaning to them.



Happiness

Smile, relaxed
stance &
upbeat

Contentment, joy,
gratification,
satisfaction, &
well-being

Surprise

Raised brows,
wide eyes, open
mouth, jump &
yell

positive,
negative, or
neutral

Anger

Frown, glare,
voice change,
physical
reaction

Hostility,
agitation,
frustration &
antagonism

Loneliness

?

?

What's the difference?

Loneliness

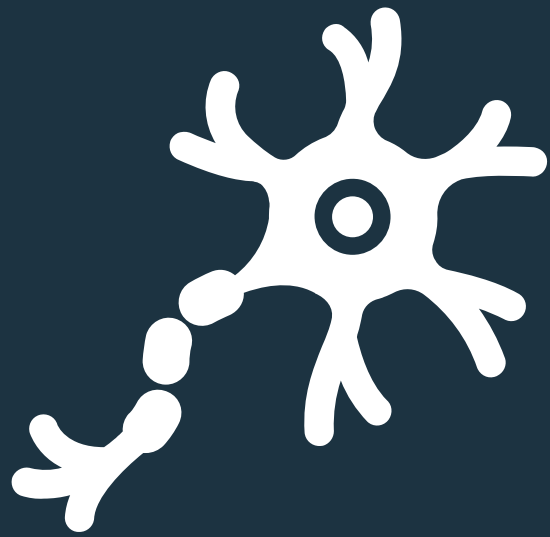
- Subjective
- A feeling of lack or loss of companionship
- Can feel lonely when with others or in a crowd

Social isolation

- Objective
- The state of having little or no contact with others
- How often you are alone



Margaret and Zahid



**Loneliness is a
feeling and it's also
part of our biology**



Hunger

Food

Eat

Thirsty

Liquid

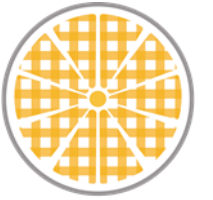
Drink

Lonely

People

Connect

Key life indicators



New job

**Moving to a
new area**

Bereavement

**Relationship
breakdown
/divorce**

**Becoming a
new parent**

**Falling out
with friends**

Being unwell

**Experiencing
discrimination**

Bullying

Retirement

**Having a
disability**

**Children
leaving home**

**Starting
college or
university**

**Leaving care
or your
parents**

**Refugees
awaiting
asylum**



Which age groups reported feeling lonely most?

- A. 5 to 16**
- B. 16 to 24**
- C. 25 to 50**
- D. 50 to 70**
- E. 70 upwards**



Which age groups reported feeling lonely most?

- A. 5 to 16**
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- E. 70 upwards**

Types of loneliness



Emotional



Transient



Situational



Social



Chronic



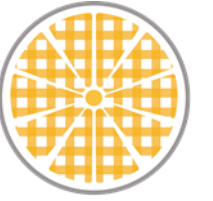
Mood

Effects

Sleep



Eating
habits



Socialising

Effects

Communicating



Health

Emotional

A longing for someone with whom you share a deep mutual bond of affection and trust.



A woman wearing a straw hat and a grey sweater is sitting in the driver's seat of a car, looking out the window at a sunset over a golden field. The sky is filled with soft, colorful clouds. The car's interior, including the dashboard and side mirror, is visible in the foreground.

Transient

**A feeling that
comes and goes**

Situational

**Loneliness which
you only feel at
certain times like
Sundays, bank
holidays or
Christmas**



A person in a yellow shirt is sitting at a desk in a classroom, looking stressed with their hand on their head. The classroom is filled with rows of desks and chairs, each with a pencil and a piece of paper on it. The person is the only one sitting at a desk.

Social

When you feel like you're lacking a wider social network of friends, neighbours or colleagues.



Chronic

**When you
feel lonely
all or most
of the time**



Chronic loneliness can be as bad for your health as **X cigarettes a day**

- A. 5**
- B. 7**
- C. 10**
- D. 15**



Chronic loneliness can be as bad for your health as **15 cigarettes a day**

- A. 5**
- B. 7**
- C. 10**
- D. 15**



Impact of chronic loneliness



- Contributes towards depression in older people
- Increases risk of cognitive decline and dementia



Impact of chronic loneliness



- Worse for you than obesity
- Increases risk of developing coronary heart disease, stroke & high blood pressure



1. About us

**2. About
loneliness**

**3. Impact of
loneliness**

**4. Addressing
loneliness**



The wider impact of loneliness



How much money do disconnected communities cost the UK economy each year?

- A. £5 million
- B. £50 million
- C. £2 billion
- D. £32 billion

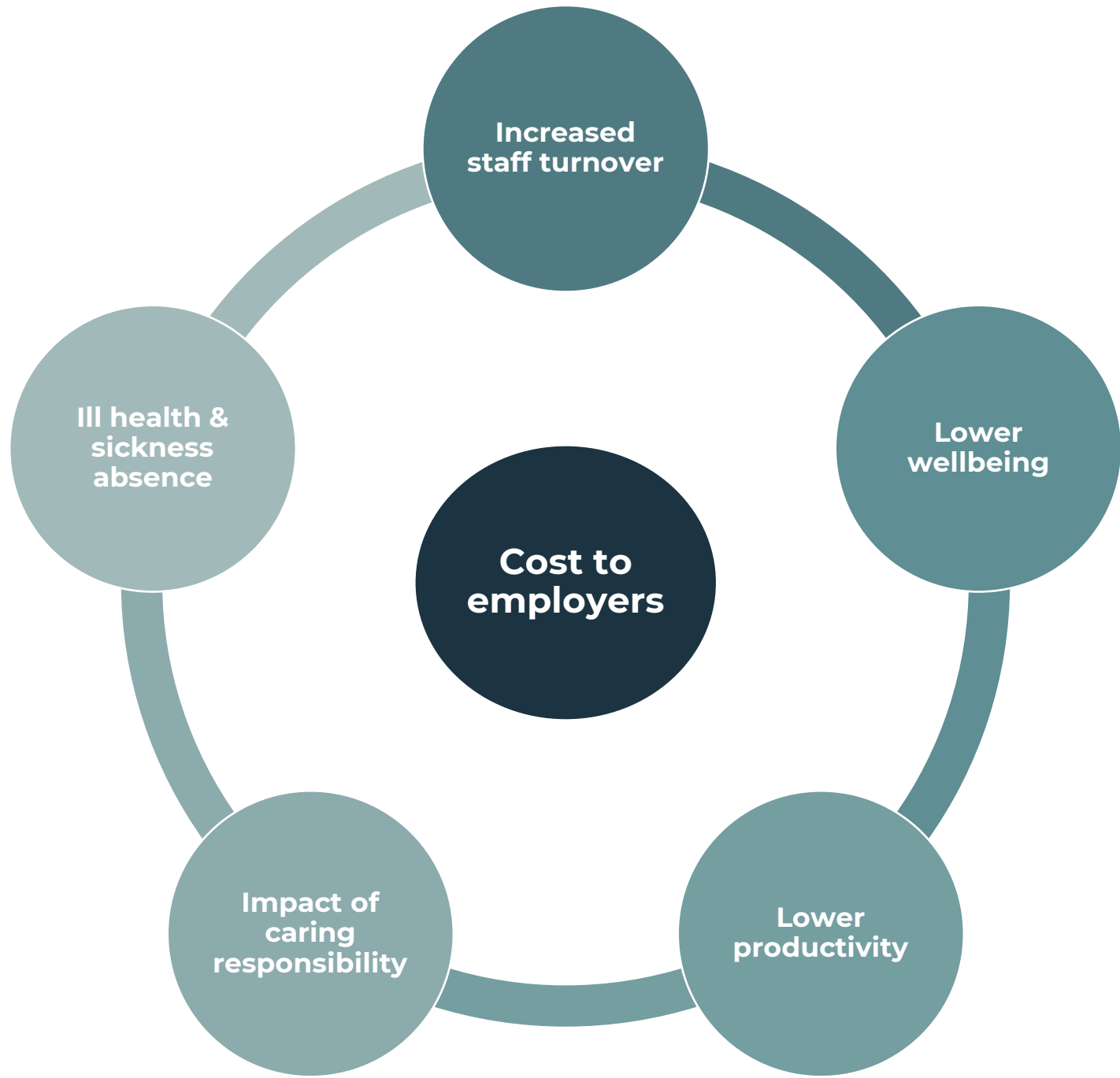
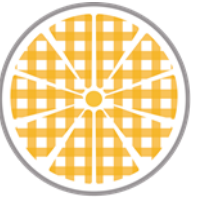


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The cost of loneliness to UK employers is estimated at £2.5 billion every year





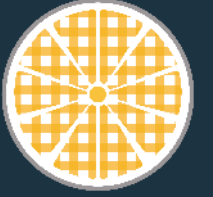
The benefits of meaningful connections at work

Higher
employee
wellbeing

Quality of
work goes
up

Greater
engagement
at work





How to talk about loneliness



Talk...

- openly and honestly
- avoid terms like 'suffering from', 'admitting to', 'tackling'
- in a natural way, its not a pleasant emotion but it is 'okay'



**What to do if
someone tells
you they are
lonely...**



- Be kind
- Listen
- Know your limits
- Remind them:
 - that it is not pleasant
 - it is a warning sign that we need to address our level of social contact
- Be a friend



**What to do if
you are feeling
lonely?**



3-step approach



Step 3: Take action



Start small

Don't
compare

Talk to
others

Make a plan

Make
connections

Be kind to
yourself

To do...

- Ask friends and family to call me and text me lots in the first few weeks
- Find new gym and sign up before I move
- Ask about social opportunities at work induction
- Move to shared house to make new friends
- Join London City Girl Forum
- Invite friends to stay within 1st month

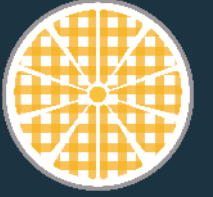




We hope this session has helped...



- One person **acknowledge** that they have experienced loneliness
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Questions & Answers



**We would
love your
feedback
please!**

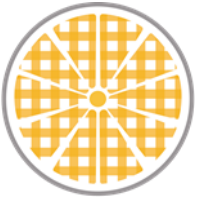




Resources

- www.marmaladetrust.org/lonelinessguide
- www.marmaladetrust.org/beginnersguide
- www.marmaladetrust.org/talkingaboutloneliness
- www.marmaladetrust.org/selfcare

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Phone: 07566 244788



Thank you!