

Trauma-Informed Care

Key Concepts & Practice Planner

Trauma-informed care shifts the focus from “What is wrong with you?” to a more compassionate framework that emphasises understanding, asking instead, “What happened to you?” and “How have you coped?”

Trauma-informed care is an approach that considers the unique needs of people who have been through traumatic experiences. It’s a strengths-based framework that acknowledges the complex impact of trauma and aims to promote healing and resilience.

The ‘Four Rs’ of trauma-informed care

REALISE

the widespread impact of trauma

RECOGNISE

the effects of trauma in individuals, families and colleagues

RESPOND

by integrating knowledge about trauma into policies, procedures and practices

RESIST

practices that re-traumatise people

The five principles of trauma-informed care

SAFETY

Providing safety across physical, emotional, environmental, cultural, and systemic domains.

TRUSTWORTHINESS

Developing trust through clear information, consistency, reliability and acceptance.

CHOICE

Offering options for treatment and opportunities to make decisions about goals and services.

COLLABORATION

‘Doing with’ rather than ‘doing to’ or ‘doing for’ and incorporating peer workers into service provision.

EMPOWERMENT

Look for opportunities to empower your clients and build on their existing strengths.

Be curious: Try to understand your clients through a trauma informed lens

Be compassionate: Your care and kindness can make the world of difference

Trauma-Informed Care Summary & self-reflection tool

Use this tool to write down some thoughts or notes on how you could enhance your service or practice according to each of the five trauma-informed care principles below:

SAFETY

CHOICE

COLLABORATION

TRUSTWORTHINESS

EMPOWERMENT