

June
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.



Smart Relationships



So, as you know PIE (Psychologically Informed Environments) work is all about relationships. What helps relationships between staff and service users, between staff, between service users - and what gets in the way of good relationships.

I was invited to write a piece on the impact of artificial intelligence (AI) on relationships, but then I went to a psychology conference and came away excited at the many ways digital – or smart - technology can help relationships generally and homeless people in particular – so I got to researching about ‘**smart relationships**’. The AI piece may come at a later date.

We know that many homeless people maintain smart phones which amongst others uses provide a means to access support or call for emergency help, be contacted by services and maintain social

connection. Recommendations from the Trends and Friends report included Library’s having means to accommodate homeless people with their belongings and for digital inclusion to be discussed when staff and service users are support planning.

Wavelength - a charity that works to

The Trends and Friends report (Lemos and Frankenburg, 2015) highlighted the importance of homeless people having access to digital technology, otherwise this would be another form of exclusion.

alleviate loneliness across the UK - gives TV’s, radio’s and tablets to people who are lonely and living in poverty to help them reconnect with the world. In March 2019, **The Plus Project** – a collaboration between Homeless Link and Shelter – showcased the multiple uses of digital technology.

BEAM uses online crowd funding to pay for training, clothing and childcare so homeless people can return to work. Last week £350.00 was raised

within 3 hours *when having exhausted all other options and a follow up plan was in place*, a psychologist used a crowd funding site to raise funds for a homeless person’s accommodations.

Many adult education colleges, job centres and charities such as Crisis offer IT training to aid inclusion into the digital world. Charities often use social media such as Twitter, Facebook and Instagram to raise awareness and funds as well as seek volunteers and workers.



Across the country software writers and graphic designers give their time free in **Hackathons** – an event where people turn up with ideas for apps and over a day or two these are designed and ready for use.



So, if you have a need there is probably an app for that, and if you have an idea, you can probably make an app for that.

The NHS has a number of free and low cost apps to support mental health <https://www.nhs.uk/apps-library/category/mental-health/> such as Calm Harm designed to help people resist or manage the urge to self-harm.

There are countless dating, friendship, hobby and interest group apps as well as free food apps and websites.

In some places Transport for London are advising the public how they can

help street homeless people by using the StreetLink app so that outreach teams can offer help. For many social media provides a warm source of mental health support and information.

As a Psychologist one of my roles is to help individuals and groups of people to make best use of all their resources – and that’s people and technology. ***Smart relationships.***



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
with your contributions at:
janciro@prha.net**

PIE in action at Heather Lodge



This particular resident has a history of non-compliance around medication which has resulted in him being sectioned a few times whilst he has been at Heather Lodge.

It has been difficult to engage with him previously as he would be out of the project when he has appointments and as a result of this missed numerous amounts of important appointments with his care coordinator and with Heather Lodge staff.

He also has a history of substance misuse such as using cannabis and alcohol which again made it very difficult to engage with him as he could not take certain

medications when he was under the influence of drugs and alcohol.

He has since made major improvements around this. He has been attending appointments, been compliant with medication and he has cut down considerably with his use of illicit substances.

"Heather Lodge has really helped me on my road to recovery. I was not taking medication regularly before and I would rarely attend key work sessions. However their patience and consistent motivation helped me see that I needed to get better if I wanted to accomplish my goals of eventually moving on into my own accommodation and getting a job."

I now take medications regularly, I attend all my appointments as well as attending key work sessions. I also feel comfortable telling staff if I need

anything which is important for my physical and mental wellbeing. My CMHT team has been just as helpful always being flexible and helping me when I have had issues around medication and or my mental wellbeing."

**Written up by Harpreet
Mandier, Dual Diagnosis
Worker at Heather Lodge.**

The role of animal companions in the lives of homeless people



Paul Pulford, Head Gardener, *Grounded Ecotherapy* with his late dog Scruffy

The story of homeless people and their animal companions is recognisable from many towns and cities worldwide. It was also recently brought to light in James Bowen's bestselling book, and its cinema adaptation, ***A Street Cat named Bob***.

Pets provide a deep comfort. Pets are non-judgmental. They are loyal. They provide warmth and security. Pets are a reminder that anyone can love and cherish a pet no matter one's life circumstances.

I spoke to Paul Pulford, Head Gardener and founder of *Grounded Ecotherapy*, a horticultural group he set up while living in a PRHA hostel for people in recovery with substance uses and mental health.

Paul was known as 'Paul and Scruffy', his pet dog Jack Russell that Paul had everywhere with him. She sadly passed away in 2016.

I asked Paul how having Scruffy helped him and how the role of animal companions is of great value in the lives of the homeless.

"Scruffy completely changed my life. She was my companion and taking her out for walks helped me clear my mind and get me out of my flat."

Pets especially dogs are so important to homeless people for their mental and physical health.

They provide companionship as most homeless people are single and protection when you are out on the streets. They are also loyal. Most homeless people including myself trust dogs more than humans.

Anyone who had a dog on the street also brought comfort and protection for other homeless people and they really liked having a dog around.

Dogs can read your emotions, they know when you're happy and sad, and when you are sad they will comfort you.

Scruffy was Grounded's mascot and she was also a therapy dog for the group. She helped to bring comfort to Grounded's volunteers and they all enjoyed her company.

Scruffy was part of Grounded."

*Written up by Jaydee Anciro,
Specialist Services Team Manager*

Meet Charlene Joseph, Supported Housing Manager

Interview with Charlene Joseph, Supported Housing Manager

Charlene Joseph is the Supported Housing Manager for THNYPSS, Hackney Services, Edward Gibbons House, Heather Lodge and Crimscott Street.

She is also temporarily managing two projects directly in the absence of the current Service Manager(s).

What does PIE mean to you?

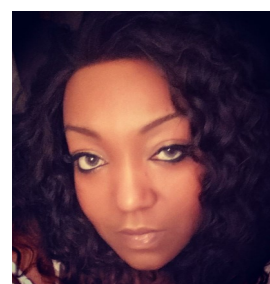
It means engagement, openness is reflective of support, and is person centred and visual. Changes in the service e.g. the refurbishment at EGH has made it a much nicer place this has had a positive effect upon the

clients. There has been a change in behaviour, and clients have started to take care of the building and you are getting positive behaviour back.

What are the Challenges to your Role?

Keeping everybody happy which seems an impossible task. Issues re: rota shifts, working late, bank holidays, weekends are particularly challenging.

Understanding from other partnerships/agencies, that we have a limited budget, so are not able to achieve as much as we would like.



There needs to be a broader understanding, based on specifications.

How Do You Support Your Staff Team?

By empowering them to carry out their work efficiently. Upskilling them, so that they are able to support clients and work jointly with external agencies.

What Do You Feel Helps to Build a Strong Staff Team?

Communication, transparency, trust, honesty, being approachable, partnership, team working.

*Interview by Amy House, Support Worker at Approach Rd,
Tower Hamlets North*

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