

# KEEPING THEIR VOICE AT THE

Ensure that your client has the autonomy to be involved in any decision making process around their lives.

- $\checkmark$  Enable active paricipation
- Validate their voice

V Collaborate

V Choice and control

#### **Practice reflections:**

- Am I regularly checking in with them to see if they are feeling heard and understood?
- Are they able to express their needs and make choices?

### SAFETY ASSESSMENT AND CHECK-INS

### Physical Safety

Check for any immediate threats, hazardous objects or environmental risks

• Gather information from support staff, the client and make observational assessments.

### Y Emotional Safety

Be attuned to signs of distress, dysregulation, agitation or withdrawal.

#### Practice reflections:

- Is there a need for a break or should the environment be adjusted for better comfort?
- Have I given them an opportunity to voice any concerns or feelings?
- How can I support them using grounding or calming strategies?

### WHAT IS A TRAUMA INFORMED Care Approach?

Trauma-informed care is an approach that recognizes the prevalence of trauma and its potential impact on an individual's emotional, psychological, and physical health.

- Create a safe environment
- P Build trust through transparency
- V Promote empowerment and choice
- V Recognise the signs of trauma
- Respect cultural, historical, and gender Contexts
- V Collaborate with your client
- ✓ Your self care!

### IMPLEMENTING A TRAUMA Informed Approach

Practice reflections: V

- How can I make this space feel safe and welcoming for the individual?
- What signs of trauma might this person be showing, and how can I respond to them appropriately?
- Have I been clear about my role and what the patient can expect from me?
- How might trauma influence the way a person responds to care or interaction?
- "How can I minimise stress and discomfort during assessments or interventions?"
- Have I asked for their input on what's working or not working in the care plan?

## BUILDING TRUST AND CONNECTION

Building rapport with your clients is a crucial first step in developing a trusting relationship but it is also an ongoing process. It may take some time them to feel comfortable and to trust your relationship with them.

- Create a safe and welcoming environment
- Show empathy and validation
- Active listening
- Ø Be consistent and Reliable
- *Establish healthy houndaries*

Empowering the Client Through Choice

Be transparent and honest

## BUILDING TRUST AND CONNECTION

### Practice reflections:

- Have I created a space where the client feels comfortable and respected?
- Am I consistently showing up on time and prepared for our sessions?
- Am I truly listening to what the client is saying, without interrupting or rushing to provide solutions?
- Am I acknowledging and validating the client's feelings and experiences?
- Am I being transparent about the treatment plan, process, or any challenges?
- Am I mindful of non-verbal cues such as body language or tone of voice?
- Have I been clear about the
  - boundaries in our relationship?

## COLLABORATIVE PRACTICE

Collaboration is essential for ensuring that your clients receive the holistic support they need.

### Practice reflections:

- Have I involved the family and any other relevant professionals in the planning process?
- How can I ensure all voices are heard, especially the child's voice?
- Have I arranged a multidisciplinary meeting to ensure alignment and input from all involved?
- Is their clarity about roles and responsibilities?
- Am I sharing information that is needed and maintaining open communication?

# CLIENT CENTRED APPRACH TO

Case planning should always be centered around your clients voice, needs and their goals.

### Practice reflections:

- How can I ensure the child's strengths, preferences, and perspectives are reflected in the plan?
- Am I offering a safe space for my client to express themselves without fear of judgment?
- Am I reviewing the case plan regularly with the child and their family to ensure it remains relevant?
- How can I adjust the plan based on the child's progress or changes in their situation?