

February
2019

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.

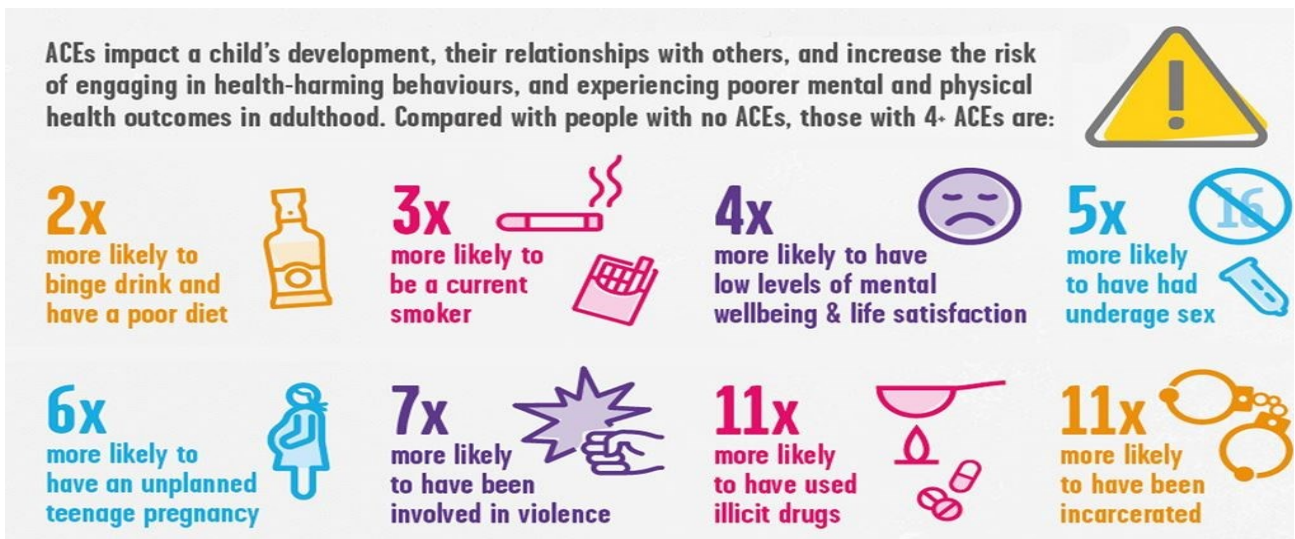


Trauma Informed Care

By the time you read this a fair few of you would have completed the Trauma Informed Care training facilitated by *Homeless Link*.

You know that many homeless people have experienced repeated trauma's, neglect and abuse in childhood (or adverse childhood experiences –ACEs) and adulthood that have resulted in significant mental health difficulties that impact on them and the people around them.

ACE's can have long term consequences.



Trauma informed care is very much related to psychologically informed environments—or PIEs. The key components of PIE's are:

- *Developing a psychological framework of understanding and working with the people who use our services.*
- *Designing environments that promote communication and feeling safe and cared for.*

- **Supporting Staff.**
- **Managing relationships—between staff, between staff and those who use our services, and between us and the external agencies and organisations we commonly work with.**
- **Evaluating, learning and improving the work that we do.**

Giving and receiving gifts



Trauma informed care means that we:

- ◆ **Understand that the people we work with need concrete signs of safety.**
- ◆ **That as staff we try and resist re-traumatising those we work with.**
- ◆ **We try and communicate clearly, regularly and are as transparent and involving as we can be about work we are doing.**
- ◆ **We purposefully uncover the strengths each person has and try to empower others to lead and/or take control e.g. by giving choices.**

I particularly liked the exercise recognising the gifts given and gifts received such as what are the consequences of being welcomed into the world (or not). This exercise really unpicked what we all need for our wellbeing and how we can act towards others now in order to give the gifts.

For me this is also linked very much with human rights, an approach I think should be taken in all our work. I will be working with Gen Wallace, Trainee Clinical Psychologist to evaluate the impact of this training. Training is important, using it is even more important. I look forward to giving and receiving at least some of the gifts.

Dr Ché Rosebert, Clinical Psychologist.



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

London's biggest Open Mic poetry Night!

Whether you're a poet who loves to write and perform, or an audience member who just wants to sit back, relax and listen, this is for you!



**POETRY
/SPOKEN WORD
OPEN
MIC**

Each month at the **Rich Mix** in Bethnal Green, they'll bring you acclaimed feature acts in poetry and music, established artist, and exciting newcomers, whose words will waltz around your head for days.

Always fun, always varied, always supportive, Sign up on the night from 7.00-7.30pm to enter your name into the open mic lucky dip draw. 10 slots up for grabs, maximum 3 minutes each, selected at random—what have you got to lose?

Weds 20th March 7.30pm
Rich Mix
35-37 Bethnal Green Road, E1 6LA

PIE Profile— Amy House, Support Worker at Approach Road, Tower Hamlets North



How long have you worked in this field Amy?

I started 11 years ago, working for *The Kipper Project*, a project for young people, which later became a part of Providence Row. I have worked at lots of different places during those 11 years, and I've been at this project for 2.5 years. I like it here!

Can you tell us a bit about the project and what it does?

It's a house for 5 young women, aged 17 to 23, who are homeless. When the girls are here they have a unique opportunity to get their own flat, but they need to show they can maintain a tenancy by paying their rent consistently.

That is one of the most important things I try and support them with. I think also it's principally about helping them to address the issues that led to them becoming homeless so I might help them with rebuilding their relationship with their family, for example.

What helps you to build strong relationships with the tenants?

Empathy. Trying to understand their perspective. Not being judgemental – everyone has got their own issues. I try to give everyone a chance to grow.

What do you do to support the relationships between tenants?

We have monthly house meetings, which is a chance for the tenants to meet each other and raise any issues. I also help tenants to think about the impact of their behaviour on others, and have done mediation meetings when needed.

I encourage tenants to be mindful that information they hear isn't always accurate and can cause a lot of upset if we share the information

without being sure it's truthful.

What's the biggest challenge you face in your role?

It's really hard to evict people. This can be due to rent arrears, or that this isn't the best place for them. Sometimes, in order for the right move options to be considered, we serve someone a notice because the options can't be considered until they are made homeless. This is a very difficult position to be in, because we don't like to evict.

Is there anything you've taken away from the PIE Working Group that you have applied at Approach Rd?

Little things in the environment are important, for example getting new blinds in the house and giving the place a spring clean. All the girls comment on this.

These changes make the environment a lot nicer, which means the girls are more likely to spend time here and form a community which is really nice.

Amy was interviewed by Gen Wallace, Trainee Clinical Psychologist.

Dellow Resident story

AB had a 3 bedroom house in Tower Hamlets with a family but ended up going to prison for 12.5 years.

When AB came out of prison, his wife had left him and their homes was sold and he had nothing. AB was put into approved premises for two months.

Once the two months were up his tenancy was ended and he was made homeless and ended up on the streets. AB managed to keep his benefit while on the

streets. AB said the streets were lonely: *"I would rough sleep in tower blocks and anywhere I could keep dry. I would often ask myself how I got into this situation. I wanted to get housed so that I could get myself back on my feet."*

I was not on drugs while on the streets. The Outreach team found me and by the third time they had seen me I got accommodated into the Dellow Centre.

I was quite low by the time I got to the Dellow. I began to take Heroin and Crack. It is a struggle as so



many people around me have addictions.

It took me a while to decide to get help and take the help that was on

offer. I am now on a Methadone Script, seeing a Drugs Worker and doing my best to keep my benefits in place.

I hope in a year's time I am in my own place and off drugs living a quiet life. I have done it before and I know I can do it again."

Written up by Carol Thomas, Team Leader Dellow

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 exchange.

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:

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

The TWIST Partnership

Funded under the work programme, Twist has had a great success helping people with chronic illnesses and disability to identify activities that had in the past given them great satisfaction and getting them to engage.

24 of its 25 staff are clients of the organisation.

They use unstructured conversation/approach in building a relationship with people. The approach enables people to do what they love to do but do not think possible anymore.

It enables people who are currently experiencing certain issues to address those issues.

For further information:

Twist Partnership
www.twist.org.uk
15 Holywell
Row
London EC2A 4JB
Tel: 020 7247 9797
Shankara.Angadi@twist.org.uk



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