

Information for leaders working in home care

## Creating safe relationships based on trust and choice

When workers and organisations provide Trauma-informed Care they work to create physical and psychological safety for those who have experienced trauma. People affected by trauma feel safe and more engaged with services when they:

- feel respected and have a trusting relationship with providers; this includes receiving services that are respectful to a person's culture and identity
- have choice in how services are provided and a sense of control over their care

Worker safety is an important aspect of good quality care as workers who feel safe and supported at work are better able to form trusting and respectful relationships with the older people they care for.

### Tips for offering choice and control. Managers and leaders can:

- regularly obtain feedback from workers and clients about service delivery
- support workers to ask people how they would like to receive care, record those preferences, and work to accommodate them
- ensure interpreters and bilingual workers are available to support effective communication
- consult with workers and clients to develop services based on collaborative and respectful relationships
- provide a service user charter of rights, which includes a statement about the type of relationships clients can expect to encounter within the service

Create opportunities for relationship-building between workers and the people they care for. This will help workers and older people feel physically, culturally and emotionally safe.



### Tips for building safety and trust. Managers and leaders can:

- ensure that older people are provided with the opportunity to disclose trauma history during assessment or care planning
- ensure workers have enough time for conversations and rapport-building with the people they care for
- discuss in team meetings the importance of developing relationships between clients and workers
- support workers to consider potential causes of distress for clients – this might involve asking only once about trauma histories, or offering physically intrusive procedures sensitively
- ensure adequate risk assessments are performed (to reduce risk of verbal or physical assaults on workers and clients )
- ensure workers are in environments where they feel safe to provide a service
- ensure workers are trained in safety procedures (including manual handling and equipment)
- have clear and timely supports after reported safety incidents, for both workers and clients
- through professional development activities, enhance workers’ capacity to support clients who become distressed or have behaviours that get in the way of support such as agitation, aggression or refusing care
- provide accessible support services for workers to help mitigate the impacts of working with people affected by trauma

