

**Recipient of the  
Workforce Development  
Innovation Fund 2017/18**



**learn**  
from others

## **Nottingham Community Housing Association**

### **Psychologically informed environment approach**

#### **Who are Nottingham Community Housing Association?**

Nottingham Community Housing Association (NCHA) was established in 1973 and is a large locally-based registered provider of social housing for rent and shared ownership, and social care services in the East Midlands, developing and providing services to those with complex needs.

#### **What did Nottingham Community Housing Association want to achieve?**

A Psychologically Informed Environment (PIE) “... is one that takes into account the psychological makeup – the thinking, emotions, personalities and past experience - of its participants in the way that it operates.”

Emerging research identified that PIE produced excellent outcomes for complex short-term services. NCHA recognised a need within their organisation to identify which psychological framework it needed to adopt and ensure staff were sufficiently trained in order to fully embed the PIE.

They wanted to upskill their workforce by delivering trauma informed care training that would allow frontline staff to better understand the PIE framework.

They also wanted to provide transformational leadership training for managers, which would provide them with a further tool to lead their teams, helping them to keep the PIE approach integral to the roles of their team members.

#### **What Nottingham Community Housing Association did**

NCHA gained organisational and departmental support for the PIE initiative. They recognised that they needed to invest in the training and development of their staff that covered the psychological

framework element of the PIE.

Working with the business development team, they sourced the funding required to allow them to deliver the specialist training. They organised large scale training sessions, sourcing the external learning providers to deliver the training.

In order for the training to be the most effective, staff completed the training away from their normal place of work so they could really think about how the support they can deliver could become more innovative.

They arranged briefings with managers to ensure they knew why the training was important, how the learning would be taken forward as part of the PIE initiative and to ensure they organised rota's to allow staff to attend the training.

## **What Inclusion North achieved**

Through the training, staff have been able to identify that they were previously working in a trauma informed way and their approach was both psychological and theoretical but they weren't aware of this.

The training day allowed staff the time to fully reflect on the work they do and return to operational sites with a renewed sense of purpose to their work. Subsequently, support plans have been more trauma informed (and more person-centred), tenant meetings have sought greater involvement from service users, group reflective practices have been undertaken and staff are more involved of trauma information approaches which is evident in the language used.

NCHA has also shared their learning and good practices with a partner organisation in the city.

## **What Inclusion North learnt**

Planning was essential when co-ordinating two external training providers and ensuring all staff could attend the training. Good channels of communication, both internally and externally, were key to reducing any challenges.

The purpose of the training and how this would link into the PIE framework was clearly communicated ensuring the buy-in of key stakeholders, managers and the frontline workers.

Running transformational leadership training for managers offered them the opportunity to consider and reflect on the PIE framework and how they could lead teams to embrace its potential.

NCHA struggled to secure a partner to undertake the research for the project and has highlighted a need to build new relationships with appropriate organisations.

### **This project addressed the 2017/18 priority on:**

Developing a mentally healthy workplace to ensure the wellbeing of care staff.

### **For more information please contact:**

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## **Skills for Care recommends**

Skills for Care produces a wide range of products and services related to the mental health and wellbeing of your workforce.

### **Greater resilience, better care**

This resource offers practical guidance to adult social care employers on how to develop resilience within their workforce.

[www.skillsforcare.org.uk/greaterresilience](http://www.skillsforcare.org.uk/greaterresilience)

### **Building your own resilience, health and wellbeing**

Help staff understand stress and identify ways to help them develop their own resilience.

[www.skillsforcare.org.uk/buildingresilience](http://www.skillsforcare.org.uk/buildingresilience)

### **Culture toolkit**

Having a positive workplace culture is vital to delivering high quality care and support. This toolkit explains what workplace culture is and how you can develop a positive one.

[www.skillsforcare.org.uk/culture](http://www.skillsforcare.org.uk/culture)

