

Highwater House, Norwich

(a 22-bed dual diagnosis registered care home operating a psychologically informed environment model of care and support)

St Martins Housing Trust

Providing routes out of homelessness in Norwich
and Norfolk since 1972

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St Martins history

- 1970's pragmatism. See a need - people sleeping rough - and ACT (think later)
- Homelessness – a complex social issue always changing and evolving
- Understanding and adapting to these changes – the key to our success
- Two things that define us (i) we don't give up on anyone and (ii) we always try to uncover the totality of their needs

The 4 P's

- To improve the lives of the most vulnerable and increase compassion in our community (our **purpose**)
- Together we provide more than a home for the homeless in our community (our **proposition**)
- Open – tenacious – progressive – nurturing (our core **principles**)
- “The compassionate rebel” – never accepting the way things are (describes our **personality**)

Psychologically informed environments

- Evolved from Royal College of Psychiatrist's "Enabling Environments" initiative
- Places where positive relationships are used to promote the well-being of people whose complex traumas often lead to chaotic and challenging behaviours

PIE – one definition

- An environment ...”that takes into account the psychological make-up; the thinking, emotions, personalities and experience of its participants in the way it operates”
- *Psychologically Informed Environments for Homeless people – Good Practice Guide DCLG (2012)*

PIE – essential ingredients

- A conscious and considered response to complex trauma in the design and delivery of the service
- Staff trained and supported to recognise, and work with, the behavioural and emotional issues that result from complex trauma
- A safe and empowering physical environment based on an understanding of complex trauma and its associated behaviours. A sense of belonging is engendered

PIE – Key points

- Not a prescription – more a set of ideas to build a therapeutic relationship around
- A process of continuous learning and reflective practice
- Once “bought into” the staff will learn from each other
- More research and knowledge transfer is important

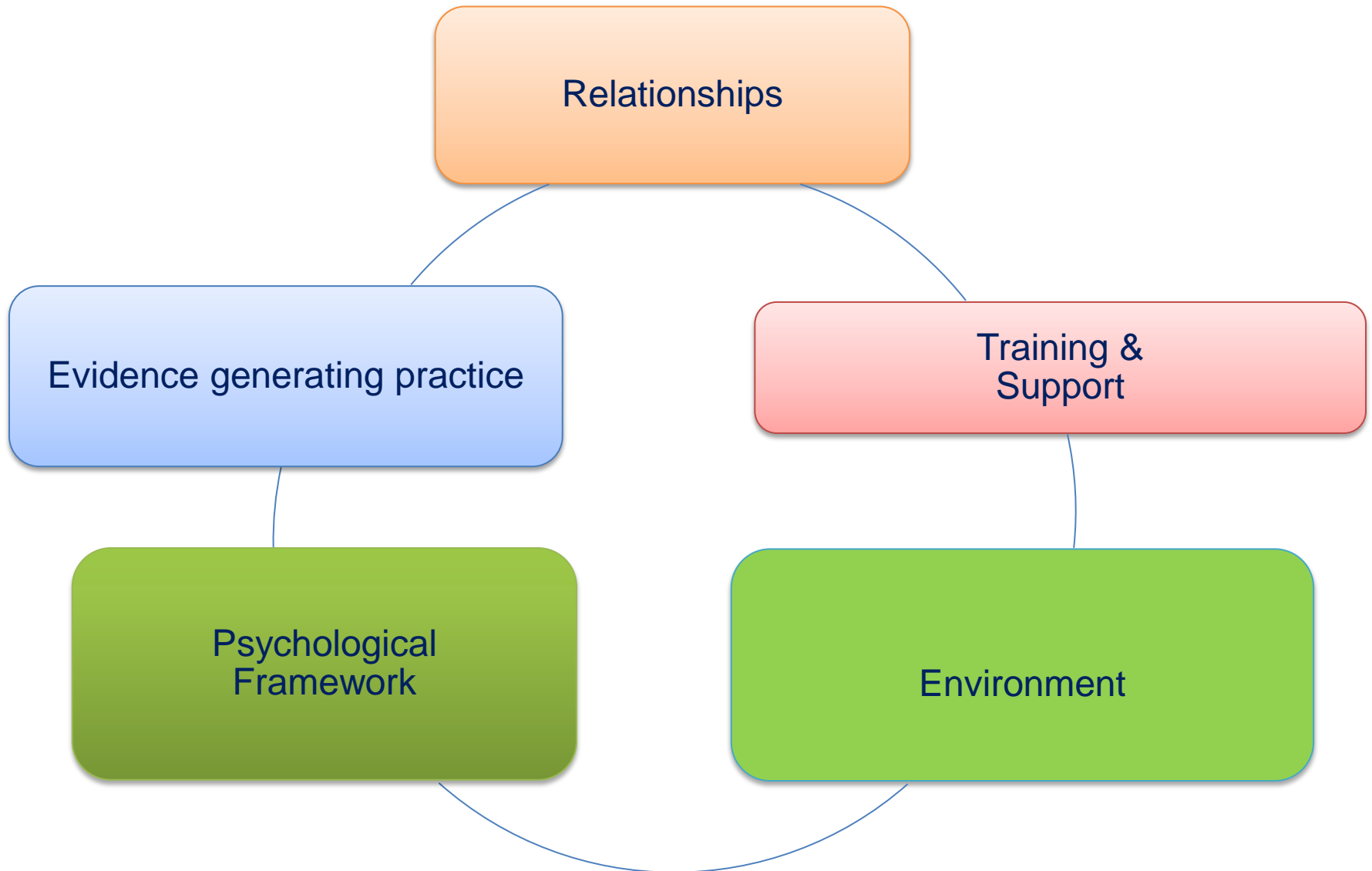
Highwater House

- 22 dual diagnosis clients. Registered care
- History of homelessness and trauma
- 25 years of building/training a staff team who understand and manage traumatised clients who engage in anti-social, sometimes violent, behaviour
- Reflective practice and elastic tolerance

PIE – our hopes

- It will increase/improve the rehabilitation process
- It will improve resident's well-being and general health
- It will reduce chaotic behaviours so residents are able to engage with external services (and vice versa)
- It will come to drive our everyday practice

The 5 key elements



PIE Elements = PETER

Psychological framework
Environment
Training and support
Evidence
Relationships



(i) Psychological Framework

- No expectations on staff to become psychologists or therapists...but they do need to keep in mind the connections between thoughts, action and behaviours at every service encounter
- The service culture is thoughtful, compassionate, caring and nurturing – to enhance engagement and develop trust relationships and help service users take responsibility for their actions
- Use positive dialogue
- Tolerate uncertainty

(ii) Relationships

- Relationships – the principle tool for change
- Give time – coffee/mealtimes/leisure
- Staff encouraged to take and manage risks
- Boundaries – how many do you have?
- Elastic tolerance – a flexible approach to behaviour that previously might be punished
- Emphasise value of relationships in staff behaviour, ethos, culture, training, link working

(iii) Training and Support

- Training: - trauma-informed care; attachment theory; cycle of change; emotional resilience; Cognitive Behaviour Therapy; Dialectical Behaviour Therapy
- Support:- organisational policies; role specifications; team de-briefs; reflective practice supervision; questionnaires

(iv) Environment

- Non-institutional and welcoming
- Lighting, heating, furniture
- Notice boards/signage (no negativity)
- Staff profiles displayed
- Generate a community all want to belong to
- Private and secure spaces
- Relaxed and open communal areas

(v) Evidence and Outcomes

- Recovery star
- Case studies
- Surveys
- Evidence:- admission reductions (to A & E, prison); reduction in self-harm/aggression; improved motivation/self-esteem; improved self-care/living skills; engagement with other agencies; reduction in alcohol/drug use

Creating a PIE: Changing the Culture

- Strategy – plan of action/initial discussions statement of intent/what is your framework
- Involve everyone – staff and service users - to adopt the change. Seek professional advice and input
- Motivate –build on what you have to create a positive culture
- Teamwork – everyone has a role
- Information sharing – tell your stakeholders you've changed



Resources

- <http://pielink.net>
- *Creating a Psychologically Informed Environment. Implementation and assessment. No-One Left Out: Solutions Ltd for Westminster City Council 2015.*
- *Psychologically Informed Environments: A Literature Review Research Paper* commissioned by St. Mungo's and Mental Health Foundation 2016
- *Psychologically informed services for homeless people.* (DCLG) Good Practice Guide 2012.
- *Psychologically informed environments and the "Enabling Environments" initiative.* Housing and Care Support, March 2012.
- *Enabling Environments* : Royal College of Psychiatrists