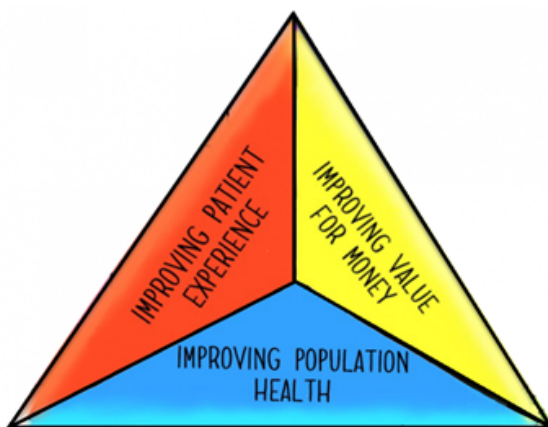


A SLICE OF PIE

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.



Triple Aims Population Health Projects



This has been a joint initiative between PRHA and East London NHS Foundation Trust's (ELFT) Psychology in Hostels Team.

The Triple Aims are:

- Identifying an issue and population to work with. In this case the fact that in Tower Hamlets homeless people in hostels have a very low average life expectancy of just 47 years so we wanted to improve the health and wellbeing of both residents and staff in hostels for people with complex needs.
- Trauma informed approaches means that many people living in hostels have experienced multiple traumas which influence how they are today and that

The Triple Aims Population Health Projects started at The Dellow and Daniel Gilbert House in August 2019 and at Providence House a project to develop trauma informed approaches began in November 2021.

services actively try to help people cope with their traumas and resist doing things that might re-traumatise people.

- Improving the experience of both residents and staff by asking them what would make the difference – coming up with specific change ideas.
- Improving value for money.

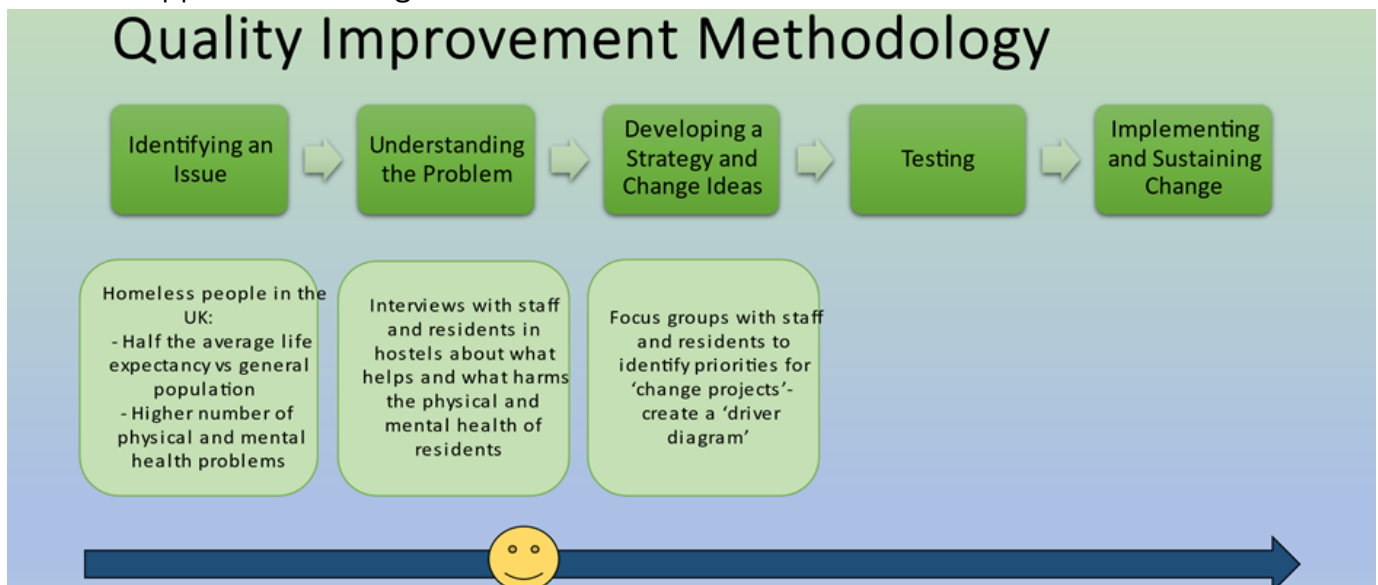
Setting up the hostel project team

First of all a project team of residents and staff was set up. Training and overviews of the method and what is meant by trauma informed approaches were given.

Understanding the problem and change ideas

58 residents and staff were interviewed at The Dellow and DGH about what helps or gets in the way of health and wellbeing. 20 residents and staff were interviewed at Providence House about how trauma informed the hostel was looking at the six principles of trauma informed care/approaches.

Workshops were held to give feedback from the interviews called 'driver diagrams'



6 principles of TIC



Safety



Collaboration & Mutuality



Trustworthiness & Transparency



Cultural, Historical & Gender Issues

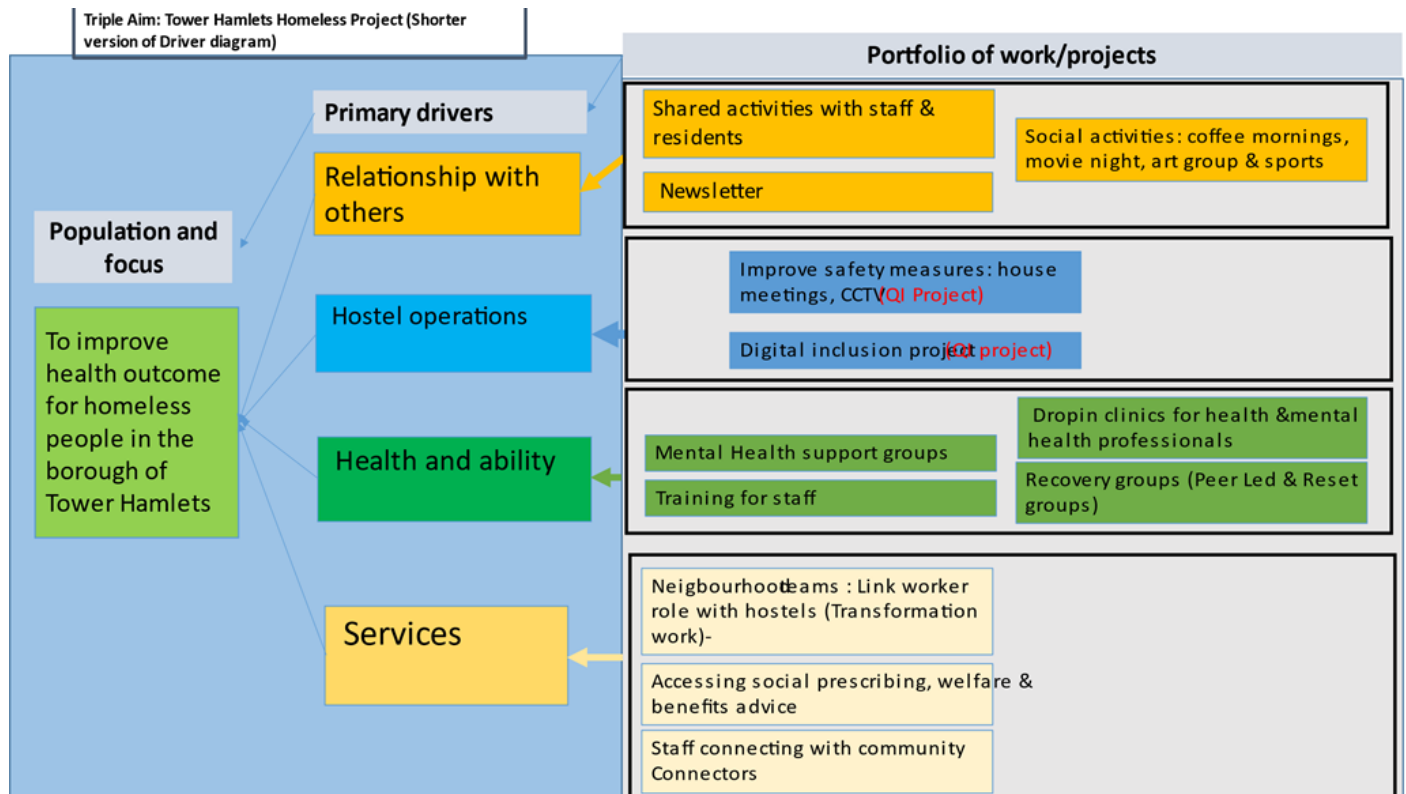


Peer Support



Empowerment, Voice & Choice

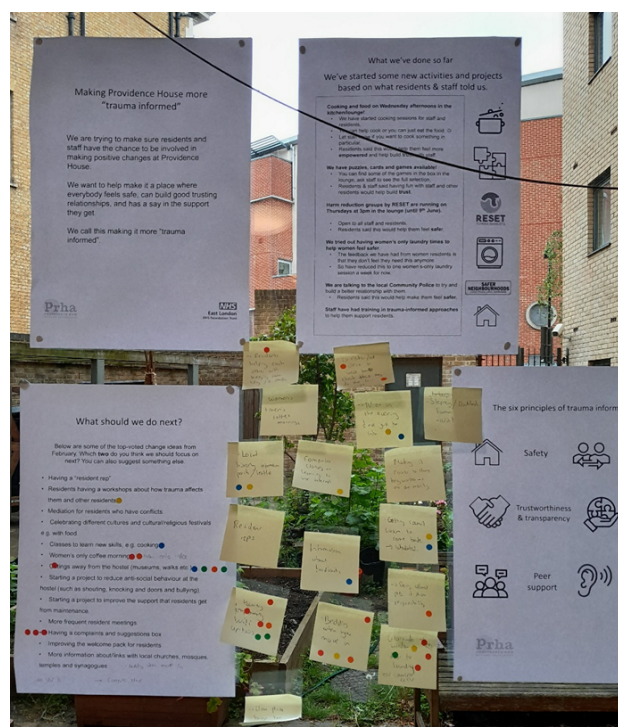
Summary of a driver diagram from The Dellow Hostel with some ideas for change:



When change ideas are implemented they are refined and evaluated. If they work they are kept, if they are not working we move on and then continue involving staff and residents with generating the next set of ideas to prioritise and implement.

Example from a second round of change ideas workshops at Providence House:

NB: The coloured dots are used to vote on the ideas to implement next. This is one workshop; several are held and residents can give individual feedback if they don't wish to attend a workshop.



Communication is key

Each project team produce a regular newsletter and means to update including making use of digital information screens. Information includes:

- ***What you have told us and what we are doing***
- ***What we are working on next***
- ***How to join in***

Lessons Learned, activities, outcomes of the work & what we have valued most **Co-production/Involvement**

- The process of doing the work was new - working as a staff and resident project team on service development.
- Communication between staff and residents had been one of the most important parts of the work.
- A range of opportunities for involvement including workshops, surveys, newsletters.
- Developing the organisation's co-production policy with residents and staff.
- Understanding that this work takes time and must be regular, reliable, consistent and flexible in staff offers of support and joint work.
- Being able to recognise resident involvement with funding.

Opportunities for communication

- Having a range of opportunities for people to spend time together where the project could be discussed.
- Resident run weekly recovery group which evolved into a connection café
- Weekly film club
- Monthly art club
- Football club
- Coffee morning & an activity
- Women's cluster common room

Improvements in physical environment and safety

- Focusing on how the environment feels to be there, welcoming and safe.
- Improving communal spaces.
- Book corners, new smart TV's.
- Improved CCTV.

Better communication/relationships between services

- Bounce Back training and job search
- Reset – groups in the hostels
- Link worker from the CMHT.
- Clinic rooms created for outside health agencies to come in.
- DWP – hostel specific clinics.

This work is continuous and complements other service developments that go on routinely. The method gives a framework. The residents and staff give the project the energy it needs to succeed and keep going.

If you would like to be involved speak to the Managers and project teams in the Hostels.

Dr Ché Rosebert, Clinical Psychologist
On behalf of the three Project Teams



Spotlight: Uyinwen Omogun-Eichie,
Social worker student

- **What course you are doing?**

MSc Social work

- **Where are you doing your placement?**
Providence Row Housing Association.

Dellow Centre

- **How long you have been on placement?**

I have been on placement for 70 days.

- What you have been learning while on placement?

I have been learning how to support residents that are affected by substance misuse while living at the PRHA Dellow Centre Hostel.

I have also learnt about the strength and difficulties of service users under the influence of substance misuse. Team approach when working with the resident, collaborating with service users in a person-centred approach, staff support team group meeting.

Importance of supervision, Improving risk management for the residents. In addition. I have learnt about reflective practice which gives boundaries to sharing feelings and working with service users, great team working, enabling environment to learn and a lot more.

- How have you implemented PIE (Psychological Informed Environment) in your placement?

I have learnt to put myself in the shoes of the service users, be compassionate and empathetic, communicate in a warm, calm

manner, be an active listener, keep to healthy professional boundaries, respect the ethics of my profession, and always have the desire to help the service users given their needs and situations.

- Any top tips for future social worker students on placement with PRHA?

Working in a homeless and substance misuse environment such as in PRHA Hostels was a new experience for me. I would encourage more social work students to add this experience to their worth of experiences in their field of career. It can help to overcome anti-oppressive and anti-discrimination practices in the social work profession.



We are always looking
articles and photos for the
Bulletin.

Please email your
contributions to:

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Specialist Services Team
Manager

janciro@prha.net