Our Story:

A Trauma-Informed response to Services
The Nelson Trust – Who are we and what do we offer?

Residential Addiction Treatment Services:
• Mixed Gender
• Women Only
• Resettlement Service

Recovery Focused Social Enterprises:
• The Hubs – café, learning Academy and alcohol free entertainment venue

Women’s Community Services:
• Women’s Centres in Gloucester and Swindon
• Women involved in the Criminal Justice System
• Prison In-reach
• Sex Worker Outreach Projects
• Women experiencing multiple and complex challenges
Trauma Informed Services for women: why we started:

We carried out a piece of research in 2002 into the retention of Women in residential addiction treatment in our mixed gender services.

- Some women not successfully completing..........................
- Women being the primary care giver of dependent children
- Women healing in a relational way (Gender differences)
- Trauma triggers in mixed services
- Unprocessed trauma during addiction treatment
- Not feeling safe

Follow on learning:
- Engagement phase needing to be earlier – community based settings
Women’s Services:
Becoming Trauma Informed

Residential Services:
2004 – Women-Only Treatment House with programme designed to respond to the needs of women and their experiences:

• Assessment for Treatment and ACEs
• Healing from Trauma Programme – Understanding trauma, it’s impact and symptoms
• Creating safety and building up resources
• Women’s treatment programmes i.e. Helping Women Recover
• Beyond Anger and violence programme
• Family accommodation and family services
• Trauma training and EMDR
• Treating addiction and understanding trauma
Women’s Services: Becoming Trauma Informed

Community Based Services:
2010 - Transferred Trauma Informed learning from Residential Services to:
Women’s Community Centre based in Gloucester -
• Walk Through, Co-creating a Safe Environment
• Service assessment, reflection and development
• Holistic programme reflecting women’s needs & experience
• Creating safety and building up resources
2013 - Replicated Model in Swindon
2018 - Res and Community joint TI Guide Team and Champions
2018 – Enabling Environments Standards – Royal College of Psychiatrists
Trauma Informed Services

- Recognise the trauma and take it into account
- Avoid triggering or re-traumatising the woman
- Adjust the environment and the behaviour of workers and the organisation to support the woman's coping capacity
- Allow survivors to manage their trauma symptoms successfully so that they are able to access, retain and benefit from the services
- Recognise the effects of trauma on staff members and provide means to prevent or minimise these effects.
- Facilitate healing, recovery and empower

Harris & Fallot (2001)
Key Principles of Trauma Informed Care

• **Safety:** Physical and emotional; Women only, Eye contact; consistency; explanations; procedure to report abuse

• **Trustworthiness:** Following through; model trust; maintaining appropriate boundaries; consistency and making tasks clear

• **Choice:** Emphasising individual choice and control; informed consent

• **Collaboration:** Encourage and value input; acknowledge insights about herself; explain options “don’t do to … do with”

• **Empowerment:** Teaching skills; provide tasks where she can succeed…..moving from “I can’t” to “I can”
PAST TRAUMA
Afraid & alone

Sensitised nervous system

CURRENT STRESS
Reminders of trauma, life events

Unbearably painful emotional states

RETREAT
Avoidance
Isolation
Dissociation
Depression

SELF DESTRUCTIVE ACTIONS
Substance abuse
Eating disorders
Deliberate self-harm
Suicidal actions

DESTRUCTIVE ACTIONS
Aggression
Violence
Rage
WINDOW OF TOLERANCE - TRAUMA/ANXIETY RELATED RESPONSES:
Widening the Comfort Zone for Increased Flexibility

**HYPER- AROUSED**

*ANXIETY*
*OVERWHELMED*
*CHAOTIC RESPONSES*
*OUTBURSTS (EMOTIONAL OR AGGRESSIVE)*
*ANGER/ AGGRESSION/ RAGE*

**HYPO- AROUSED**

*FEIGN DEATH RESPONSE*
*Dissociation*
*Not Present*
*Unavailable/ Shut down*
*Memory Loss*

**Fight/Flight Response**

TO STAY IN THE WINDOW OF TOLERANCE:
*Mindfulness—Being Present, in Here-n-Now*
*Grounding Exercises*
*Techniques for Self-Soothing, Calming the Body & Emotional Regulation*
*Deep, Slow Breathing*
*Recognize Limiting Beliefs, Counter with Positive Statements About Self, New Choices*

**COMFORT ZONE**

EMOTIONALLY REGULATED

Calm, Cool, Collected, Connected

ABILITY TO SELF-SOOTHE

ABILITY TO REGULATE EMOTIONAL STATE

Staying within the window allows for better relationship interactions

**Freeze Response**

*Disconnected*
*Auto Pilot*
*No display of emotions/ flat*
*Separation from self, feelings & emotions*
Window of Tolerance

HYPERAROUSAL

Warning Zone

HYPOAROUSAL

Calm & Alert
Becoming Trauma Informed
The Process

If trauma overwhelms an individual's ability to cope, a trauma informed environment and relationship has key elements which address the lack of safety.

An organisation does not need to directly address trauma to support clients to begin the healing process.

Organisational strategy and priority are key.

Trauma champions are key.

Commitment to follow the process through in its entirety.
The organisation’s leadership should keep in mind certain qualities when looking to identify Champions or Leaders who will participate in the culture change process:

1. Shows enthusiasm and commitment to the culture change process effort and can serve as an inspiration to fellow staff.

2. Models the trauma-informed principles of safety, trustworthiness, choice, collaboration and empowerment in the day-to-day work setting.

3. Understands gender role messages that males and females routinely experience and uses this knowledge to enhance their work with clients, as well as staff.

4. Understands the complex relationship between trauma and gender.
Reflective Themes

October theme
Collaboration

The BTI Guide Team would like all colleagues to focus on collaboration throughout October.
Who? Everyone!
Where? Everywhere!
When? The whole of October!

How have you promoted collaboration in your work?
How was it beneficial?

November theme
Trustworthiness

The BTI Guide Team would like all colleagues to focus on trustworthiness throughout November.
Who? Everyone!
Where? Everywhere!
When? The whole of November!

How have you demonstrated or communicated your trustworthiness today?
How was it beneficial?
Trauma Informed Approaches & The Team

Development
Resourcing
Supervision
Scheduling
Coaching
Champions
Guide Team
Understanding behaviour as communication

What we say... What’s really going on...

“Attention Seeking”

“Attachment Seeking”
Understanding behaviour as communication

What we say...

“What Withdrawn”

What’s really going on...

“Cautious”
Understanding behaviour as communication

What we say...

"Rude"

What's really going on...

"Self Protective"
Understanding behaviour as communication

What we say...

“Aggressive”

What’s really going on...

“Frightened”
Relationships are key
Community as a container
Women’s Voices of Experience

Leave the anger at the door
A chance to talk about what’s gone before
Women coming together to find resilience and strength
To gain an understanding of what it all meant
Starting to look forward with new eyes
Starting to feel far more wise
Ready to tread a new path
Ready to make a new start
The Nelson Trust

“Belief in the possibility of change”

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