

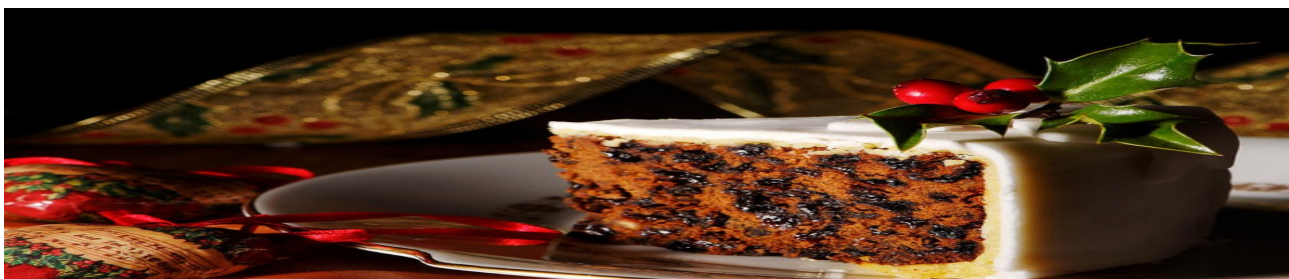
DECEMBER
2018



Xmas Edition

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.

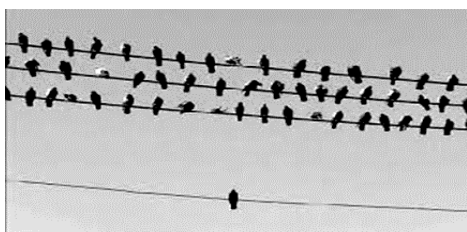


Understanding emotions part 4

“Loneliness is one of the greatest public health challenges of our time” Theresa May, Prime Minister.

In October 2018, Theresa May launched the first cross-Government strategy to tackle loneliness having already appointed Tracey Crouch, MP as Minister for Loneliness in January.

Loneliness is a state of feeling sad because of having no friends or company, a feeling of isolation and/or feeling unwanted. A state of being not to be confused with being alone. Being alone may in fact be pleasurable.



Up to a fifth of all UK adults feel lonely most or all the time.

Loneliness can affect anyone and can be as bad for our physical and mental health as obesity or smoking.

Loneliness can lead to:

- **Depression and suicide**
- **Cardiovascular disease and stroke**
- **Increased stress levels**
- **Decreased memory and learning**
- **Antisocial behaviour**
- **Poor decision-making**
- **Addiction to alcohol and drugs**
- **The progression of Alzheimer's disease**
- **Altered brain function**

As loneliness is so widespread all GPs in England will be able to refer patients experiencing loneliness to community activities and voluntary services by 2023.

The practice known as ‘social prescribing’ will allow GPs to direct patients to community workers offering tailored support to help improve their health & wellbeing, instead of defaulting to medicine.



Coming towards the end of the year and festive periods such as Christmas, can be a particularly painful time if we are feeling lonely. TV and radio is full of idealistic stories of happy families that emphasize giving gifts and being in perfect social situations.

This can be feel a million miles away. And living with other people isn't a guarantee of not feeling lonely. But living with others can bring chances to be included and wanted, reducing our sadness. Sometimes just watching people do their thing is enough to lift our spirits.

So, if you are feeling lonely, try:

- ◇ **Making plans for your day**
- ◇ **Staying healthy– eat well, exercise**
- ◇ **Helping other people or**





volunteering.

- ◇ **Join events in or around where you live. Even if for a short time—most projects have a range of activities and events.**
- ◇ **Contribute to planning activities or events.**
- ◇ **Speak to the Samaritans on Freephone number 116 123**
- ◇ **If you feel suicidal, tell someone and ask for help—this might be a staff member, your GP, a friend or relative.**



We are always looking for feedback, comments, suggestions, articles and photos for the Bulletin.

Please email *Jaydee Anciro Specialist Services Team Manager* with your contributions at: janciro@prha.net

Dr Ché Rosebert, Clinical Psychologist

Interview with Simon Harold, Service Manager at Edward Gibbons house (EGH)

What does Psychologically Informed Environment (PIE) mean to you?

To be very focused on the emotional wellbeing of residents, and things in the environment that can impact on this. This ranges from how staff work with residents, to the physical environment, to activities, approaches to support and policies. It is a continuous process of questioning “why do residents feel like that?” why do we feel like that?”, then how we support everyone with the emotional impact.

Can you describe the process of EGH developing its PIE, and your role in that?

First I resolved that we were going to do it, and that all team members would be involved, as it would only work if the whole team subscribed to it. Initially there was a feeling of ‘we already talk amongst ourselves’ and the team was unsure how this work was going to be any different, but we persisted and we started to feel trusting and confident, and to see the value in the process. We committed to it.

What has been the best thing about developing a PIE at EGH?

We are having different levels of discussion, and we are reflecting more on our work.



We have come to feel more confident and have the opportunity to share our abilities.

What has been difficult?

In the reflective practice groups at times I felt like we had an over-focus on the negative aspects of the service and felt concerned it might drag people down. However I think it was important for there to be an opportunity to share, and feel that the message had been received, then the focus of the sessions shifted.

What do you think you have done that has been helpful?

I aim to encourage and motivate the team, and make operational changes to facilitate the PIE.

What has the team done that's helped?

I think the team has taken itself by surprise with how it has come together and shared ideas and abilities. There is a lot of ability in the team especially when we get the chance to share it.

What has Ché, who facilitates the reflective practice groups, done that's helped?





Ché understands the needs and wants of the team, our residents focus and the complex nature of our residents. This means the team feels quite comfortable and can explore and experiment in their own right.

What tips would you give other projects that are looking to develop their PIE?

It's a team thing, so it needs to involve all the team. Look at policies, for example supervision, and see where you can 'stir' the PIE ingredient in. Be prepared to take risks, to take a bit of chance.

*Simon was interviewed by Genevieve Wallace,
Trainee Clinical Psychologist*

Seasons greetings to all Staff and Residents and a very Happy New 2019.



Addressing ASB (Anti-Social Behaviour) at the Dellow Centre



We identified our clients and issued them with the conditional notices and an ABC (Acceptable Behavioural Contract).

This worked and the reports went down significantly.

We then identified that a female with a pet dog had created a hub where her friends would gather, and they would drink and use substances and cause general ASB.

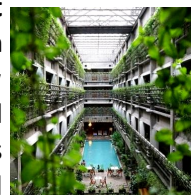
Working jointly with the Council, we managed to secure her accommodation, which meant she was no longer a magnet. We refocused our cameras as well as installing better

lighting. Our neighbours installed one way traffic spikes to prevent drug dealers entering their estate. Working together we have managed to reduce ASB locally significantly.

*Carol Thomas
Team Leader, Dellow Centre*

Living with Buildings Exhibition

Showing now until 3rd March 2019 at the Wellcome Collection on Euston Road, this exhibition explores how buildings affect our physical and mental health and examines some of the ways in which architects, planners and designers influence our health, self-esteem and ideas about society.



The exhibition also considers the urgent connections between our homes and our health and look anew at the future of our built environment in this major exhibition.

Free admission

Tues – Sun 10:00am-18:00pm

Wellcome Collection, 183 Euston Road, London NW1 2BE



Useful Links



Pielink is a practice exchange network for homelessness/

Services and others wishing to develop as Psychologically Informed services and others wishing to develop as Psychologically Informed Environments –PIEs.

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

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

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

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

crosebert@prha.net
sharold@prha.net
bomisore@prha.net
janciro@prha.net
CThomas@prha.net
ahouse@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