Working in a Psychologically-Informed and Trauma-Informed way

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Homeless Health Conference Brighton & Hove
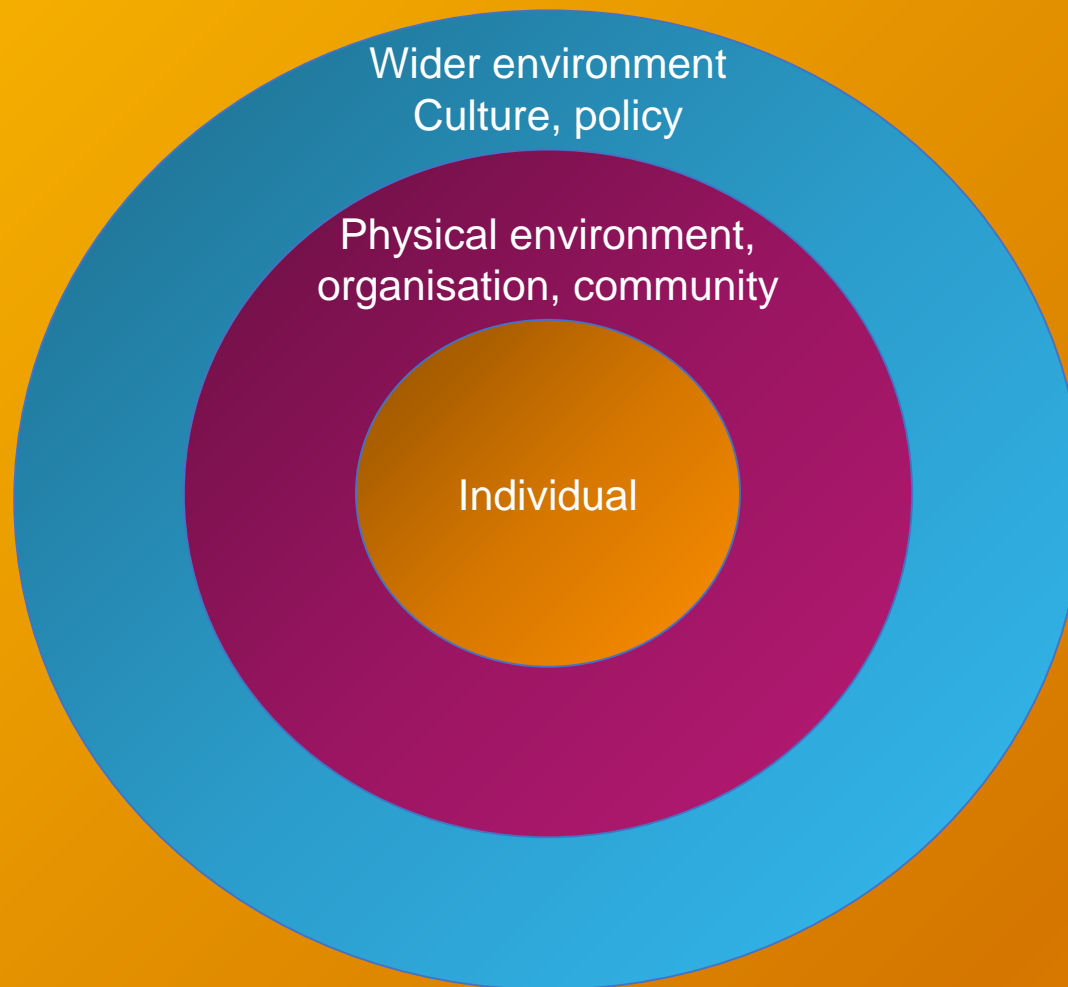18th Oct 2023

Overview

What is a PIE?
- Multi-level approach
- Interactions

What is TIC?
- Trauma
- Key assumptions and principles
- Taking a trauma informed lens

Evidence and data

Commissioning

Wider environment
Culture, policy

Physical environment,
organisation, community

Individual

What is a PIE?

Psychologically informed services for homeless people

Good Practice Guide

February 2012

This document is interactive and has been linked for easy navigation and use. Link through pages using the document map or the colour coded menus on the right.

Click to go to →

- Document Map
- Introduction
- Psychologically informed Environments (PIE)
- Five key areas
- Case studies
- Appendix

Five key areas

Developing a psychological framework

The physical environment and social spaces

Staff training and support

Managing relationships

Evaluation of outcomes
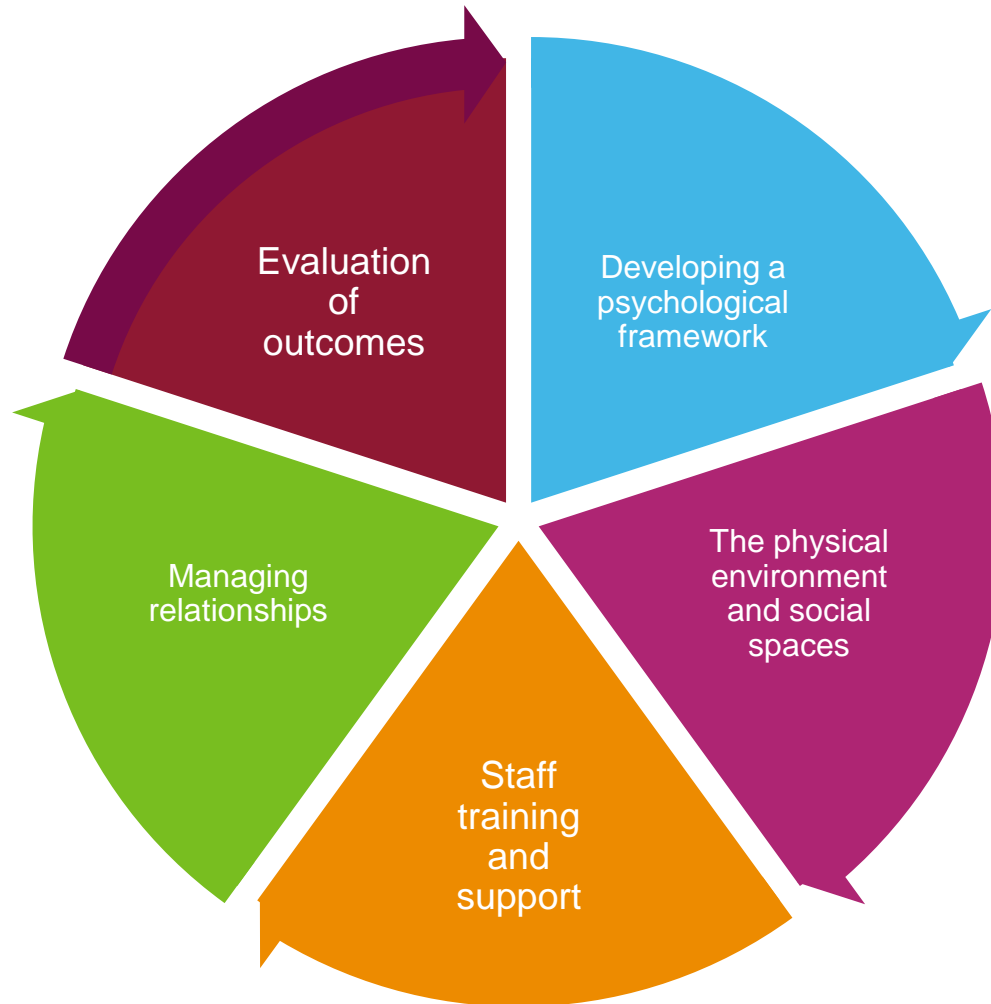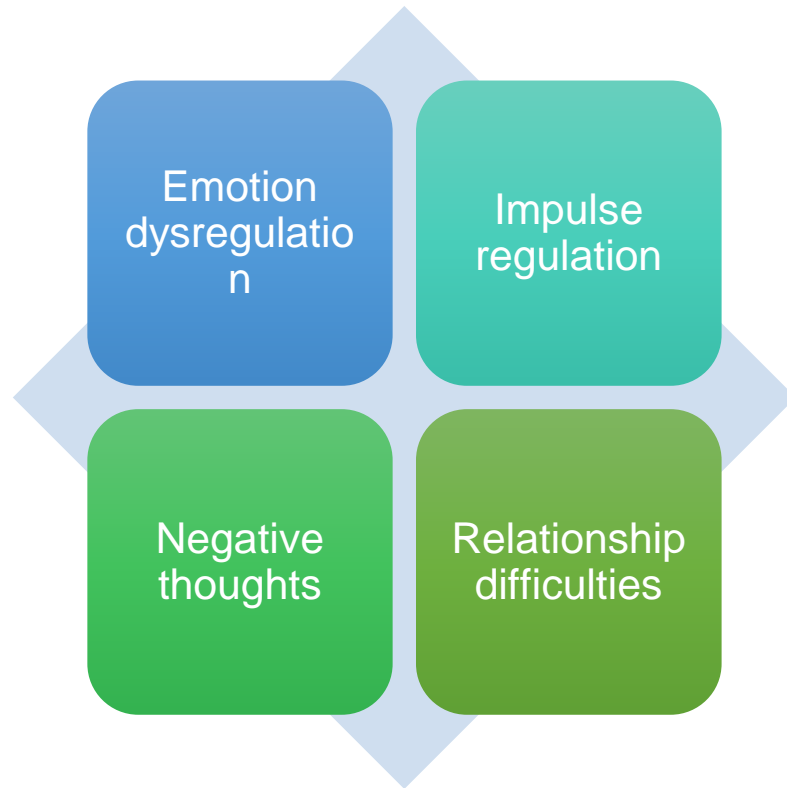
Psychological frameworks

EVIDENCE-BASED

CONSISTENT ACROSS SERVICES

ATTACHMENT

Attachment key model

Physical environment

Evidence-based design

- Light
- Green spaces
- Colour and art
- Noise
- Design of corridors, social and reception spaces
- Effect of unmaintained areas
- Autonomy

http://designresourcesforhomelessness.org/people-1/education/
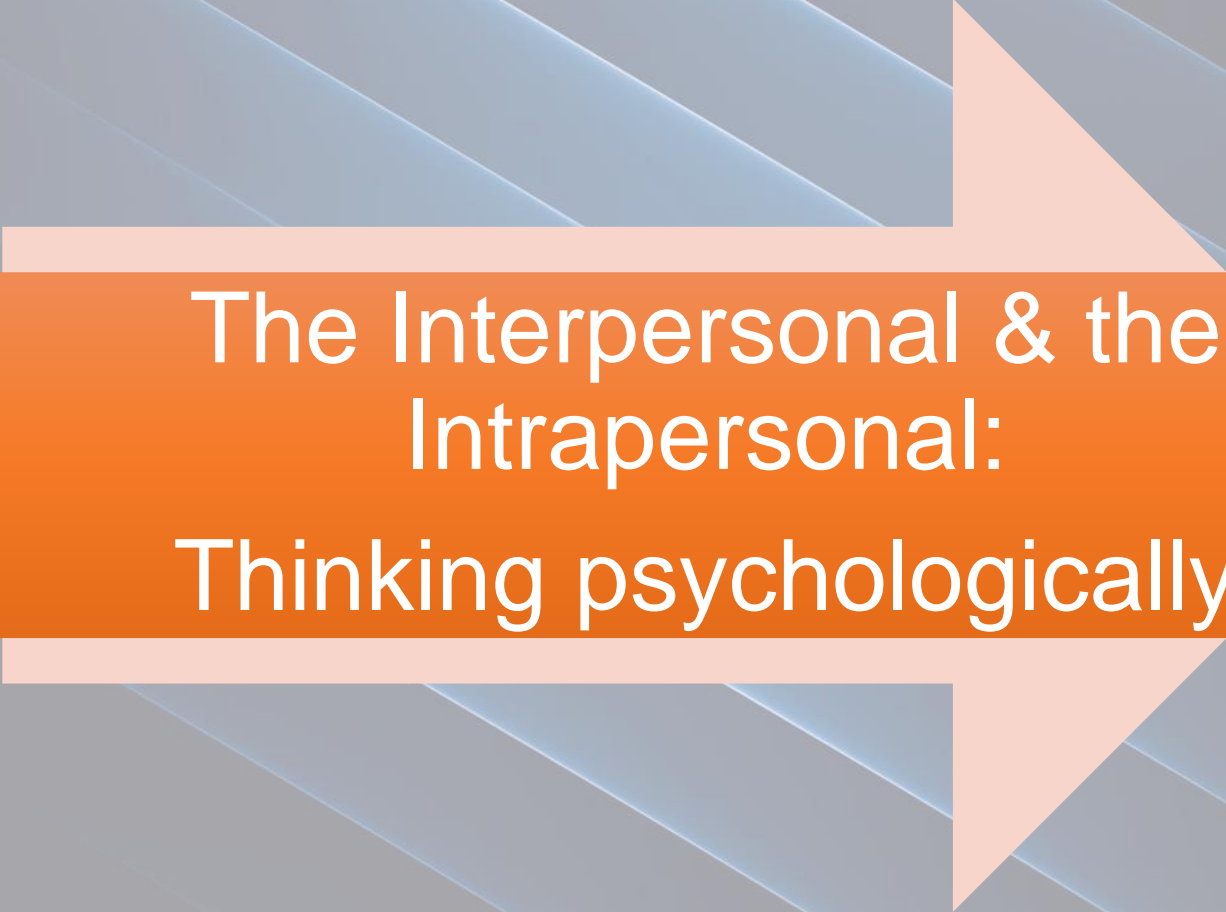
Staff training

Reflective practice key to understanding

- Formulation (understanding within a psychological framework)
- Change

Acquire skills through practice

Reflect on own thoughts and feelings, then how we cope with those feelings

Maybe engage others in change

The Interpersonal & the Intrapersonal:

Thinking psychologically

Engagement in change

We cannot assume that people are ready to make *behavioural* change

It may be that *beliefs about* change are necessary

We may therefore need to engage people in the process of belief change in order to enable behaviour change

Data: Meaningful outcomes

What does the person want to change?

In the service of values?
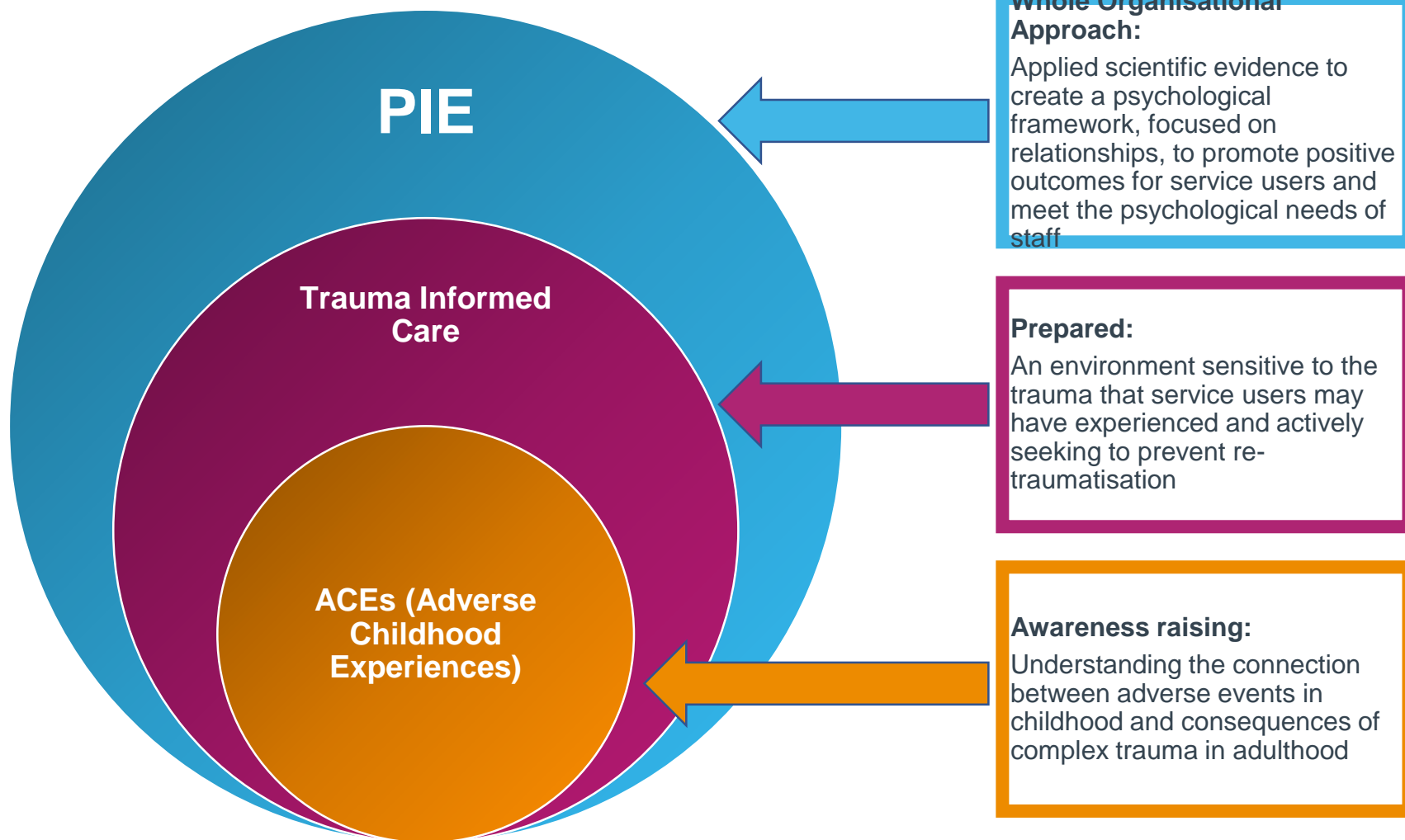
Getting in the way of where they want to be?

Incidence rates of behaviour

Aggregate at the organisational level according to e.g. Treasury incumbent

PIE and related models…

PIE

Trauma Informed Care

ACEs (Adverse Childhood Experiences)

Whole Organisational Approach:
Applied scientific evidence to create a psychological framework, focused on relationships, to promote positive outcomes for service users and meet the psychological needs of staff

Prepared:
An environment sensitive to the trauma that service users may have experienced and actively seeking to prevent re-traumatisation

Awareness raising:
Understanding the connection between adverse events in childhood and consequences of complex trauma in adulthood

# What is TIC?

What is Trauma?

We can define trauma in terms of the 3 '**Es**':
- the **Event**
- how it is **Experienced**
- and its **Effect**

Trauma results from an **event**, series of events, or set of circumstances **experienced**
by an individual as physically or emotionally harmful or life threatening and that has long lasting **effects** on a person's functioning and mental, physical, social, emotional, or spiritual wellbeing
(Substance Abuse and Mental Health Administration, SAMHSA, 2014).
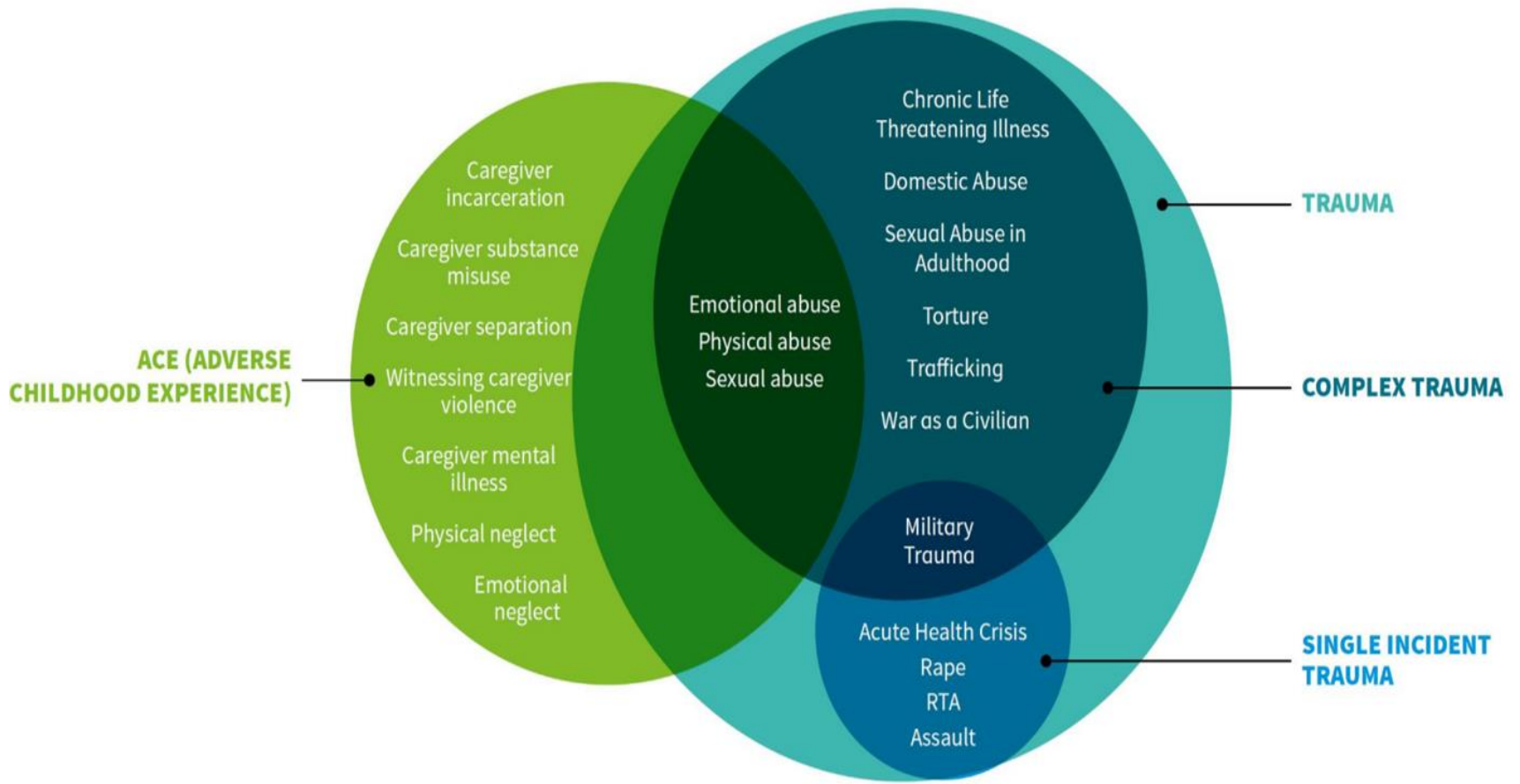
Types of Trauma

Trauma Informed Systems:

Key Assumptions – the 5 Rs

- **Realise** how common the experience of trauma and adversity is

- **Recognise** the different ways that trauma can affect people

- **Respond** by integrating knowledge about trauma into policies, procedures and practices

- **Resist** re-traumatisation actively

- Recognise the central importance of **Relationships**
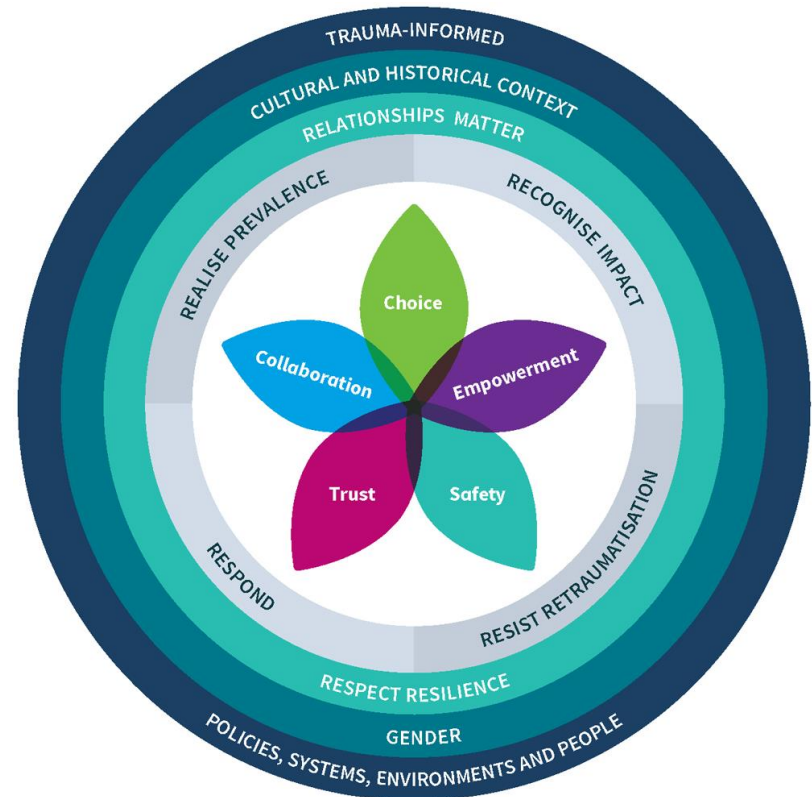
What is Trauma Informed Care?


https://vimeo.com/274703693
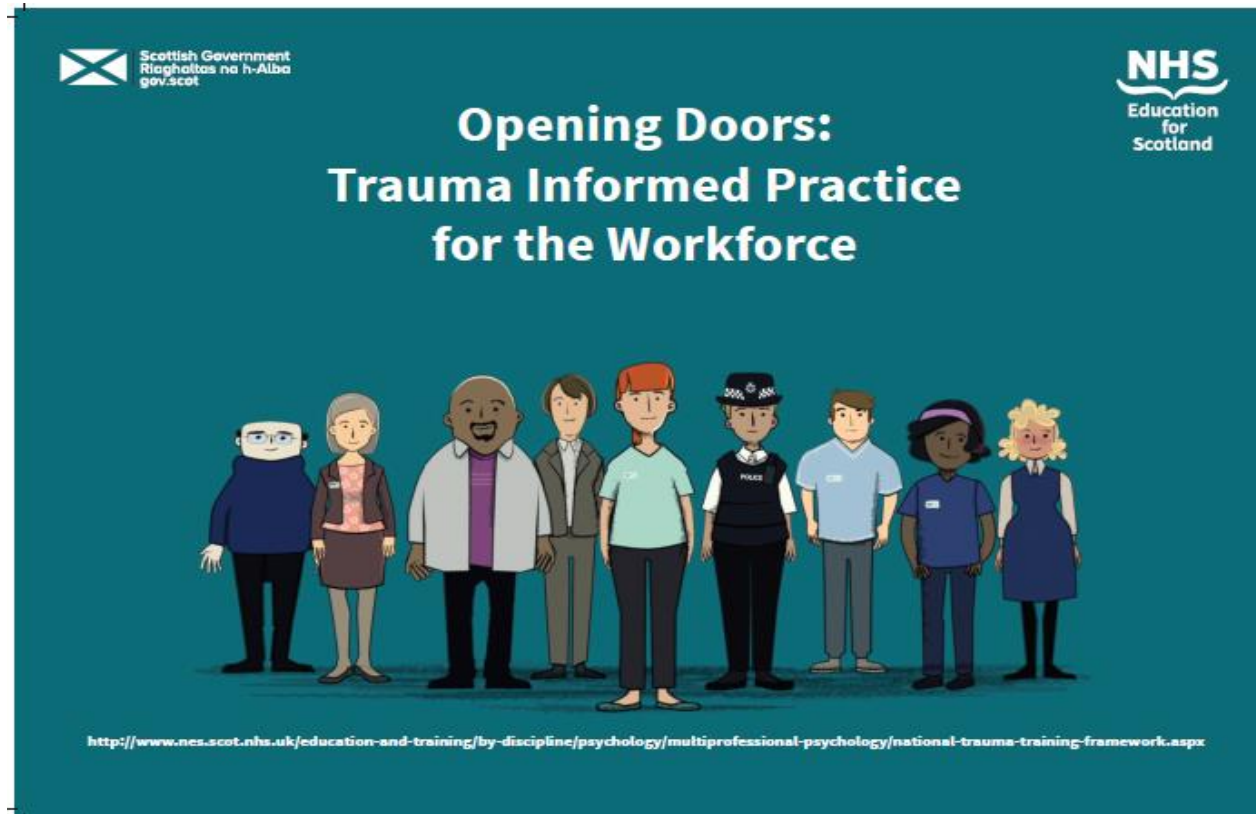
6 Principles TIC – how we Respond

- **Safety:** The physical, psychological and emotional safety of service users and staff is prioritised

- **Trustworthiness:** Transparency exists in an organisation's policies and procedures, with the objective of building trust among staff, service users and the wider community

- **Choice:** Service users are supported in shared decision making, choice and goal setting to determine the plan of action they need to heal and move forward

- **Collaboration:** The value of staff and service user experience is recognised in overcoming challenges and improving the system as a whole

- **Empowerment:** Efforts are made to share power and give service users and staff a strong voice in decision making, at both individual and organizational levels

- **Cultural Consideration:** Move past cultural stereotypes and biases based on, for example, gender, sexual orientation, age, religion, disability, geography, race or ethnicity
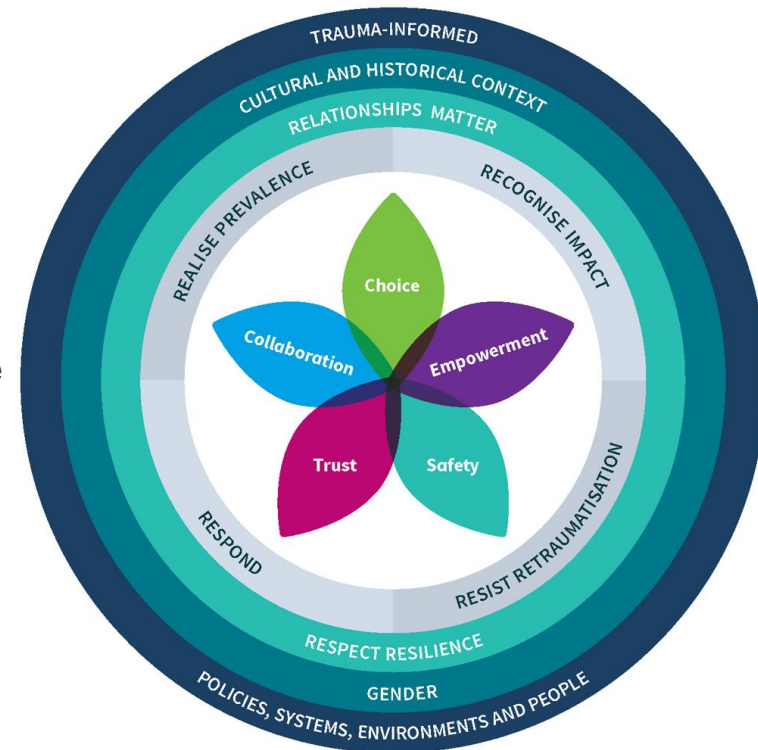
Taking a Trauma Informed Lens
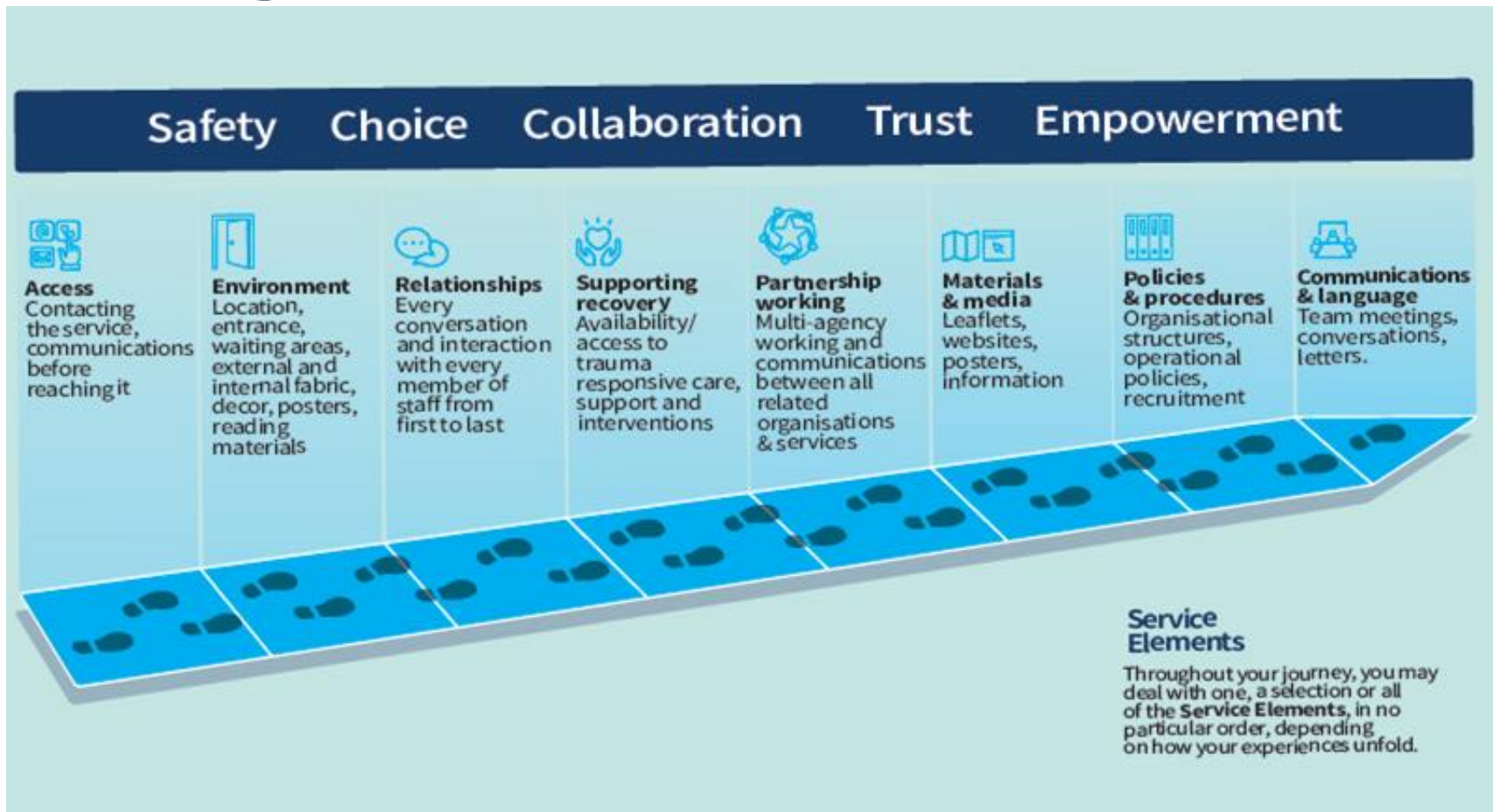
PIE and TIC contrast

PIE broader than TIC

Includes trauma, but does not focus on it

PIE includes systems formulation; TIC too but with the trauma lense

TIC strongest when considering individuals where trauma clear.

https://homeless.org.uk/knowledge-hub/trauma-informed-care-and-psychologically-informed-environments/

Standards and evidence

https://www.nice.org.uk/guidance/ng214

Peers and peer mentors

- Pastoral care

Leadership needs attention

PIE and TIC included in staff sections.

Effective commissioning

Does the service make active use of the precepts, with an understanding of implementation?

Are cost-cutting short cuts being taken?

- E.g. lack of reflective practice, training

What data is privileged?

- Inputs, outputs and outcomes
- Person-centred data?

What is the learning culture?

- Qualitative data

How is guidance used? What guidance and are the major sources known?

End