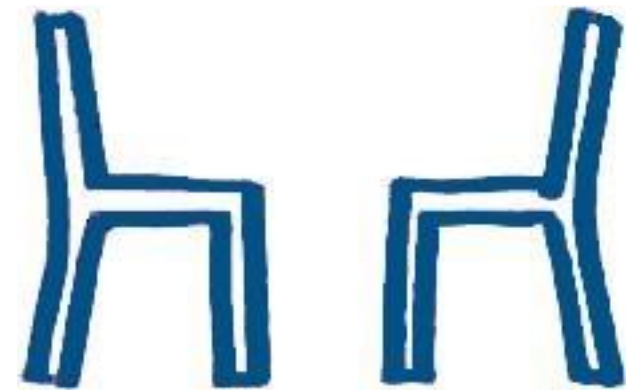


Trauma
Informed Care

CLDS Psychology team



What is trauma?



Trauma is a response



to bad things that have
happened in the past

Bad things include



Something that has happened to a person like being the victim of a crime, bullying, car accidents



Bad experiences of services in the past



Prejudice, racism, sexism, homophobia, ableism...

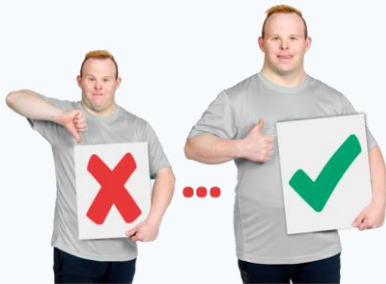
Trauma informed care...



is a way services try to support all people, bearing in mind that many will have experienced trauma

A trauma informed service tries to do 3 things:

1. Giving service users better experiences
2. Changing the service so it meets the service users' needs.
3. Improve experience of staff within service – staff experience trauma too!



We want to....



Support people with trauma in the right way –



this might be different for everyone, we need to listen

We want to....



Help people trust us



Help people feel safe

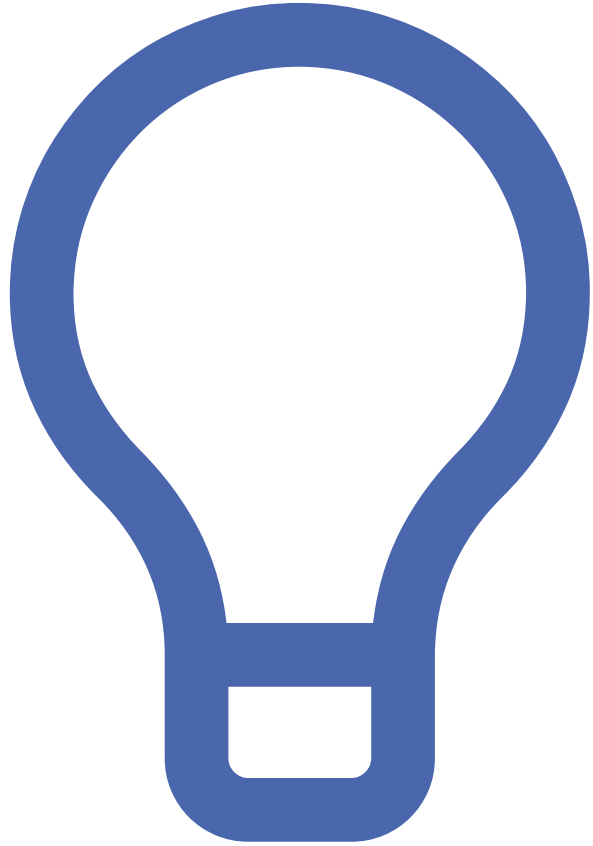
We want to....



Give people choices



Work together and
empower people



What can we do better?

Some ideas...

- Ask people about their experiences
- What has happened to you rather than what is wrong with you?
- Understand responses to trauma (*'Fight, flight, freeze'*)
- Offer choice and Control
- Respond to people in distress in a non –judgmental and supportive way
- Improve the environments we work and see people in

