

NOVEMBER 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 part 3

So, in January 2018 I wrote that the point of all our emotions is to help us understand ourselves and one another. If you are feeling a strong emotion I asked you to think to yourself what's happened to make me feel this way and why do I feel this way right now.

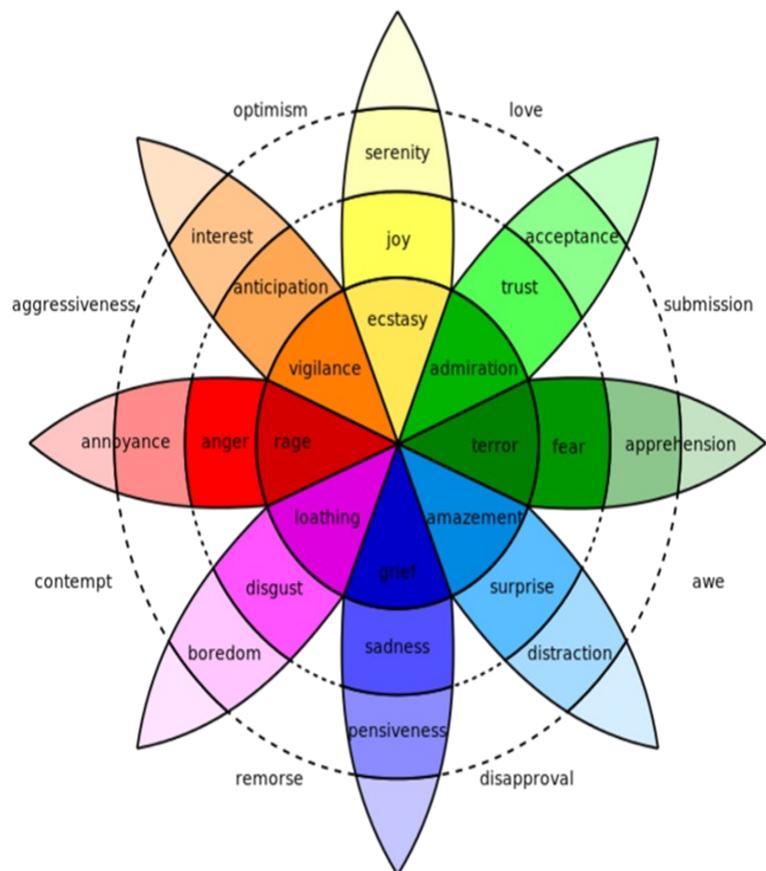
Then in June 2018 I wrote about anger, an emotion we've probably all felt at some point or other ranging from dissatisfaction, irritation, frustration to downright outrage.

Anger is often in response to something that has happened. I encouraged you to pause and take a breath before working out what's made you angry. Then think how you want to respond and who might help you.

This time I am writing about emotions that sit somewhere in the place between optimism and love and will focus on joy.

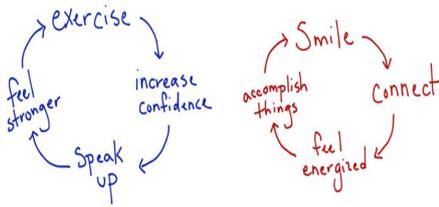
A dictionary definition of joy is a feeling of great pleasure and happiness.

Similar words may be delight, jubilation, triumph, exultation, rejoicing, gladness, glee, exhilaration, exuberance, elation,



Just reading words that are like the word 'joy' can give us a sense of joy. There's such a thing as a positive (virtuous) cycle – where positive actions lead to positive outcomes that lead to positive actions.

So, we can make it more likely that we feel happy and joyful. For example, we can exercise or smile. Both exercise and simply smiling have been linked with:



- Improved Mood • Lower Blood Pressure • Stress Relief • Better Relationships
- Stronger Immune Function • Pain Relief • Longer Life.

Having something concrete to be pleased about—like seeing someone rather than isolating oneself or finishing a task or mastering something new—can create a sense

of joy. However, sometimes we just don't feel joy or happiness, which is OK when the feelings don't stop you getting on with what you would really like to be doing.

If we remain without joy or happiness for long periods this can lead to a vicious cycle where our actions or inaction lead to poor outcomes which lead to poor actions and so on.

If you experience a lack of joy and other people are attempting to cheer you up, **if you can - don't criticise yourself, or them.** Pause, take a breath.

If you can help it try not to completely stay away from other people. You and other people may be feeling a bit useless in not knowing what to do for the best.

When times are good, it's easy to forget that feeling good may take a little work sometimes. So, **in good times, be clear with yourself and others what you do and what they do that makes you joyful, jubilant, blissful and emotionally energised.**

Dr Ché Rosebert
Clinical Psychologist

It can be hard to be around joyful people if you are not feeling happy and even harder if those other people are doing their best to make you happy.

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).

Email your stories to Jaydee at:

janciro@prha.net

A reminder of what PIE's (Psychologically Informed Environments) are



Homelessness has sometimes been understood either in terms of problems at a social level or at an individual level. For many people who become homeless, this 'either/or' does not give us an understanding of the problem.

We need to express the complex issues underpinning and maintaining homelessness as an interaction between individuals and their environments. One way in which this can be done is through psychologically informed environments.

So what is a PIE?

Well, at its most basic it is an environment that makes use of methods, which are informed by

psychological theories and frameworks. So using what we know about how people think, feel and behave within the context of their social, cultural, spiritual lives.

This could be at any level, from the way in which hostel staff members think about the problems that their residents face, or how risk protocols and policies are written. Right up to the way in which a building is constructed and configured.

Psychological theories can be useful in describing how people may think, feel and behave given a set of experiences and environmental factors.

For staff, understanding how we think and feel about a way a person is behaving, may enable us to be more considered in our reaction.

Psychosocial frameworks can be used to help service users understand why they may experience strong emotions in reaction to others' behaviours.

Helping people to understand the relationship between perceptions and emotions, and the way in which we cope with those, is vital if we are going to help people transform lives.

So why should we continue to develop psychologically informed environments?

For one thing, inherent in the method is continual reflection; on what we do, why we do it and whether it is to the benefit of the people we serve.

Jaydee Anciro

Specialist Services Team Manager

PIE PROFILE— Sharon Willis, PRHA Reception volunteer, Central Office

Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for the volunteer. Volunteering and helping others can help reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose.

We spoke to Sharon, Reception volunteer at Head Office about her experience as a volunteer and what she gets out of volunteering with PRHA.

"Hi, I'm Sharon and I have been volunteering with PRHA for 3.5 years. As a Reception

Volunteer I liaise with staff in Property Services as well as undertake reception and hospitality duties. I ensure that the Boardroom and Stakeholder room is set up for staff meetings and training.

Before volunteering, I worked in Probation liaising with the Courts, archiving and working alongside audio typists.

I decided to volunteer as I was unemployed and wanted to utilise my skills in a place of work. I also wanted to learn new skills and learn about the environment I would be volunteering in.

What do I get out of volunteering?

I get to work alongside various members of staff and find out what they do. Volunteering gets me out and it is good for my mental health and wellbeing. I need that balance.

I believe in giving and by giving, not only do people benefit, but I do too".



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

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