

JULY 2018

A Slice of PIE

PIE is all about relationships....A Psychologically Informed Environment is a place or service that has been purposefully designed to support the mental, emotional, relational, learning and social needs of both service users and staff.



Understanding emotions (feelings)

This is the second in a series of short pieces on understanding a whole range of emotions. I am using emotions and feelings to mean the same thing. Lots of feelings will also have thoughts and behaviours attached to them.

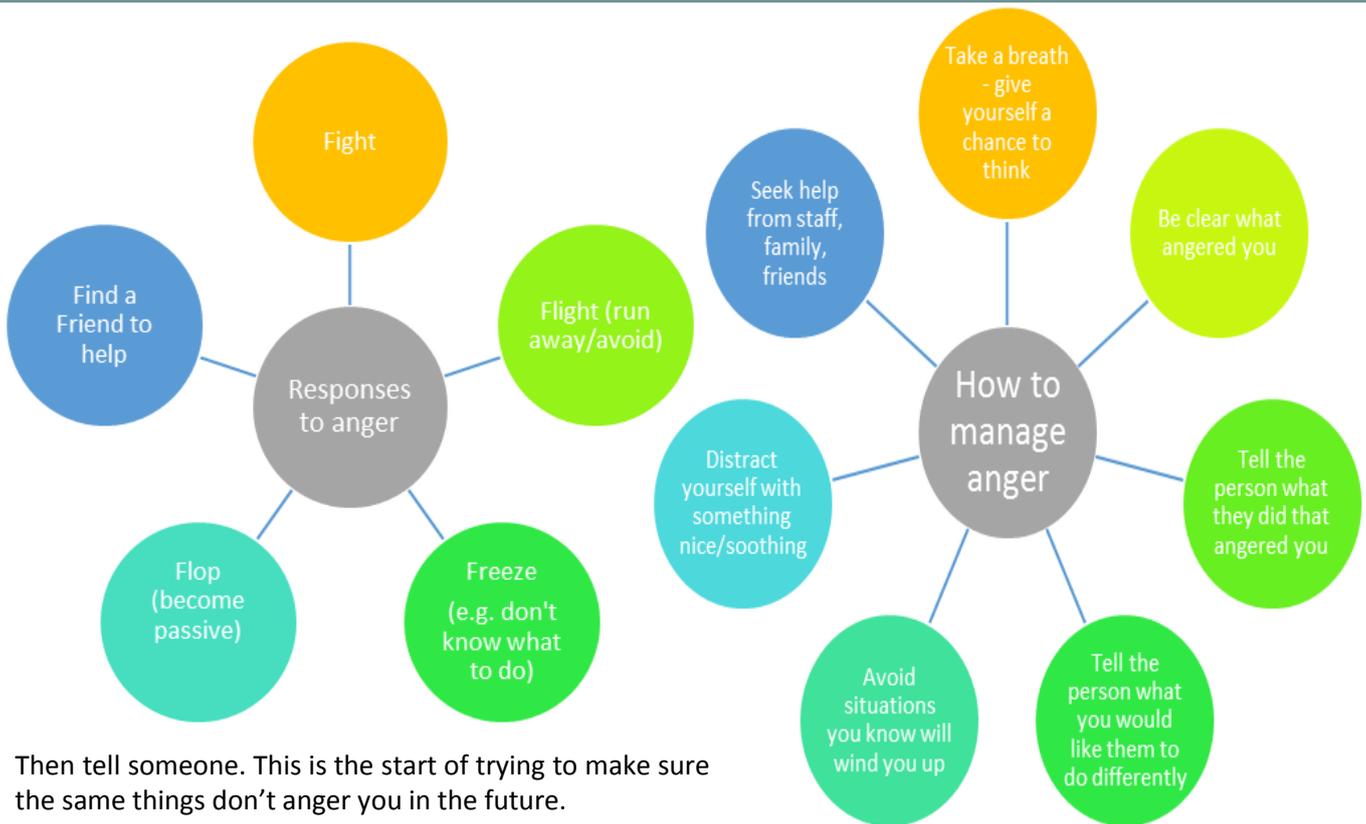
For example, thinking to oneself – ‘I feel happy’ - which is a thought and then smiling at someone – a behaviour.

I thought in this piece I would write about anger because when a person has a history of being abused or excluded, or you have adults living together under one roof, or when we feel our lives are out of control and dependent on others e.g. for money, health, housing – we can often feel angry.

Anger is a natural emotion and we need anger as much as happiness, sadness, fear, surprise and disgust to get on in the world.

So, if you are feeling angry ask yourself what's happened to make me angry and why am I feeling angry now?





Then tell someone. This is the start of trying to make sure the same things don't anger you in the future.

Ché Rosebert
Clinical Psychologist

Interview with John Wilson, PRHA's Safeguarding Lead

We caught up with John Wilson last week to ask him about his role.

What is safeguarding?

Safeguarding is about looking after your own and other people's welfare. It is about keeping yourself safe if you are facing abuse from another person.

As PRHA's Safeguarding Lead, how do you help service users?

I make sure all the staff in our organisation are trained in safeguarding and know what to do if a service user reports they or someone they know is being abused.

What advice would you give to someone who is

being abused or being mistreated by someone else?

Well the important thing is they should know that they are absolutely doing the right thing in sharing this with someone else. It is also important that they should share it with the right person, such as our staff.

This is because all our staff are trained in how to support people emotionally



and are trained in protecting people from being abused. Our staff act sensitively and quickly to enable people to address the abuse they face.

What gives you most satisfaction in being the Safeguarding Lead?

It is knowing that we have good systems and good training of staff and that as an organisation we take safeguarding very seriously and have for many years. We have also led on borough-wide service user involvement and training on safeguarding.

Any new developments in the pipeline?

I am really excited about our plans to have service user safeguarding champions within PRHA. These champions will be trained and supported in getting across our message that no one should face any kind of abuse.

Thank you John.

John Wilson can be contacted on

020 7929 7300

Update on the Buddying Programme

The Buddying programme is a befriending service designed to welcome new residents and help to make them feel more comfortable in their new surroundings.

Our aim is to create a network of Buddies across the projects, these individuals will be greeters and a welcome warm and friendly face who will work alongside staff to show new residents around their project during the induction period of a new resident's tenancy.

Buddies will know what events or activities are available to residents, they will show new residents around and help to familiarise them with activity rooms and amenities on site, they will also have a knowledge of services and opportunities for volunteer involvement provided by PRHA.

The engagement levels from residents was very positive with 22 participants taking part across all the projects. Of the 22 we went on to train 8 people to be Buddies, all of whom received both a certificate of attendance and



Karen Dick, Buddy at Heather Lodge

From a Buddies point of view the programme gives them the opportunity to meet other residents and have meaningful interactions, it should also help give them a purpose and can be a bridge to further volunteering within PRHA both for themselves and residents they will be Buddying up with.

Training in various areas including Safeguarding understanding Mental Health issues and understanding Drugs and Alcohol is also available for those that have completed the Buddy training workshops. Added to this would be a better understanding and knowledge of Volunteering opportunities and services available to all PRHA residents.

Brian Kerr— Peer Mentor Coordinator

PIE in the Making

We are looking for your good news stories, your stories that challenge, inspire and help others to appreciate themselves or others or to change something that has been troubling.

The aim of *A Slice of PIE* is to raise awareness and give suggestions of all things related to improving Psychologically informed environments (PIE).

PIE means developing positive relationships between staff and service users and between staff. PIE means that all people feel better about themselves and other people.

We do this because research shows that service users are more satisfied with services and have better outcomes when services actively and

Purposefully support positive relationships.

Service users are more likely to stay in secure accommodation, have more friendships hobbies, interests and are more likely to be able to work, are more able to look after their physical, mental and spiritual health and are less likely to be involved with the criminal justice system.

**Email your stories to Jaydee at:
janciro@prha.net**



Useful Links



Pielink is a practice exchange network for homelessness/resettlement and others wishing to develop Psychologically Informed Environments –PIEs.

PieLink aims to develop a community of knowledge and a community of practice; to provide information, inspiration, and a forum for discussion and

Search <http://pielink.net/> to view and join.

More information can also be found on the **G Drive under PRHA Referencing FolderG:\PRHA Reference.**

The PIE strategy team can also be contacted for more information and advice:

sMcPhillips@prha.net
crosebert@prha.net
sharold@prha.net
bomisore@prha.net
janciro@prha.net

In the news.....

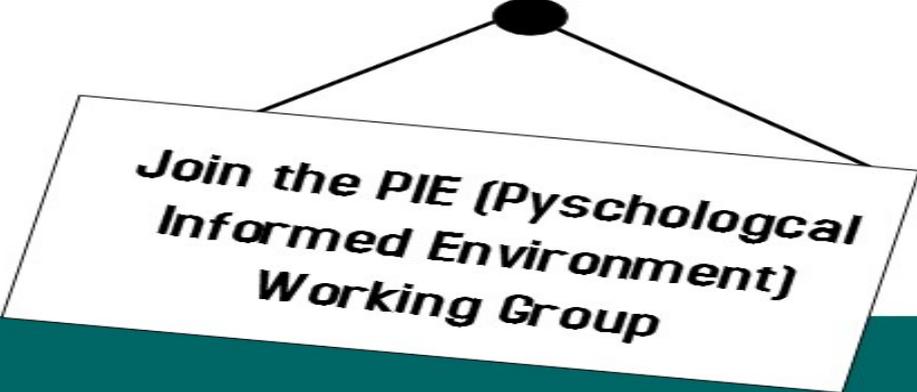
BBC World Service - People Fixing The World, How to Help Homeless People in Hospital

This BBC World Service radio programme recorded at The Royal London Hospital shows the benefits of helping people out of homeless when they have been admitted to hospital. <http://www.bbc.co.uk/programmes/p061bqk7>

The NHS have been working in partnership with the charity **Pathway** <http://www.pathway.org.uk/> and have shown excellent results reducing homelessness and improving mental and physical health.

Employing staff who have been homeless themselves has been particularly successful.

Providence Row Housing Association



**Join the PIE (Psychological
Informed Environment)
Working Group**

EXPERT BY EXPERIENCE ROLE

We are seeking Service Users (current or ex) to offer feedback, consultation, advice as well as representing the views of PRHA Service users' perspective on various aspects of PIE within PRHA services.

JOIN OUR TEAM

The meetings take place the first Tuesdays of the month at PRHA Head Office on Bethnal Green Rd from 9.30am-11.00am.

- *We ask for a minimum of 6 months commitment to the role.
- *Appropriate training to perform your role effectively.
- *Reimbursement of travel expenses.

To register your interest and to find out more, contact Jaydee, Specialist Services Team on 020 7920 7328 or email at: janciro@prha.net