

Centre of Excellence

Developing a Centre of Excellence (CoE) incorporating a trauma-informed approach to counselling practice

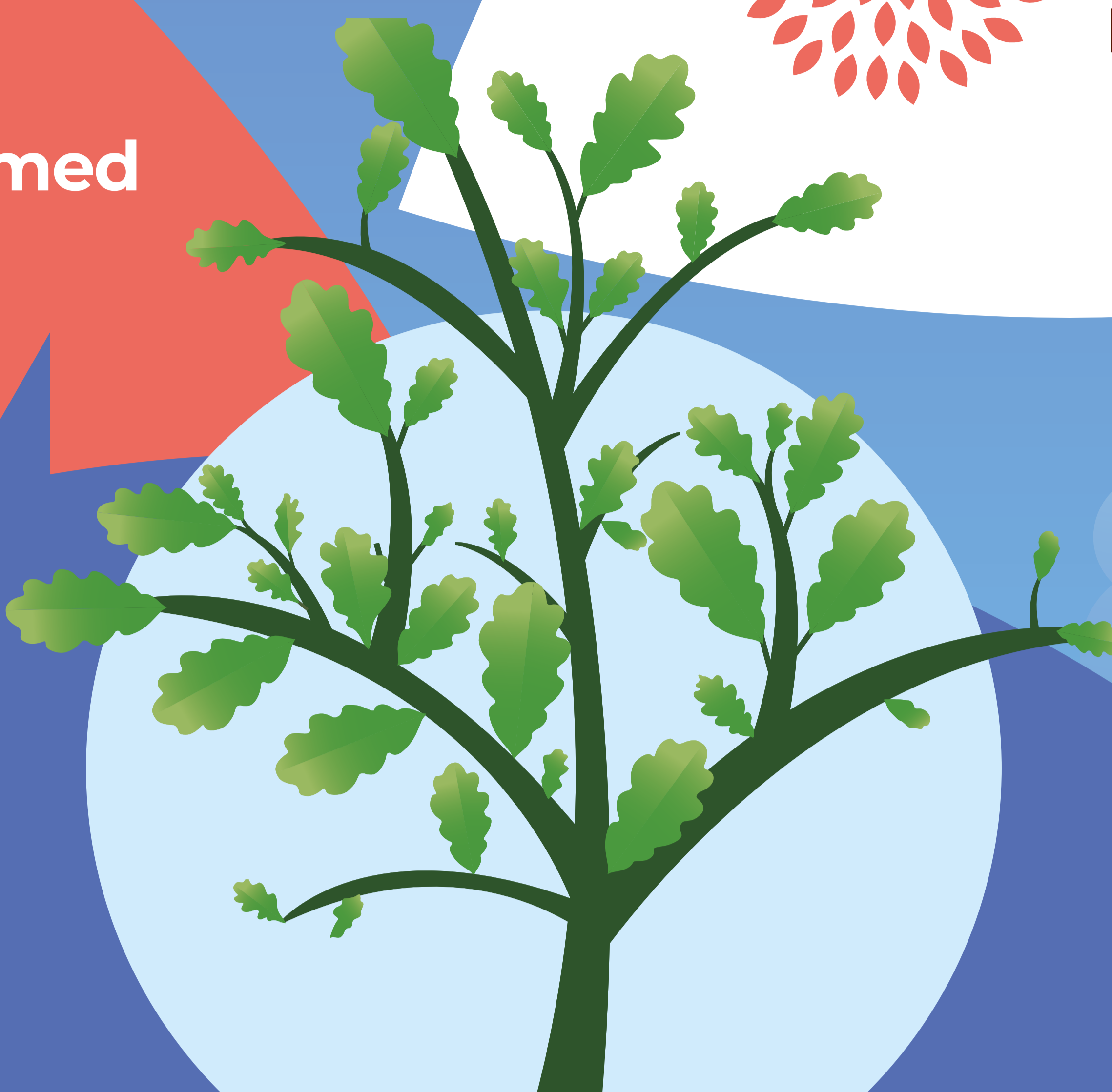


Treetops
Hospice



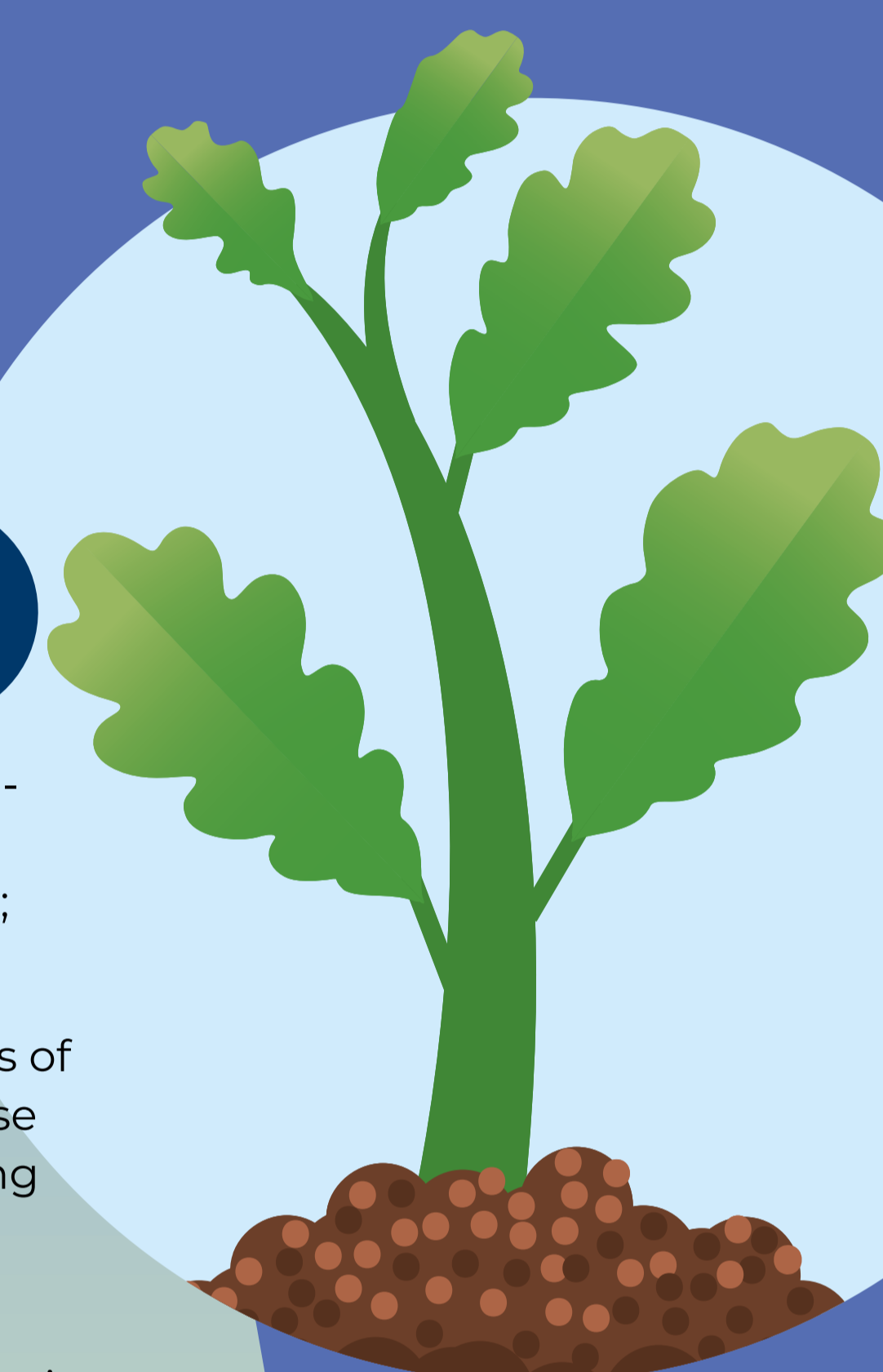
CONCLUSION

Developing a trauma-informed service alongside becoming a CoE has allowed us to remain relevant to our community and better meet their needs, resource associated professionals and increase the regional profile of the hospice.



OUTCOMES

As a result of applying the trauma-informed principles, good governance and training we now have a multi-skilled team using a trauma-informed approach offering knowledge, best practice and consistently safe, quality service provision to clients, students and wider professionals.



METHOD

Through researching existing trauma-informed models we defined 6 trauma-informed core principles for our service: Understanding Trauma and Stress; Safety and Stability; Resiliency and Recovery; Compassion and Dependability; Collaboration and Empowerment; Cultural Humility and Responsiveness.

Additionally, we used the principles of good governance to facilitate a process of continuous staff and service reflection and improvement, implementing these principles by examining existing policies, procedures and practices, identifying areas for change and adopting continual re-evaluation.

Alongside this we trained our counsellors, supervisors and complementary therapists to work in a trauma-informed way and developed and began delivering external training and resources on trauma, bereavement and loss.



BACKGROUND

The Covid-19 pandemic led to a significant rise in bereaved clients with more complex presentations combining complicated grief, high anxiety, late or misdiagnosis and other death-related traumas seeking counselling from our service.

We recognised the need to become more trauma-informed to meet the complexity of demand. Additionally other professionals began to use us as a resource which prompted us to aspire to become the 'go to' place in the field of bereavement, loss and life-limiting illness work across the four areas of focus: counselling, complementary therapy, student placement scheme, and training and information.

AIM

We set out to develop and implement a trauma-informed, strengths-based model for our counselling service and to establish ourselves as a CoE in the field of bereavement, loss and life-limiting illness work.

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