
Building Resilience for all: How Trauma Informed Practice can Enable Working Together to Ensure Our Communities Thrive

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Agenda

- 01** Introduction & Self Care Prompt
- 02** What we mean by the term 'trauma'
- 03** Busting myths about what Trauma Informed Care is and is not
- 04** Looking through a trauma lens to consider how this can benefit organisations, staff, the entire system and be an enabler for our communities to thrive
- 05** Sharing our vision of a Trauma Informed North Yorkshire: strengthening our services, connecting the system and helping people get to the right service at the right time

01 Self Care

- Talking about trauma can be difficult
- We are all human, many of us will have our own trauma
- If you need a time out, please take time to look after yourself
- If you require any support please approach one of us, we will be available at the end of the session and the rest of the event.



02 What do we mean by the term 'Trauma'?

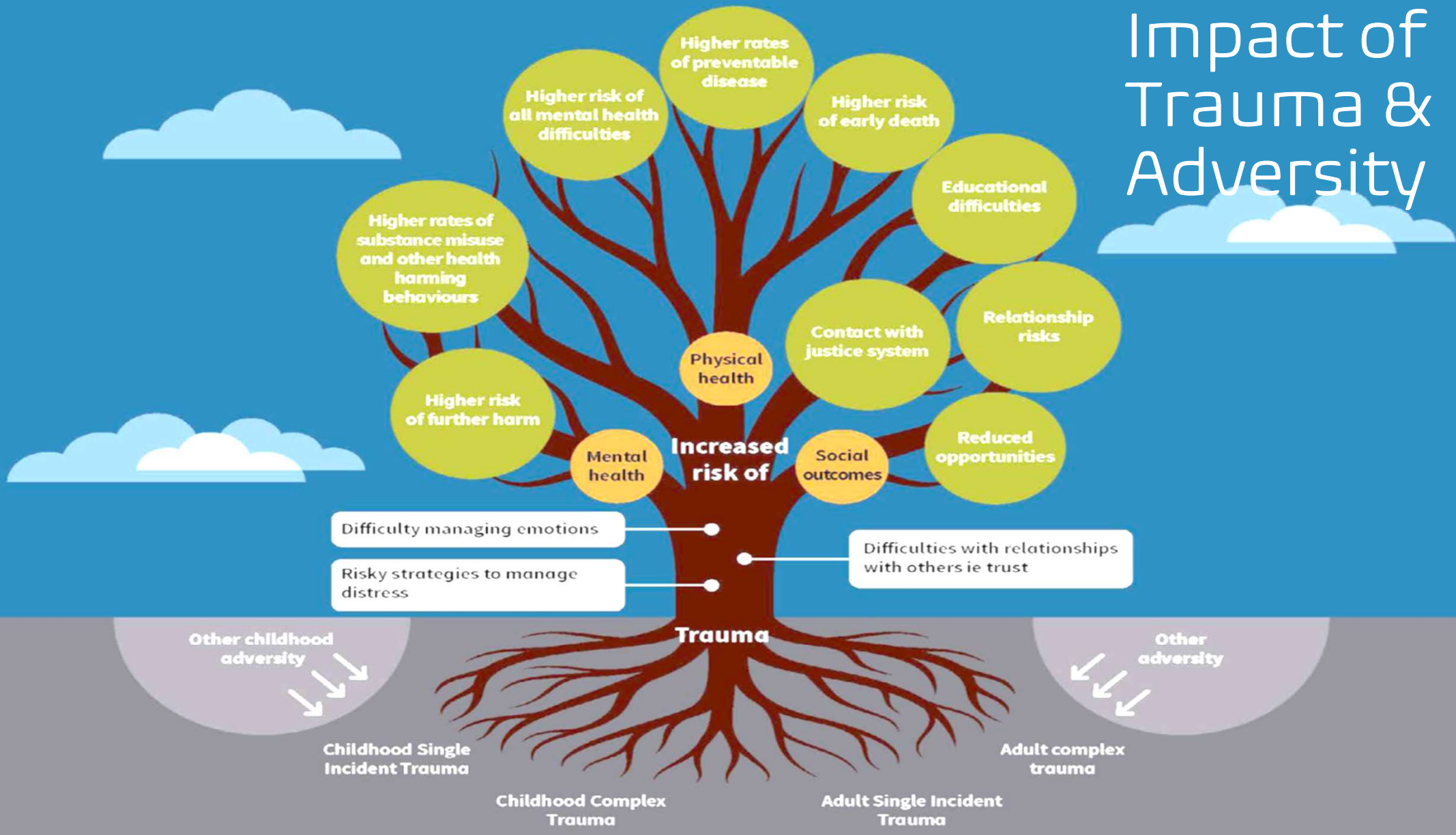


“Trauma, from the Greek for “wound”, is not what happens to you; it is what happens inside you as a result of what happens to you ... It is not the blow on the head, but the concussion I get.”

- Gabor Mate



Impact of Trauma & Adversity





Trauma in a Community Context: Introducing Peter

Two little boys sitting on a wall

*One named Peter, the other
named Paul.*

Peter had trauma, so had Paul.

But what saved Peter

And what failed Paul?

Trauma in a Community Context: What about Paul?

*Two little boys sitting on the wall
One called Peter, the other called
Paul.*

Peter had trauma, so had Paul.

People saved Peter

And People failed Paul!





10/28/2024

When we are living in
"fight or flight" survival mode
everything feels **URGENT**.
It's like we're constantly in a state
of EMERGENCY.

We **REACT** rather than
RESPOND and even though we're
exhausted, it feels impossible to
SLOW DOWN

10



- “We need to stop just pulling people out of the river.
- We need to go upstream and find out why they’re falling in”
- - Desmond Tutu

How does
Trauma
affect you in
your
workplace?

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03 What is Trauma Informed Care?

Safety & Trust



Collaboration



Choice



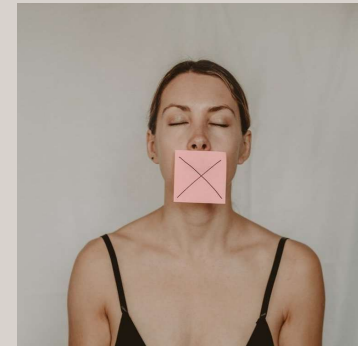
Empowerment



Culturally Sensitive



Trauma Informed Care Myths:





TRAUMA INFORMED

BY TON MAZZONE

The Four R's of TIC



1

Realize

All people at all levels have a basic **realization** about trauma, and how it can affect individuals, families, and communities.



3

Respond

Programs, organizations and communities **respond** by practicing a trauma-informed approach.

Recognize

People within organizations are able to **recognize** the signs and symptoms of trauma.



2

Resist Re-Traumatization

Organizational practices may compound trauma unintentionally, trauma informed organizations avoid this **re-traumatization**.



4

Values/Principles of Trauma-Informed Practice

Safety



Trustworthiness



Choice



Collaboration



Empowerment



Definitions

Ensuring physical and emotional safety for all. Generally involves protection of self or others.

Maximizing trust, ensuring clear expectations, and having consistent boundaries. Refers to transparency.

Making individual choice and control a priority. Refers to the right to self-determination and autonomy.

Sharing power and working together with individuals. The idea of working with, not doing to or for.

Involves the recognition of strengths and skills to build a realistic sense of hope and possibility.

Values/Principles in Practice

Create a welcoming environment

Embrace diversity and inclusion

Give consequences using supportive, non-confrontational language

Provide clear information about expectations

Inform others of transitions ahead of time

Express patience and acceptance

Inform others about options available to them

Balance flexibility while defining parameters

Reflect options regarding race, gender and culture

Seek ideas and feedback

Explore others' circumstances from their perspective

Acknowledge power dynamics

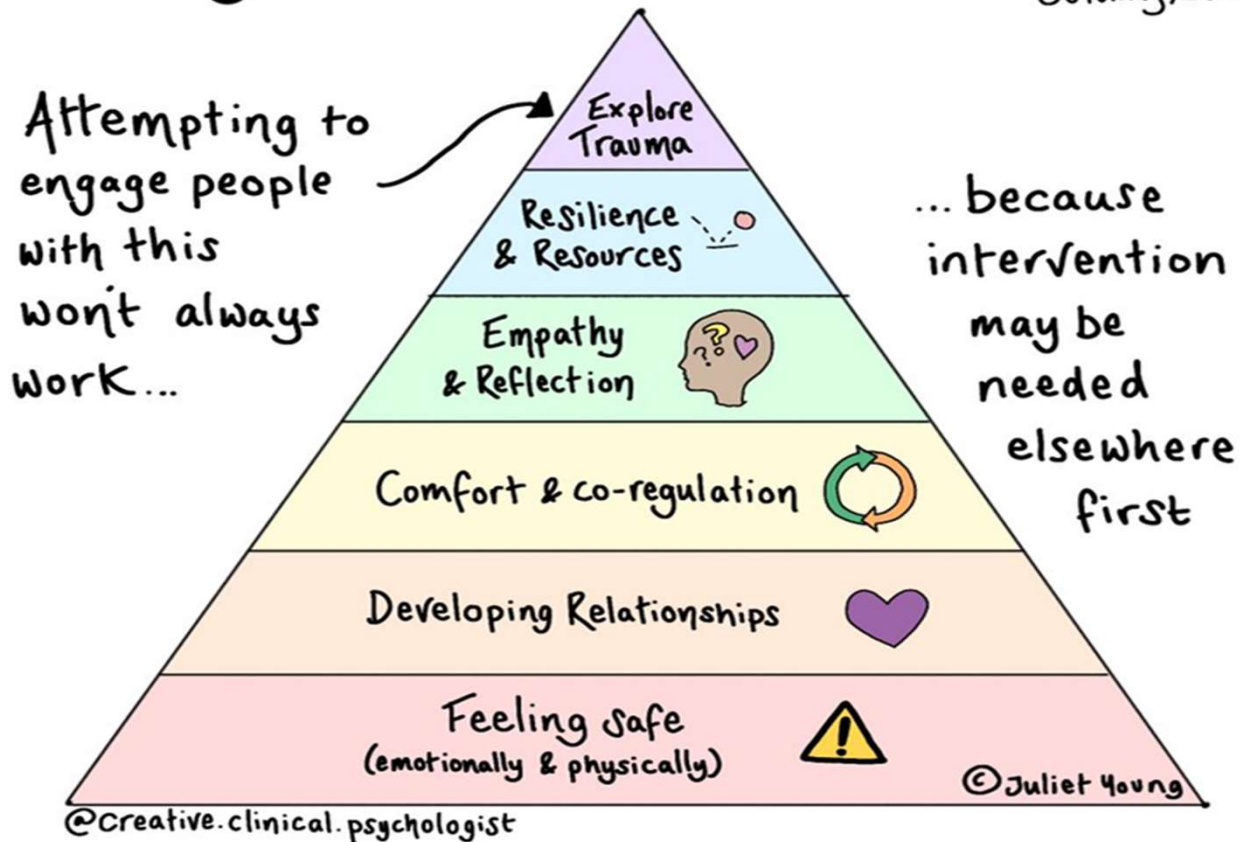
Build on strengths and capacities

Ensure interactions are validating and affirming

Use person-first and inclusive language

Pyramid of Need

Golding, 2015



04 Looking Through a Trauma Informed Lens



SEE A PERSON DIFFERENTLY
& YOU SEE A DIFFERENT PERSON

SEE A SITUATION DIFFERENTLY
& YOU SEE A DIFFERENT
SITUATION

Credit: Karen Treisman
DR. KAREN TREISMAN, SAFE HANDS THINKING MINDS
ADAPTED BY STUART SHANKLER

Seeing the organisation as a person

“A[n organisation] is like a living, breathing organism. It is created with the intent to grow, and it’s driving motive is to survive. Like any living organism, an organization pulses with life and wants to flourish.”

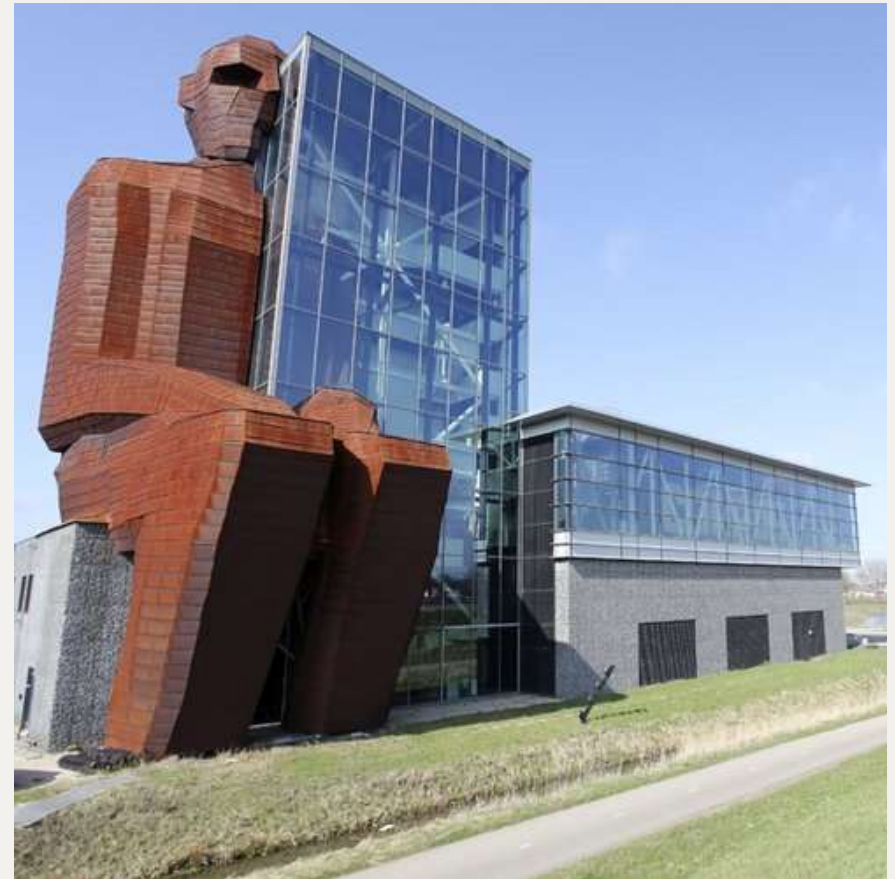
- Jason Olson

- How does it feel to consider that ‘an organisation is like a person’?
- In what way are people and organisations similar and different?
- How does this make you think now?



Organisations as humans:

- Systems and organisations, just like people, are not machines – they are alive and have a collective brain
- Organisations are emotional and relational places
- They are made up of people, all of whom have their own interpersonal styles, experiences, families
- Organisations can be viewed as having their own personality, culture, protective factors, strengths and resources
- They can become unwell, can be impacted by stress, & might have to operate in survival mode
- If an individual can become traumatised it makes sense that organisations and systems, they exist within them, can also become traumatised and begin to operate in survival mode



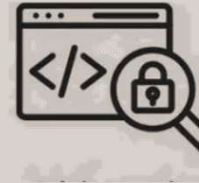
Sources of Organisational/System Stress and Trauma



Bullying



Harassment/Verbal Abuse



Job Insecurity/Lack of direction in role



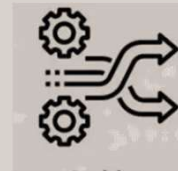
Funding Insecurity



Pandemic



Jobs that deal with death/tragedy/trauma



Sudden changes in role/responsibilities



Toxic workplace culture/working practices



Other organisations in survival mode



Organisational Change



Chronic Understaffing



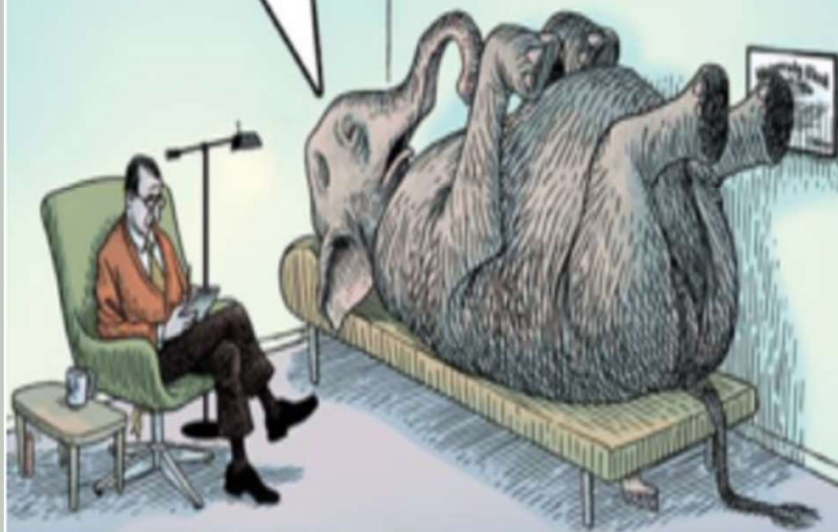
Death of Colleague

Traumatised organisations and systems- Trauma-informed formulation: the chronically stressed or toxically stressed system

Organisations under longstanding pressure show behaviours similar to chronically stressed individuals:

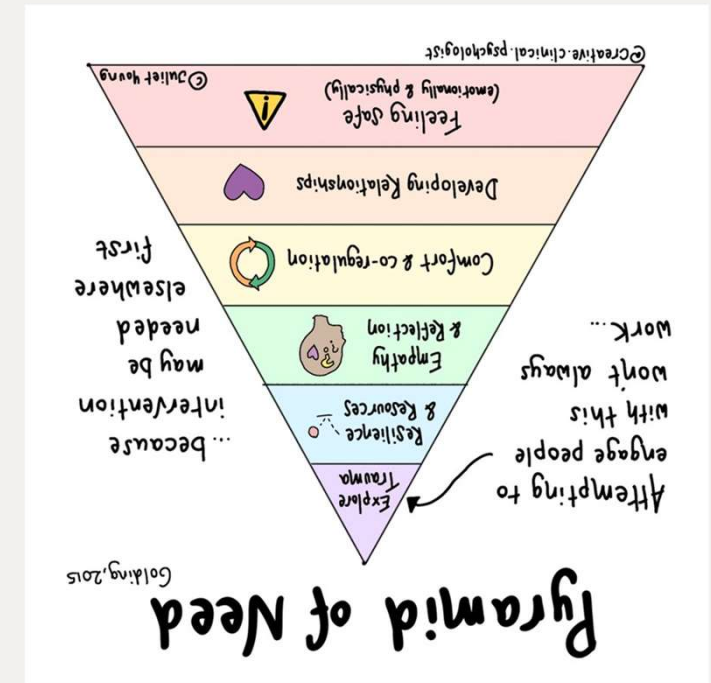
- **Dysfunctional Communication** - Frequent miscommunication, silos, and lack of transparency. Information is often withheld, distorted, or poorly communicated, leading to confusion and distrust among staff and others
- **High Levels of Stress and Burnout** - Widespread feelings of overwhelm, fatigue, and anxiety among employees. Stress becomes normalised, and burnout rates are high, often resulting in reduced productivity and high staff turnover
- **Reactive Decision-Making** - The organisation operates in crisis mode, making short-term, reactive decisions rather than strategic, proactive ones. This can create a chaotic environment and deepen organisational instability
- **Low Morale and Disengagement** - Employees exhibit signs of disengagement, such as lack of motivation, apathy, and diminished loyalty to the organization. Trust in leadership is low, and a pervasive sense of powerlessness may exist
- **Resistance to Change** - The organisation is resistant to change, with a fear-based culture that inhibits innovation and risk-taking. Attempts at transformation are often met with skepticism or defensiveness
- **Fragmented Leadership** - Leaders may be overwhelmed, disconnected, or inconsistent in their guidance. There is a lack of clear vision, and leadership struggles to provide direction, exacerbating feelings of instability throughout the organization
- **Leakage** - Stress and trauma can spread through a system, just as it does a family. It can prompt others to operate in survival mode, without awareness of why

Sometimes, even if I stand in the middle of the room, no one acknowledges me.



Healing Organisations/Systems

- Re-connect with the organisational and your own values and goals
- Understand the organisational identity, history and culture
- Nurture the organisations spirit
- Open up to new information and energy.
- Reflect on the journey – tell the trauma story
- Build and strengthen relationships with external sources, find your 'tribe', this is significant in Community MH Transformation and the developing ICS landscape
- Invest in staff well-being – “wellbeing is well doing”
- Regular supervision and group reflective practice
- Continue being or become a learning organisation



05 Sharing a vision of a Trauma Informed North Yorkshire

Connected Systems

- Individuals who have experienced trauma often have complex medical, mental health, and social service needs and, therefore, receive care and support from an array of providers
- It is essential that providers within a given community or system of care work together to develop a trauma informed network around the service user
- Developing a system wide, connected, knowledgeable, trauma informed workforce benefits the people we support – it models healthy adult connections and reduces the risk of re-traumatisation for our service users
- Trauma Informed approaches prioritise staff wellbeing, which is essential, especially in today's turbulent world

Sharing the Vision: Trauma Informed NY&Y

A Trauma informed North Yorkshire would mean;

- people can feel *safe* within their community environments and within the security of safe and healthy relationships
- people's experience and *choices* matter;
- communities are *supportive* and work with services to deliver outcomes that are truly person centred
- people seek *connection* with each other and are kind
- people *trust* each other, learn reflectively together and are truly *collaborative*
- people take responsibility, *empowering* each other to make a difference

Sharing the Vision: Trauma Informed NY&Y



Close & Reflections

- Thank you for participating in today's session!
- We welcome feedback. Please use the QR code to complete a feedback questionnaire:

Contact:

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Scan the QR
or use link to
join



<https://forms.office.com/e/aqJha9mzD9>