NHS Education for Scotland

Taking a Trauma Informed Lens:
Walk through

Safety   Choice   Collaboration   Trust   Empowerment

Access
Contacting the service, communications before reaching it

Environment
Location, entrance, waiting areas, external and internal fabric, decor, posters, reading materials

Relationships
Every conversation and interaction with every member of staff from first to last

Supporting recovery
Availability/access to trauma responsive care, support and interventions

Partnership working
Multi-agency working and communications between all related organisations & services

Materials & media
Leaflets, websites, posters, information

Policies & procedures
Organisational structures, operational policies, recruitment

Communications & language
Team meetings, conversations, letters.

Service Elements
Throughout your journey, you may deal with one, a selection or all of the **Service Elements**, in no particular order, depending on how your experiences unfold.

Notes and evaluation of each area of the organisation arising from walk through

Use this page to note the extent to which each relevant area of the organisation and service is trauma informed:

Red: Not trauma informed

Amber: Some elements trauma informed, but many not

Green: Trauma informed

🚩 **Red flag: Risk of active re-traumatising or introduction of primary trauma.**

Organisational Area	Red Flag	Red	Amber	Green	Evidence
Access:					
Environment:					
Relationships					
Materials and media					
Partnership working					
Supporting recovery					
Policies & Procedures					
Communications and language					

Taking a Trauma Informed Lens:
Making a plan for trauma informed change

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In response to your trauma informed walk-through, what do you plan to do?

1. Keep & do more of?

Where and when you walk through your organisation, is someone offered a trauma-informed experience – in the little details and in the bigger picture?

- Where and how are you currently recognising and responding to the impact of trauma?
- Where and how do you think you are offering people a sense of safety, collaborating with them, offering choice over what happens to them, gaining their trust, empowering them, recognising and supporting their resilience?
- Where and how do you think people are offered consistency, security and safety, and feel able to trust you, the staff and the organisation?

GO

2. Stop or change?

*Where, in your walk-through, is the impact of trauma **not** adequately recognised and responded to? Where is there a risk of re-traumatisation in the little details and in the bigger picture?*

- Are there any places where the impact of trauma is not adequately recognised or misinterpreted?
- Are there any elements (experiences or interactions, places, policies, procedures, communications) that a person might find disempowering, coercive or lacking collaboration?
- Are there any elements that might feel unsafe or unpredictable, or trust might be breached?

STOP

3. Add into your service or practice?

Where could you improve a person's experience? Where is there opportunity to recognise and respond to the impact of trauma, and further minimise the risk of re-traumatisation?

- Are there opportunities for empowerment, choice and collaboration that are currently missed?
- Are there opportunities where sense of safety could be strengthened, or trust created?
- Are there opportunities for supporting recovery from the impact of trauma currently missed?

Taking a Trauma Informed Lens:
Drivers for Change

In response to your trauma informed walk-through, how can these drivers support your organisation to put changes into practice:

Leadership and Management
Commitment to personally embodying trauma informed principles, creating environments and multi agency links

Workforce Wellbeing
Structures in place for monitoring and maintaining staff wellbeing including supervision

Workforce Knowledge and Skills
Staff trained and skilled to appropriate level in line with TPT framework

Experts by Experience
People affected by trauma involved in continuous feedback and service improvement

Data and Information.
Routine evaluation of impact on meaningful outcomes. Feedback loop to maintain momentum.

- In what ways are **Leadership and Management** staff personally embodying trauma informed principles?
- How can they be supported to do this to support change?

- How supported is the **wellbeing of the workforce**? What well-being structures are already in place?
- Are there further workforce wellbeing structures that can support changes in practice?

- What are the **knowledge and skills that staff currently have**? What knowledge and skills should they have, according to the Transforming Psychological Trauma Knowledge and Skills Framework and Training Plan?
- Are there any identified training needs that need to be addressed?
- How and where can these be addressed?

- Are **people with lived experience included** in routine service evaluation and development?
- Are there ways that you can better work with experts by experience to support changes?

- How is **information and data** about service experience and outcomes for people accessing it used to actively drive, maintain and sustain trauma informed practice and services?
- Is this data and information communicated and used effectively by workforce and leaders?