



Culture of Care

Culture of Care National Learning Session Agenda

Tuesday 29 April 2025, 10:00 – 15:30 | Edgbaston Stadium Banqueting Suite
Edgbaston Road, Birmingham

Facilitation team	
Philippa Greenfield, Trauma Informed Advisor, Camden & Islington NHS	Julie Redmond, Trauma Informed Advisor, Camden & Islington NHS
Jason Grant-Rowles, Trauma Informed Advisor, Camden & Islington NHS	Jill Corbyn, Leadership Coach, Neurodiverse Connection
Jacqui Dyer, Leadership Coach, Black Thrive Global	Robert Horton, CAPSA Team Lead & Peer Advocate, Black Thrive Global
Sophie Bagge, Lived Experience Advisor, Norfolk & Suffolk NHS	Heather Mason, Founding Director, The Minded Institute
Pea Meyer Higgins, Lived Experience Lead - Relational Care, NELFT	Mark Allan, Peer Leadership Advisor
Harminder Kaur, National Advisor, NCCMH	Emily Daly, National Advisor, NCCMH
Mark Farmer, National Advisor, NCCMH	Tom Ayers, Director, NCCMH
Sal Smith, Head of Lived Experience & Co-production, NCCMH	Emily Cannon, Head of Quality Improvement, NCCMH
Matt Milarski, Head of Quality Improvement, NCCMH	

Overview:

The focus of the National Learning Session will be on one of the guiding principles of the programme - that mental health organisations must embed a trauma informed approach (TIA).

The significant impacts of trauma and adversity on mental health are well understood and the day will focus on trauma informed organisational approaches and how the important cultural shift of embedding core principles of safety, trustworthiness and transparency, collaboration, choice, and empowerment and equity within the whole organisation is essential to creating safe and therapeutic services that prevent further harm and instead promote healing for those accessing care, as well as working within them.

We will share learning and practical examples of what a TIA can look like in front line clinical practice, discuss the important role of the environments we provide to deliver services; their capacity to harm or heal, and the role of leadership and the wider organisation in supporting the development of safe cultures.

We will also review Year 1 of the Culture of Care programme, celebrating achievements thus far and thinking about the challenges to overcome for year 2.

If at any time during the day you wish to seek support and/or would like to be shown where the sensory and wellbeing rooms are; please speak to a member of the delivery team with a yellow lanyard, and they will be happy to help you

Time	Item
09:00 – 10:00	Registration and Refreshments
10:00 – 10:10	Welcome and Housekeeping Harminder will open the day and set out the aims and the plan for how we spend the time together.
10:10 – 10:20	Picturing Safety Matt will lead a grounding exercise to help everyone think about what safety means to them.
10:20 – 10:45	Culture of Care so far Tom will share progress, learning and achievements from year 1 of the programme, as well as a closer look at the data collected so far.
SESSION 1: What is a trauma-informed approach?	
10:45 – 11:15	Trauma informed organisational approaches Jason, Julie and Philippa will provide information on the need for trauma-informed approaches and what this can look like in frontline clinical services, and the role of leadership and the wider organisation in supporting the development of safe cultures.
11:15 – 11:25	Autism and Trauma-Informed Environments Jill will discuss the important role of the environments we provide to deliver services and share findings from autism and trauma-informed ward environment reviews to guide and inform organisations' improvement work.
11:25 – 11:40	Reflective Space Emily will lead a session to reflect together on the session so far, think about how what you've heard has made you feel, and what about this topic might be easier or more difficult to connect to and engage with.
11:40 – 11:55	Break
11:55 – 12:00	Return to seats
SESSION 2: Critiques of Trauma-Informed Approaches	
12:00 – 12:15	What Trauma Informed Care is not Sal will introduce session 2 of the day and discuss misunderstandings and misconceptions on what trauma-informed care is, and what trauma-informed care might look and feel like for patients and staff.

12:15 – 12:35	Race-based trauma: Culturally appropriate and peer support advocacy (CAPSA) Robert will share information and reflections on the importance of recognising and validating experiences of racialised trauma, and of breaking down the stigma within the system to improve experience and outcomes of care for marginalised groups.
12:35 – 12:50	Reflective Space Emily and Jacqui will lead a session to reflect together on session 2, thinking about how does focusing on race-based trauma link to existing commitments made by your organisation.
13:00 – 13:55	Lunch
13:55 – 14:00	Return to seats
SESSION 3: Implementing a Trauma-Informed Approach	
14:00 – 14:15	Post lunch energizer Heather will lead a grounding exercise with everyone as we move into session 3 of the day.
14:15 – 14:40	Moving away from video-based surveillance Sophie will chair a reflective conversation with Julie and Pea about their experiences with mental health trusts that have moved away from using video-based surveillance across the organisation, and the impact of doing this.
14:40 – 15:00	Trauma-informed peer support Mark will share his knowledge and experience of implementing a trauma-informed approach to developing and supporting your peer workforce.
15:00 – 15:15	Reflective Space Sophie and Tom will lead our final reflective space of the day to support attendees to reflect and focus on the embodied sense and feelings from today's sessions.
15:15 – 15:20	Call to Action
15:20 – 15:25	Closing Activity Heather will lead a 5-minute activity to help ground and support everyone as we move to the end of today's event.
15:25 – 15:30	Next steps and close Mark will close the event with some key takeaway messages and information on upcoming events on the programme.
15:30 – 16:00	Optional debrief/support space Optional time for any attendees to speak to a member of the Culture of Care team for support, to debrief or ask questions. Please find any member of the team wearing a yellow lanyard who will be happy to find a comfortable place with you to chat.