



The problem, not the solution?

Psychological trauma and why first impressions matter



Easily identifiable, the one that looks like the problem not the solution!



Places & People

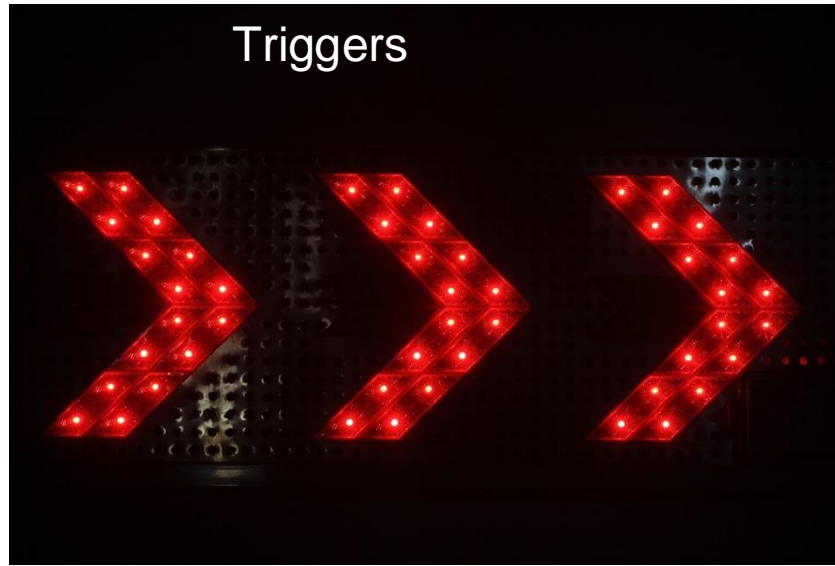
Think about...



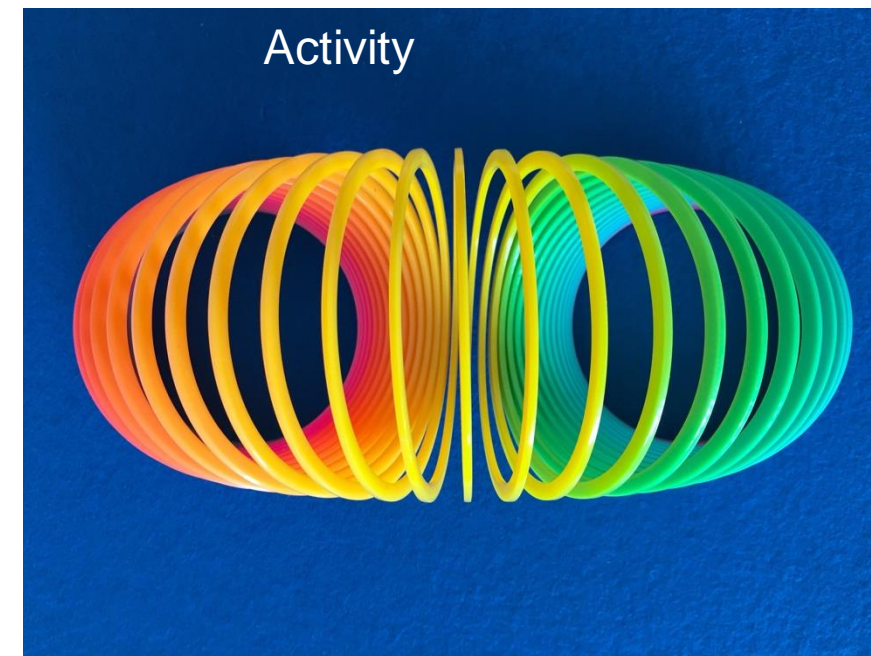
Communication



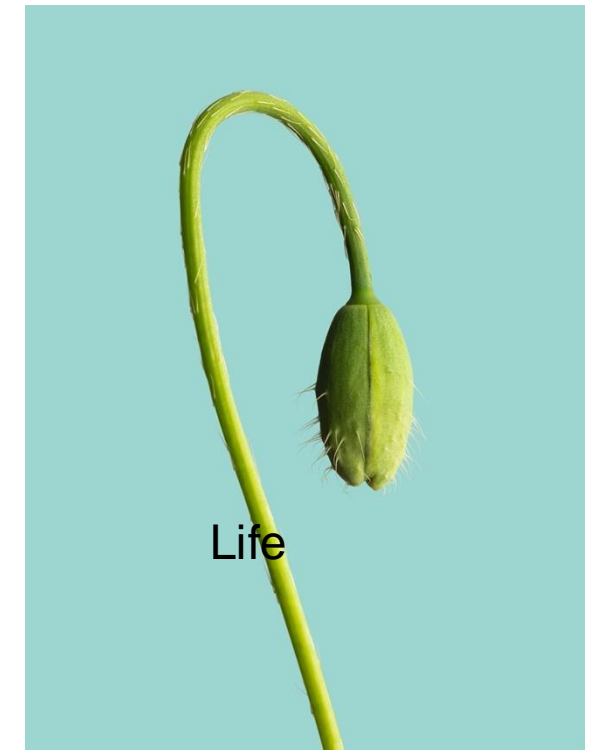
Triggers



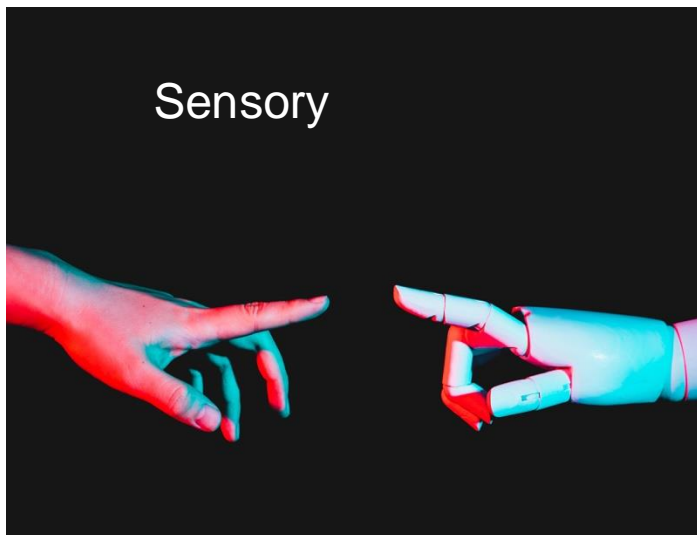
Activity



Life



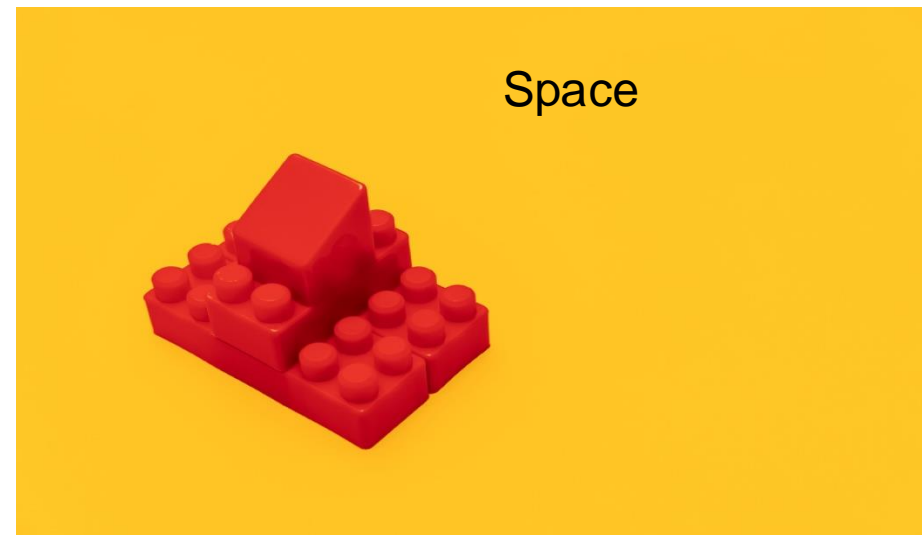
Sensory



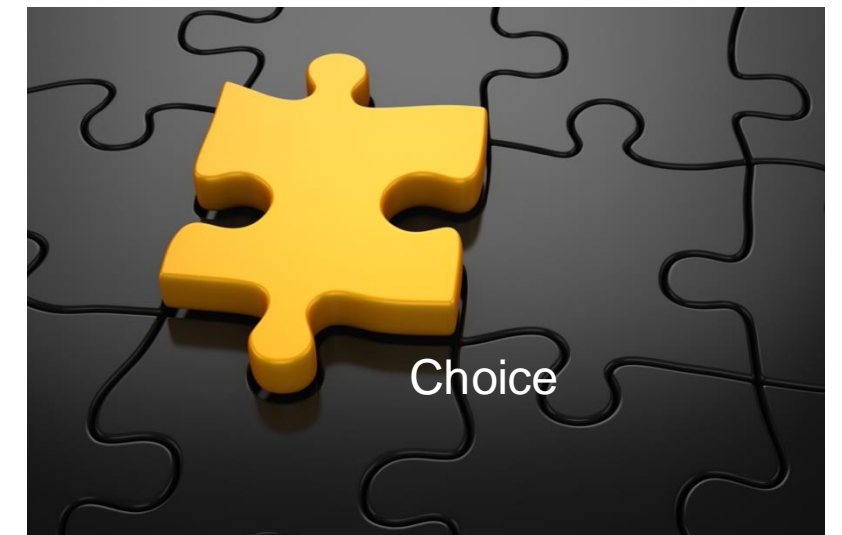
furniture



Space



Choice



Help is at hand



**Trauma
Action
Group**®



Environment Assessment Lite: Adult perspective



Think about this organisation, how trauma informed is the physical space currently?
1-8 1 is poor, 8 is excellent.

	Rating	Notes & action points
1 Feels safe and welcoming		
2 There is clear visual communication (directions, names, instructions, where to get help)		
3 There are areas that are visually and tactically stimulating		
4 There are places people can go when they feel unsafe		
5 There are a variety of plants and living things		
6 There is a range of comfortable seating		
7 There is a range of sensory activities available		
8 There is soft and natural light		
9 The environment is physically safe and can be easily secured if necessary		
10 There are opportunities to make suggestions to enhance physical safety and address safety concerns		

TAG1019-02

Copyright © Tag Trauma Action Group



TAG1022-02

Copyright © Tag Trauma Action Group

Conditions For Trauma



It was
unexpected



The person
was
unprepared



Nothing can be
done to prevent
it from
happening
and/or the
person is
overwhelmed

Shame



Trauma & Shame

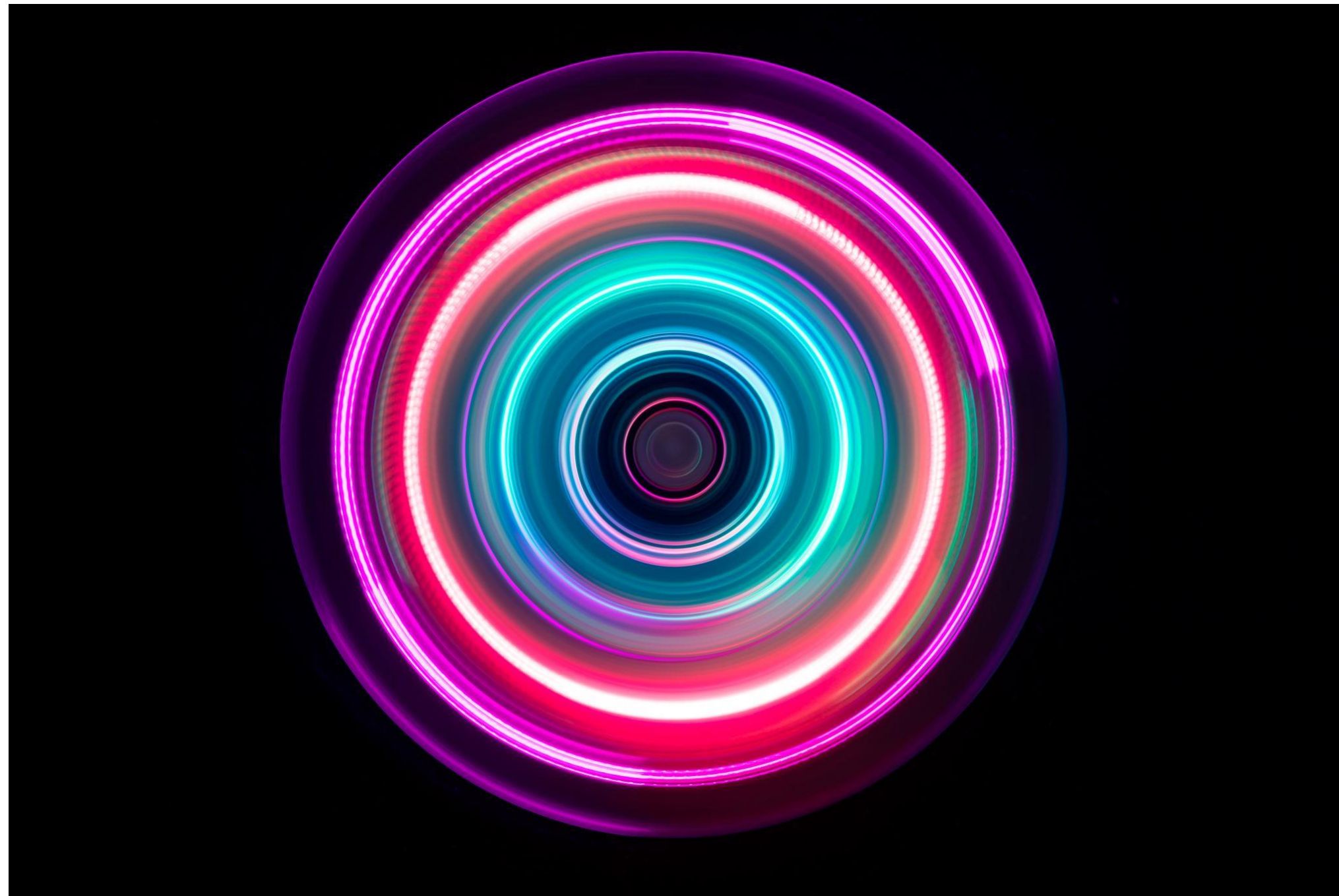


Trauma can leave us with feelings of being damaged and disconnected.

The shame of who we are means that we do not belong



Fear of exposure



Shame & violence



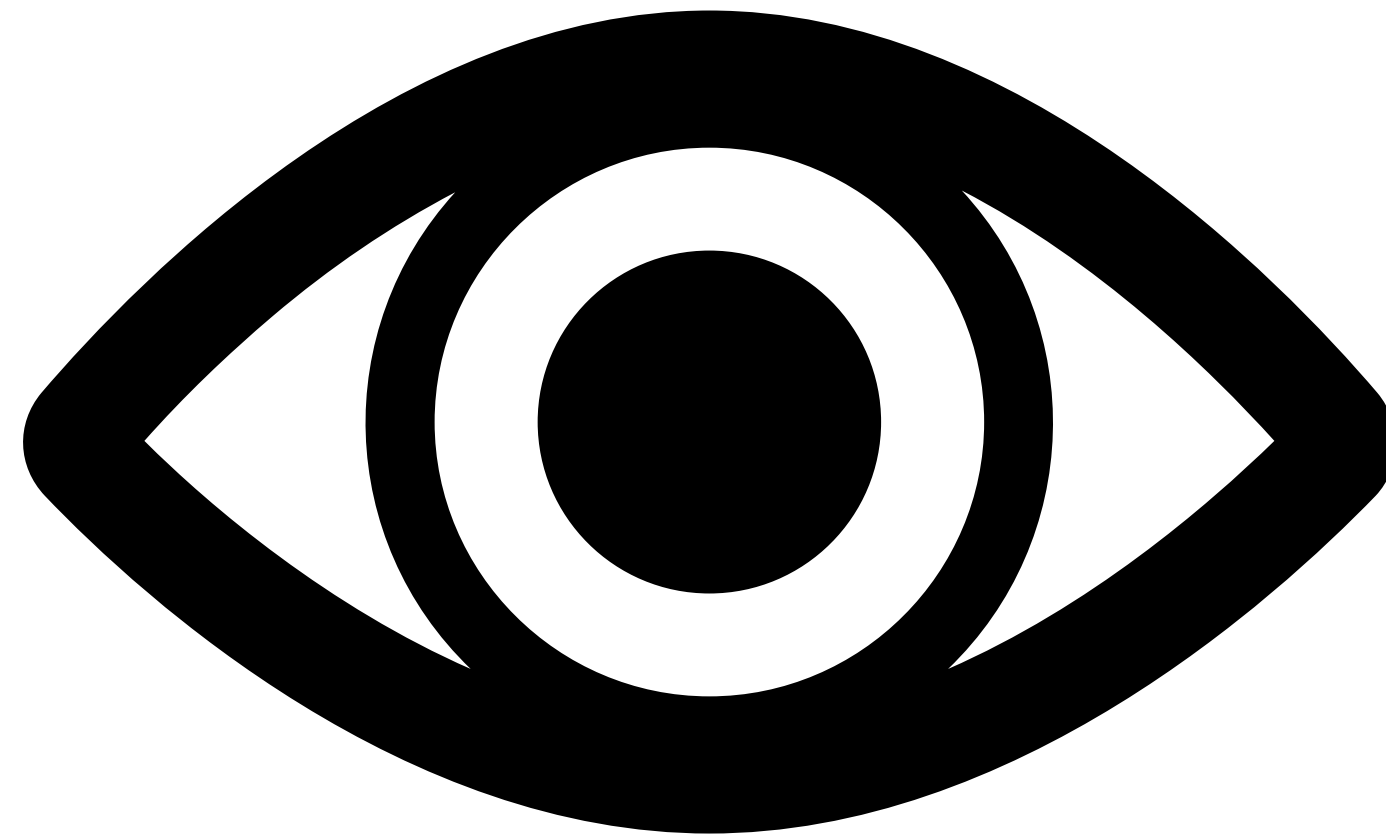
“Shame is the primary or ultimate cause of all violence...”

“Shame is probably the most carefully guarded secret held by violent men...”

Dr James Gilligan, psychiatrist.



I see you!



Notice

Help is at hand



Structured Briefing & Handover Model

OVERVIEW
*Begin with the end

STAGE	
P	Preparation
S	Situation
B	Background
A	Assessment
R	Recommendation
C	Check understanding Clarifications Challenges Commitments

© Copyright Tag Trauma

Dynamic Debriefing

PERSON CENTERED	'Do I feel...'
TASK FOCUSED	Emotions Immediate Signs

© Copyright Tag Trauma

TAG Trauma - Learning Review

	INTRODUCTION	ESTABLISH FACTS (WHAT)	INSIGHTS & UNDERSTANDING (WHY)	IDENTIFY LEARNING (SO WHAT)	NEXT STEPS (NOW WHAT?)
FOCUS	Why the Debrief? Understand what happened Learn from it & Support each other	Build a chronology & shared 'picture' of events	'Swim upstream' to establish antecedents/ underlying causes	Conclude on key learning to take forward	Plan of action for support & improvement at individual, team and organisational levels
STAFF	Understand purpose 'ground rules' & confidentiality To learn - not lay blame Respect for each other Acknowledge Emotions Questions or Concerns	Listen to each persons account of what happened - Not 'why' Start before 'incident' e.g. start of shift No judgements or conclusions 'Check' assumptions and attributions	Explore build up to incident including slow & fast triggers Situation assessment & perceived dangers & warning signs Options available Decision making	Acknowledge benefit of hindsight What worked well? What less so well? What could you/we do differently in future? Personal learning Team learning Service/Org Learning	Learning to 'own' Learning to share e.g. for Service/Org/others Support for each other Validate & normalise Restore relationships Additional support sought/signposted Confidentiality, Thanks
OTHER INDIVIDUAL/S	Adapt to preferences & level of functioning.	Check understanding Happy to go ahead here and now? Confidentiality Like anyone else here? Validate feelings Questions or Concerns	Tell me what happened Start at the beginning	In a similar situation: What could staff do differently? What could you do differently? What can we do in future?	My learning needs & opportunities Review personal plan Validate & normalise Agree support Reconnect to care team & restore relationships Thanks

© Copyright Tag Trauma Action Group Ltd 2022

This reference guide is permitted for use only by persons trained in this model by TAG Trauma.



Person centred support

Presence – being with and available for the person. Allowing them to explore and express themselves. Acceptance.

Prosody – patterns of rhythm and sound used in interaction. Use of voice AND the words or sounds you are expressing.

X-ray vision – knowing what the person needs even if they can't express it, and then responding patiently.

Consistent physical touch and attention – that places no demands on the person and is used for soothing, reassurance, expression of attentiveness and care and to keep a person safe from harm.

Meaningful reflection – of the person about themselves. people need to be understood and reflections about them help this.

Healthy boundaries – what is ok and what is not, moveable boundaries with need and development.



**It was
unexpected**

- **Raise awareness**
- **Develop expectations**
- **Accessible communication**
- **Be mindful of people and place**



Unprepared

- **Communicate**
- **Rehearse**



**Nothing can be
done to
prevent it from
happening
and/or the
person is
overwhelmed**

- **Choice**
- **Notice**
- **Dynamic debriefing**

Help is at hand



**Trauma
Action
Group**®

Calm, Connect & Communicate

	Don't know / Never (0)	Rarely (2)	Some-times (3)	Often (4)
1 Calm				
Runs away or hides				
Is jumpy, restless and hyper alert even when physically safe				
Struggles to recognise basic physical needs, such as being hungry, or hot or cold				
Is overwhelmed by noisy/busy environments				
Struggles to maintain concentration or attention				
Has difficulty with co-ordination and/or balance				
Restlessness, involuntary movement, fidgeting, etc.				
Becomes 'zoned out' or 'shut down'				
Has difficulty with sleep				
Hyper or hypo awareness of touch, smell, light				
SCORE				
2 Connect				
Is overly nervous or clingy in new situations				
Struggles with transitions, loss, or change				
Has difficulty making and maintaining friendships				
Separation or threat of separation in relationships triggers anxiety or anger				
Is easily overwhelmed by emotions like anger, rage, fear, sadness, joy, and excitement				
Has limited empathy for self or others				
Has difficulty calming once distressed				
Is hyper-responsive to perceived criticism				
Finds it difficult to ask for help or always needing help				
Tendency to shut themselves away from problems or people				

IDEAS FOR DEVELOPING SELF-AWARENESS

Rough smooth precious
Have three objects representing something rough, smooth and precious e.g. a rough stone, smooth piece of cloth and something sparkly, or a treasured possession. Think about or share one thing in your day or week that was difficult whilst holding the rough object, something that went smoothly or well whilst holding the smooth object and something precious that you enjoyed or made you feel happy whilst holding the precious object.

Think positive thoughts
Close your eyes and think of someone or something which makes you feel happy. Where do you feel this in your body? Now think of something which makes you feel worried and describe the change. Return to the happy thought. What happens? Notice how you feel. Think about the ability to think affirmatively and briefly.

Say thank you
Find three opportunities to say thank you to someone during the day. Notice how this makes you feel.

Cook for yourself
Cook yourself a delicious, nutritious meal. Set the table. Take your time to really enjoy and taste the food. Notice how it feels to take care of yourself.

mindfulness
Sign up for a mindfulness class. It's great to be with other people to become more mindful and you can help each other on your journey. Mindfulness is good for your brain as it helps you be aware of your body, and can help you manage negative thoughts and feelings.

Storing
At the end of the day, fold up one of the cards through the middle.

Change your smile
Notice how your smile changes when you think of something that makes you feel happy.

A comfort object
Identify a small object you can carry around with you that makes you feel positive or brings you comfort. This might be a photo or a memento of someone, such as a child, a friend, or a pet. It could also be something tactile, like a soft toy. When you are feeling distressed hold the object in your hand or look at it, notice how your feelings change.

Calm strategies for adults

AND ... RELAX

Calm space
Find a place that makes you feel calm, relaxed or safe. This might be a space in your house, the library, gym, or amongst nature. Notice how being in this place affects you (heart rate, breathing, and thoughts).

Colour it
Do some colouring in. If you enjoyed it as a child, chances are you still will. Get yourself some new colours and a colouring book, set a timer for 15 minutes, and get colouring!

Rock and wobble
Use a rocking chair, wobble board or swing for 10-20 minutes to soothe distress.

A soothing shower
Have a warm bath or shower. The pressure and temperature of the water can be very soothing to the nervous system.

Hobbies
Take up a creative hobby like knitting, artwork, woodwork. Notice how it makes you feel and how you feel about this activity.

Calming music
Listen to music that makes you feel calm. You can use headphones or a speaker. Try different genres and notice how you feel.

Risk and resilience questionnaire

	Don't know or not true (0)	Somewhat True (2)	Definitely True (3)
A Risk Factors A: Score the answers below based on these numbers →			
My parents had mental health or substance abuse problems			
A family member was in prison			
I witnessed or was subjected to domestic violence			
I experienced physical or emotional abuse			
I saw high levels of parental conflict			
I was looked after by a local authority, adopted, or fostered			
Total for Risk Factors A			
B Risk Factors B: Score the answers below based on these numbers →			
I have frequent health problems			
I have experienced life threatening situations			
I experience intrusive thoughts or images			
I experience mental health difficulties			
I have experienced significant loss or bereavement			
My use of alcohol, illegal drugs, or other intoxicants causes problems			
I have insecure or inadequate housing			
I am abused or mistreated by other adults			
Total for Risk Factors B			
C Resilience Factors: Score the answers below based on these numbers →			
I have people around me who can offer help and support			
My family is cohesive, adaptable and stable			
I have a strong cultural identity and/or active involvement in community			
I have good learning skills and a good capacity to learn			
I have strong social skills			
I have financial security			
I have at least one good friend and can maintain friendships			
I regularly get involved in sporting activities or other physical activities			
I have a supportive belief, religion or faith			
I have good self-esteem and self-confidence			
Total for Resilience Factors C			
TOTAL SCORE = Risk Factors A + Risk Factors B + Resilience Factors C			

REMEMBER TO DESTROY THIS DOCUMENT ONCE YOU'VE CALCULATED YOUR SCORE!



Calm

Connect

Communicate

Sanctuary Trauma



Happens when an individual who has experienced trauma goes to a place they expect to be supportive and healing, only to discover more trauma and stress.

Dr Steve Silver



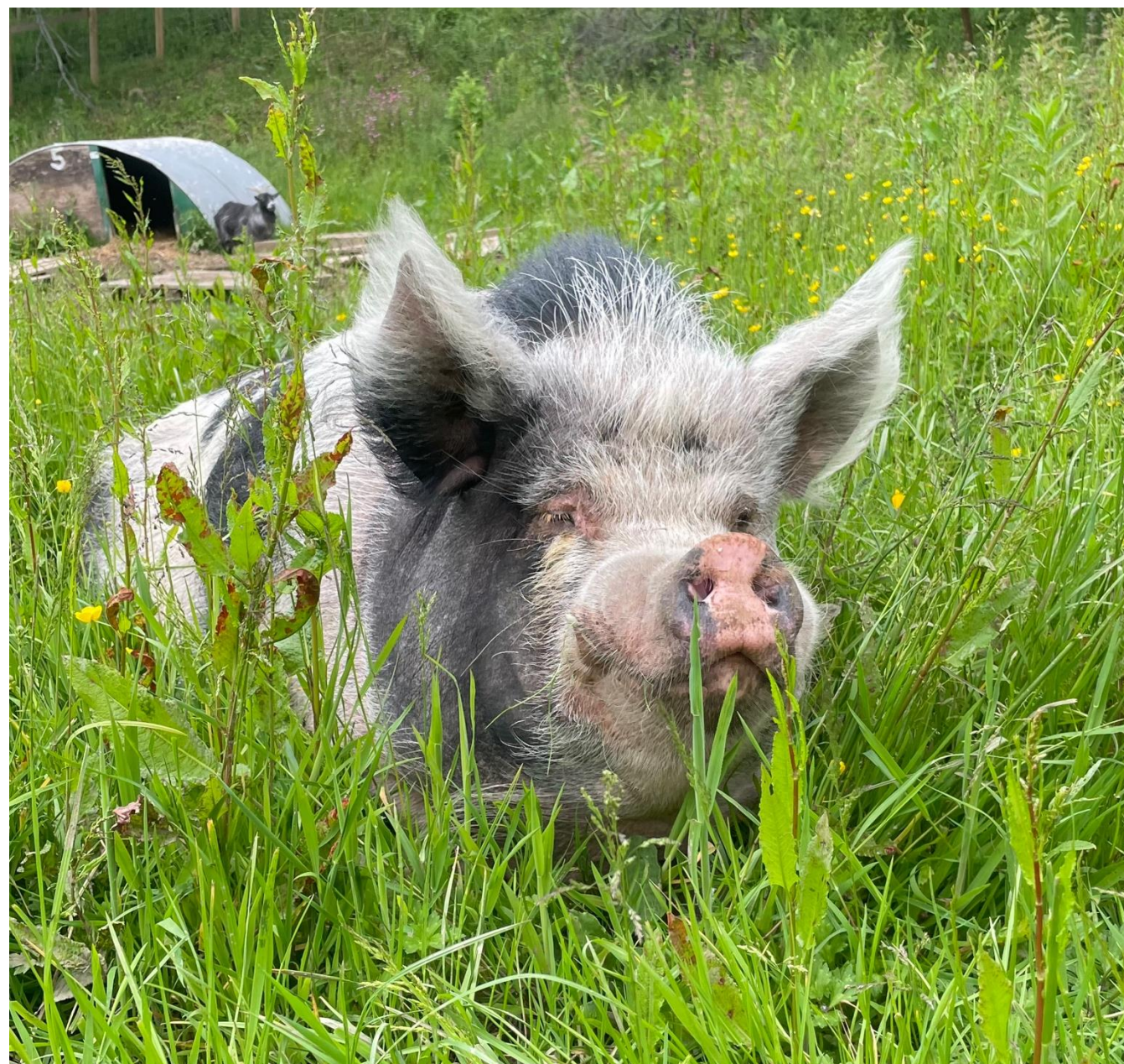
So.....



**We cannot change a
person's past, but our
actions and interactions
can change what happens
next.**



So.....



You CAN be the solution even if you DO look like the problem!

Thank you



- Thank you for your participation and sharing of information.
- For further information please contact the team at ...

The Trauma Action Group

www.tagtrauma.com

hello@tagtrauma.com