



Salvesen Mindroom Centre  
No Mind Left Behind

## Trauma informed practice

How we make sure our work helps people  
who have experienced trauma



## Trauma and trauma informed practice

Experiencing difficult events is a part of life, and it's normal to have lots of different feelings afterwards. When something really distressing happens that leaves a person feeling terrified and unable to cope, it can have a significant, long-term effect on their emotional wellbeing. This is called trauma. Trauma can be the result of a one-off event, a few events, or an ongoing situation (Young Minds 2022).

People can recover from trauma and things can get better. It can be helpful for services and workers who support people to understand how trauma can affect individuals. Understanding trauma and working in a way that helps people who have experienced trauma is called trauma informed practice (Scottish Government 2021).



At Salvesen Mindroom Centre, we have done training to make sure we have up to date knowledge about trauma and trauma informed practice. We try our best to make sure our service helps people who have experienced trauma.

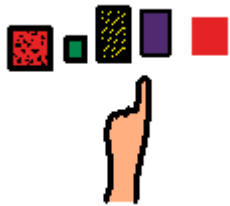


<https://www.gov.scot/publications/trauma-informed-practice-toolkit-scotland/pages/4/>  
<https://www.youngminds.org.uk/young-person/coping-with-life/trauma/>

## The Five Principles

There are five main parts of trauma informed practice, called “Principles”. These are the things an organisation should follow to help people who have experienced trauma.

	<p><b>Key Principle 1: Safety</b></p> <p>Services should feel safe and non-threatening for the people they help and for staff.</p>
	<p><b>Key Principle 2: Trustworthiness</b></p> <p>Workers and services should be honest and open with the people they help. Workers should build trusting relationships with the people they support. Team members should be able to trust each other.</p>



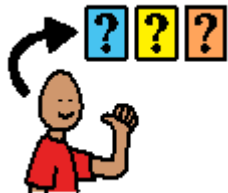
### **Key Principle 3: Choice**

Workers and services should make sure the people they help have choice and control over the support they receive. Team members should have a say in their own goals and plans at work.



### **Key Principle 4: Collaboration**

Workers and the people they help should work together to make decisions. People who get help from services should have the chance to say what they need from the service and how they would like it to work.













### **Key Principle 5: Empowerment**

People who get help from services should have control over their support and should have a say in decisions about their life. Staff should be well supported and involved in decision making for their organisation.



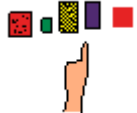


## Trauma informed practice at Salvesen Mindroom Centre

You can read about how Salvesen Mindroom Centre follows the principles of trauma informed practice below. We have ticked which principle each part of our service follows.






Getting help from Salvesen Mindroom Centre					
	Safety	Trustworthiness	Choice	Collaboration	Empowerment
					
You can read what help we could give you on our website before you get in touch.	✓	✓	✓		
You can choose how you would like to contact us. This could be by phone, text, email or live chat. You will hear back from us quickly.	✓	✓	✓		✓
Our Service Access Point Administrator (the first person people speak to) is friendly and welcoming.	✓	✓			
If we are not the right service for you, we will give you advice about other services you can contact.	✓	✓	✓		✓

How we help people					
	Safety	Trustworthiness	Choice	Collaboration	Empowerment
					
You will have control over all your support. You can choose to stop working with us at any time.	✓		✓	✓	✓
We promote children's rights in all our work.				✓	✓
We will listen to you and give you time to talk about what you need.	✓	✓		✓	
We will give you the information you need to help you make decisions.	✓	✓	✓	✓	✓
We will work with you to make a plan about the issues you want help with and what you want to do next.	✓	✓	✓	✓	✓
We will help you share your views about decisions affecting your life.			✓	✓	✓

We always do what we say we are going to do and will keep you updated about everything we are doing.	✓	✓		✓	
We have a safeguarding policy to help us keep everyone safe. We will explain this to you when we start helping you.	✓	✓			
After you finish working with us, you can get back in touch at any time.	✓	✓	✓		✓






How we involve people					
	Safety	Trustworthiness	Choice	Collaboration	Empowerment
					
We will ask you for feedback about our service and will listen to you.		✓		✓	
We have a complaints procedure and take all feedback seriously.	✓	✓		✓	

We make resources and offer training to help people understand neurodiversity.				✓	✓
We have a young people's stakeholder group who we speak to about our services.				✓	✓
We constantly advocate for the people we support.				✓	✓
We run support groups for parents and carers.			✓	✓	✓



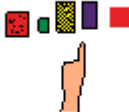


Relationships					
	Safety	Trustworthiness	Choice	Collaboration	Empowerment
					
You will be supported by one key member of staff who you can get to know and who will genuinely care about what you need.	✓	✓		✓	



We will treat you with respect and will not judge you.	✓	✓			
Your worker will spend time building a relationship with you based on trust.	✓	✓		✓	

Communication					
	Safety 	Trustworthiness 	Choice 	Collaboration 	Empowerment 
We will use your preferred pronouns and treat you with respect.	✓	✓		✓	✓
We keep all your personal information confidential and will not share information without your consent unless we think you, or someone else, are at risk of harm.	✓	✓			
We can sometimes meet in person and will make sure this is somewhere you feel safe.	✓	✓	✓	✓	

We will always let you know if we don't know the answer to something and can try to find out for you.	✓	✓			
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Our team					
	Safety	Trustworthiness	Choice	Collaboration	Empowerment
					
You can call your worker by their first name. Our team usually wear smart casual clothes.	✓	✓			
Our team have lots of knowledge and skills. They do training to make sure they keep learning. They also learn from each other.	✓	✓			
Our team have lots of support for themselves including access to counselling.	✓			✓	✓
Some of our team are neurodivergent.	✓	✓		✓	

Our team can work flexibly, at times that suit both them and the people they support.			✓	✓	✓
We have a business plan that guides the work we do and our team have personal goals.				✓	✓
We use staff surveys so our team have a say in how the organisation works.				✓	✓