

## Support Information

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- \* **Samaritans:** to speak to someone for free on [116 123](tel:116123)
- \* **Freedom Programme**  
**Helpline:** [01942 262 270](tel:01942262270)
- \* **Survivors UK:** [020 3322 1860](tel:02033221860)
- \* **One in Four:** [0800 121 7114](tel:08001217114)
- \* **MIND:** [0300 123 3393](tel:03001233393)
- \* **The National Association for People Abused in Childhood (NAPAC):** [0808 801 0331](tel:08088010331)

## Contact us

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Reg Charity No: 1076375

Reg Company No: 3726471

Registered Name: Bexley Crossroads  
Care Ltd



# Crossroads Care South East London

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## Trauma Informed Care

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*'The simplest way of defining trauma is that it's an experience we have that overwhelms our capacity to cope'*



*Crossroads Care South East London  
an organisation that values empathy,  
understanding and collective healing*





## **Trauma Informed Organisation**

We are a local, not-for-profit registered charity supporting unpaid carers, parent carers and older people across Bexley, Lewisham and Greenwich since 1990.

We provide a range of regulated, non-regulated and community based services, including counselling, and respite breaks in the unpaid carers own home, ensuring people can live with dignity, independence and connections.

Unpaid carers and older people often face emotional, physical, and psychological challenges. Some of these challenges stem from, or are intensified by, experiences of trauma. Trauma can come from many sources, long-term caring responsibilities, health challenges, bereavement, financial pressures, social isolation, or discrimination. By recognising and responding to these experiences we ensure our services are strength based and promote safety, healing and empowerment.

## **Trauma Informed Care**

Providing trauma informed care requires commitment and an understanding of the impact that trauma can have on those who have experienced it.

At Crossroads we adhere to the 6 principles of trauma informed care:

- \* Safety
- \* Trust
- \* Choice
- \* Collaboration
- \* Empowerment
- \* Cultural consideration

We recognise that trauma informed care is a cutting edge approach that only improves the standard of care we provide but also encourages healing, resilience in those affected by trauma.

### Key Factors for a trauma informed approach

- \* Having a complete picture of a carer / client's life situation
- \* Engaging with unpaid carers / clients in all aspects of care planning
- \* Forming connections / relationships
- \* Creating a safe environment
- \* Using appropriate language
- \* Improve unpaid carers / clients' health & wellbeing
- \* Provide a 'healing' orientation
- \* Improve positive outcomes in service delivery
- \* Avoid any re-traumatisation

## **Trauma Informed Counselling**

This service forms part of our Trauma Informed Project and is free to unpaid carers, our existing clients living in the boroughs of Bexley, Greenwich and Lewisham.

Crossroads Care Counselling provides a safe and confidential space for you to talk to a trained counsellor / therapist about your issues and concerns.

Your Counsellor / therapist will help you explore your thoughts, feelings and behaviours so you can develop a better understanding of yourself and of others.

### Counselling for Unpaid Carers & Older People affected by trauma

- \* An initial discussion that is non judgemental to see if we are able to support you
- \* A confidential space to meet where you feel physically and emotionally safe
- \* Options on how to play an active role in your self care coping strategies
- \* Trauma focused counselling to help your healing recovery

