Walking the Walk

Stepping Together Along Our Trauma-Informed Journey in Somerset

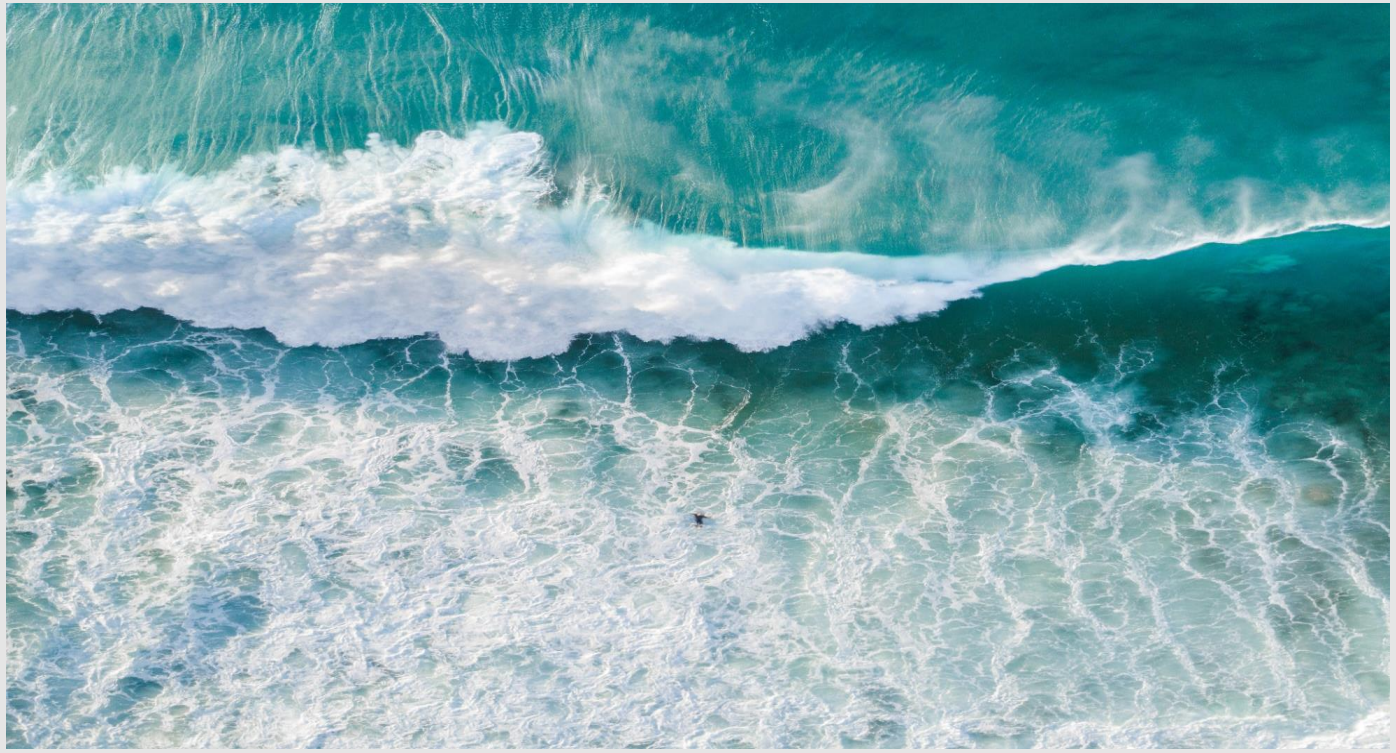
SECONDSTEP
PUTTING MENTAL HEALTH FIRST

Constructing Safe & Brave Conversations Together

- Confidentiality, respect and growth mindset
- Only share what you're comfortable to share
- Be present
- Think outside the box
- Honesty and authenticity

SECONDSTEP
PUTTING MENTAL HEALTH FIRST

A Trauma-Informed Somerset



A Tidal Shift in Services

FROM: What is wrong with you?

Medical Model - "Nature"

Individualised / Internal

Illness & Pathology "Wrong"

Diagnosis "What"

Us (Well) & Them (Unwell)

TO: What has happened to you?

Impact of Social Context & disadvantage - "Nurture"

Relational Model - Survival Adaptations"

We are the Product of External Experiences

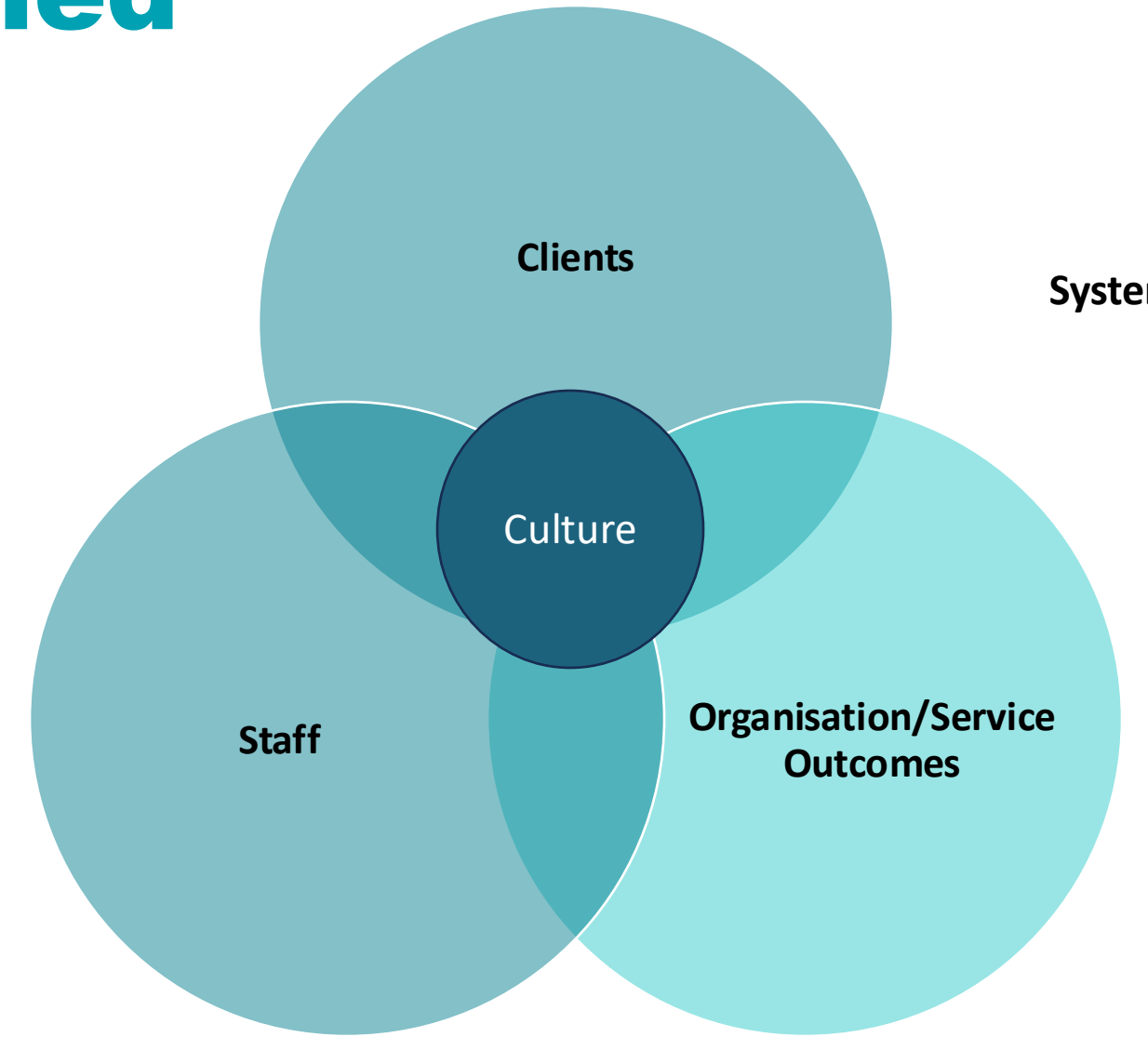
Asks "Why"? - Making Sense

Common Humanity – Equalising Power

What is a Trauma-Informed Approach?

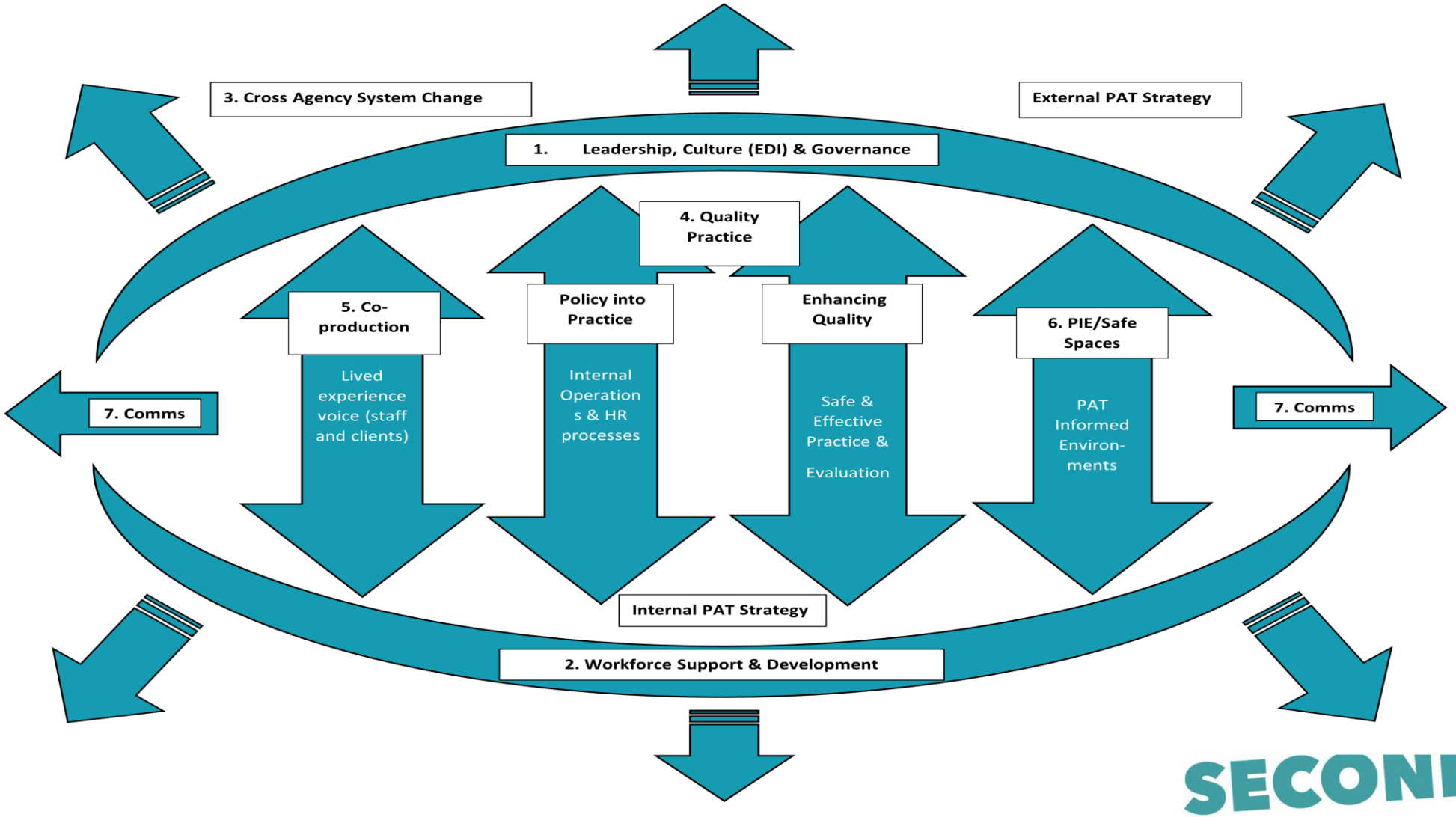
Trauma Informed Principles in Action

Benefits of Becoming Trauma-Informed



SECONDSTEP
PUTTING MENTAL HEALTH FIRST

Second Step PAT Strategy Workstreams / Building Blocks



SECONDSTEP
PUTTING MENTAL HEALTH FIRST

Leadership, Culture, EDI & Governance

- **Leadership & Board awareness & development sessions**
- **Representation on strategic level steering groups**
- **Race Equity Strategy**
- **Compassionate & Inclusive leadership training**
- **Cultural Change Language Project & Compassionate Communications workshops**

Learning

How to change culture?

- **Manager Coaching –** Unfreezing the Frozen Middle

What does your organisation need to lead change?

Workforce / Staff Support and Development

- **Internal & Systemwide Training**
  - Training alone is not enough!
- **Trauma Informed Psychology-Led Spaces –** to support client work
- **PAT Pioneer Facilitators Programme – u**pskill staff to deliver group RP spaces for staff

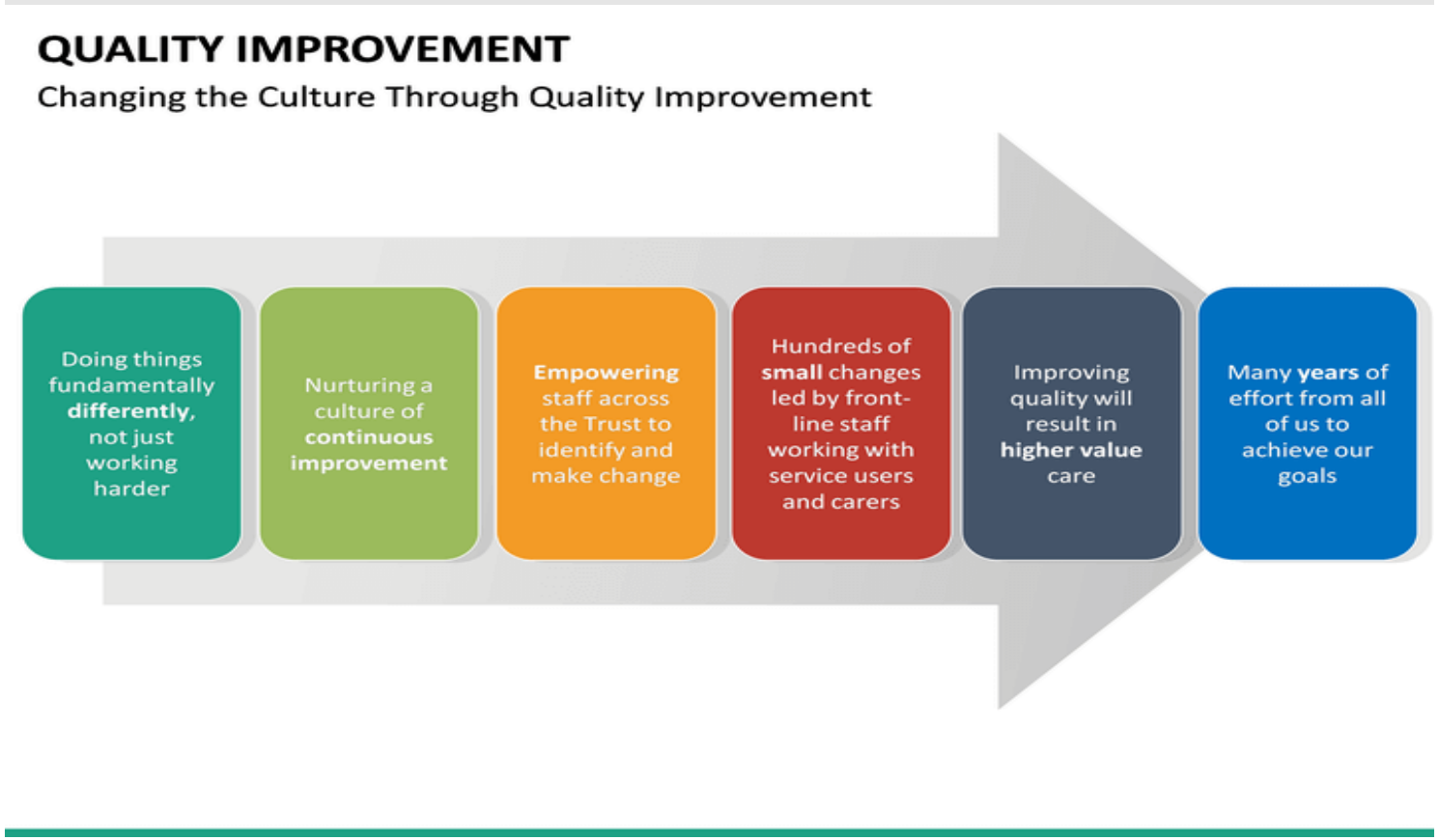
Learning

How to maximise cost and capacity?

- **Upskilling staff through CPD** – supports trauma informed practice with appropriate psychological infrastructure and governance

What does your organisation need to support staff?

Quality Practice



- **Policy into Practice**
  - Thriving at Work
- **Evaluation**
  - Team / project specific
  - PREMS/PROMS
  - Organisation wide – KPI data – absence, turnover, complaints
- **Quality Improvement**
  - Formulation based safety and inclusion planning
- **Specialist Trauma-informed Interventions in Somerset**
  - Step Together and OMH Family Safeguarding Therapy Services

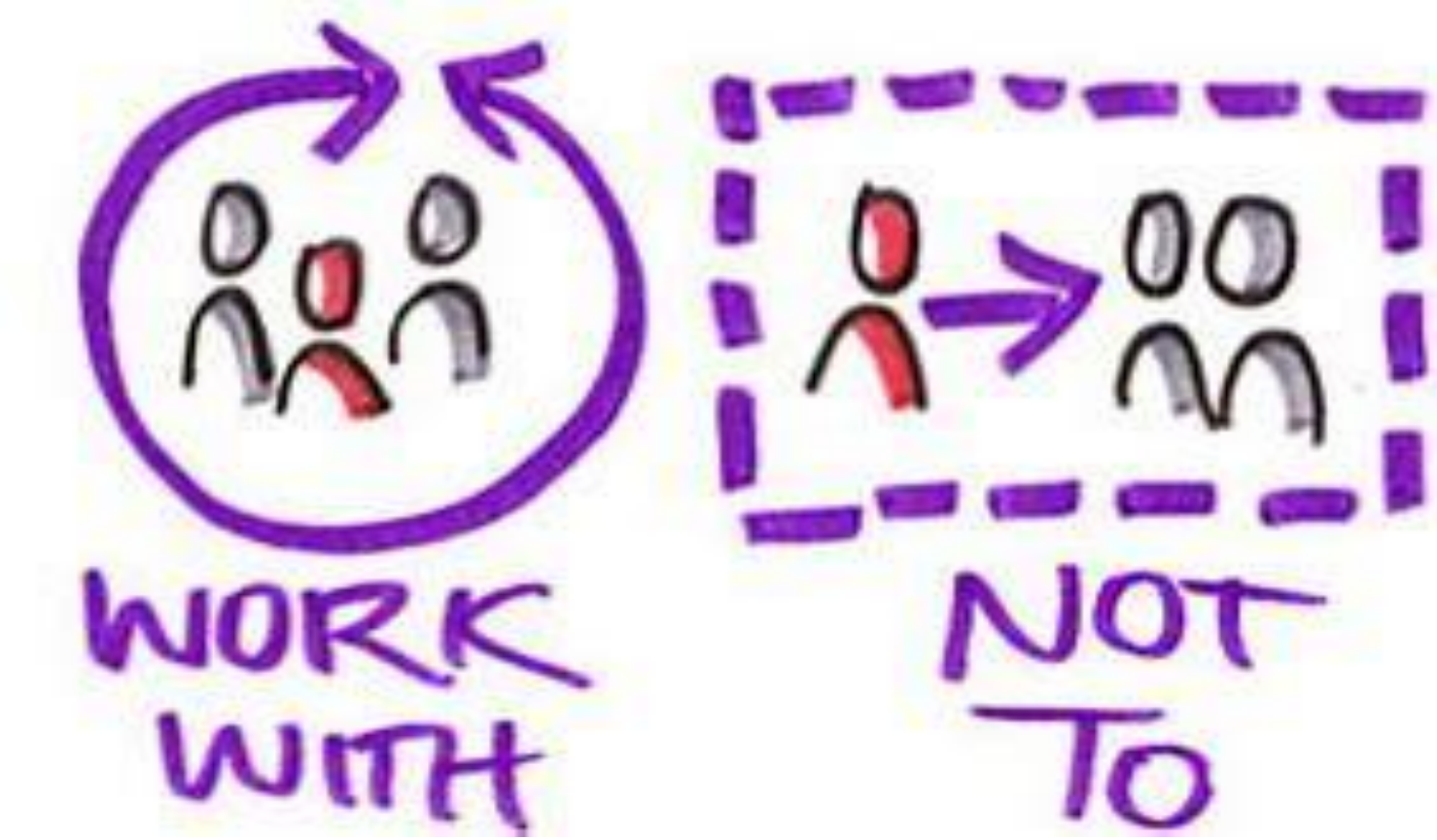
Learning

Are we walking the walk?

- **Regular reflective learning workshops** – embed change in policy on the ground

What does your organisation need to enhance practice?

Co-Production / Lived Experience involvement



- **Coproduction Strategy**
- **Peer Roles –** Share story, equalise power
- **STAR involvement groups –** Co-producing training / Service reviews to improve client experience
- **Involvement & Coproduction Coordinator** (system-wide role)

Learning

Need to invest extra time, support and resource

- **"If you want to go fast go alone, if you want to go far, go together"**

What does your organisation need to support coproduction?

PIE and Safe Spaces

- **Facilities/buildings -** Psychological and physical safety
- **Safe Space Stewards**
- **Safe Spaces Guidance –** clients, meetings, training, online contexts

Learning:

Staff express not feeling safe or heard?

- **Building trust and transparency in organisational communications** to better understand and respond, balancing client, staff and organisational needs?

What does your organisation need to support psychological safety?

Cross Agency System Change

- **Creative Solutions Group**
- **Community of Practice**
- **Training offer to the system**

Learning

How do we support external understanding?

- **Go where the energy is!**
- **Commissioner and strategic level influence** – steer change in service design

What do we all need to do to support trauma informed system change?

Workshop – Call to Action: Building Trauma Informed Organisations

10 mins

Thinking about your organisation:

- **Discuss as a group what you are doing well – list your current strengths of trauma informed practice.**
- **Now think about areas that you want might want to develop to become more trauma informed. Can you link these to the building blocks?**
- **Use the building blocks to prioritise a road map that could support organisations to becoming trauma informed**

SECONDSTEP
PUTTING MENTAL HEALTH FIRST

Share Your Roadmaps

"It's so much more than simply attending a training course and the need to embed it across our whole organisation, in our recruitment, in our management and our policies, in our ways of working is…absolutely the priority."

Senior leader, homelessness charity

SECONDSTEP
PUTTING MENTAL HEALTH FIRST

PAT Impact Report – What is your understanding of the vision of the PAT Strategy?

What staff said (Themes):

"Understanding our **relational history** and trauma and how this impacts present interactions"

"Ensuring **psychological & physical safety for service users and staff**"

"**Reducing organisational trauma** - Ensuring people aren't triggered by what Second Step does"

"Awareness of the impact of work on staff and **vicarious trauma**"

"Alleviating power Imbalances"

"**Staff wellbeing** at the heart of the organisation"

What do you understand as the key attitudes, behaviours and skills of a PAT informed approach?

What staff said (Themes):

"Viewing all **behaviour as communication**"

"**Values-based**"

"**Self-reflective** – aware of own wellbeing"

"**Seeing the person**, not the problem"

"**Compassion & empathy** with a non-judgemental stance"

"**Adapting policies, procedures** and systems to be trauma-informed"

"**Collaborative** – involving each person in decision making around care/support"

"Building **strong and safe relationships**"

PAT-Informed Teams

EMPOWERING STAFF:
"The management style and personality of [my manager] brings out the best in me, in wanting to perform to the best of my ability and feeling valued for being me"

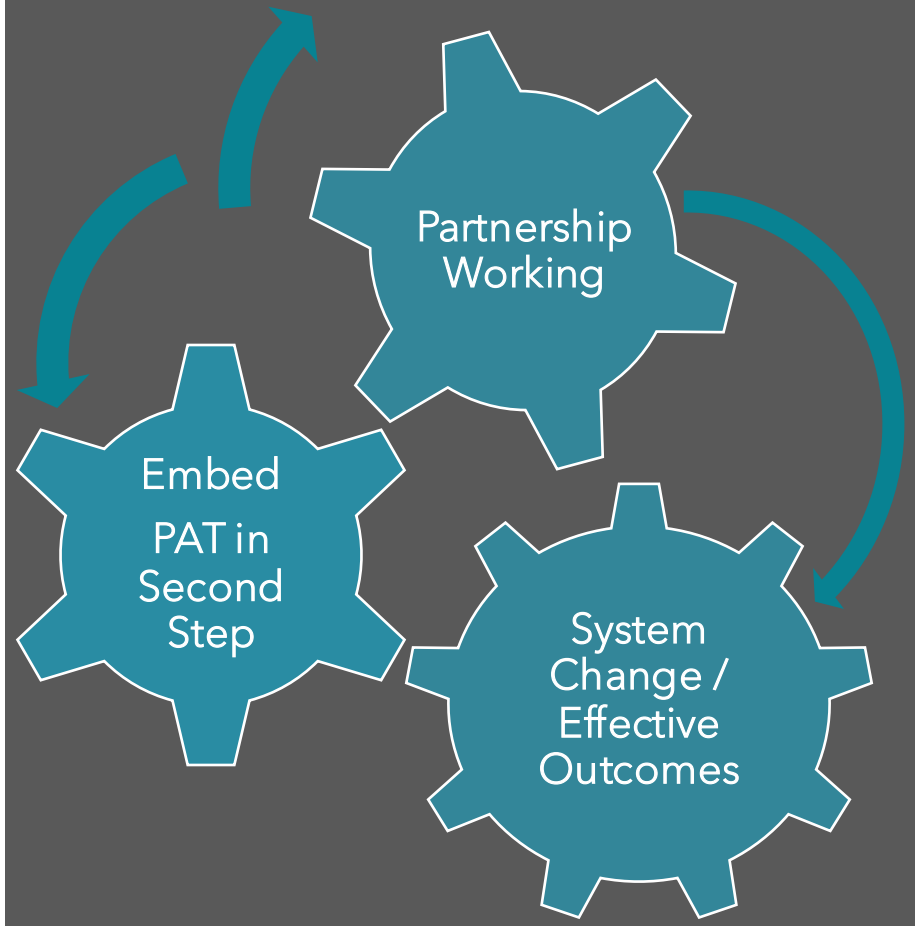
TEAM CULTURE:
"I love my job, despite unavoidable frustrations and occasional difficulties it doesn't often feel like work. It's easily the best job I've ever had in the most nurturing and safe environment and team I've been lucky enough to be part of".

PERSONAL & PROFESSIONAL DEVELOPMENT:
"A space and environment where my confidence in what I do and how I work has grown and the encouragement and positivity to continue to grow and develop to strive to be better at what I do, without feeling like I'm not yet good enough".

PSYCHOLOGICAL SAFETY:
"I feel safe within the team to be able to suggest ideas which are explored and supported".

COMPASSIONATE LEADERSHIP:
"I feel supported within the role and know that should anything occur in my personal life that impacts this, I can discuss this openly and honestly with [my manager], with no judgement".

Let's Walk the Walk Together...

Key Enabler

- Relationships with all stakeholders – Clients, Staff, Internal & External Partners