

WMCA

RSI PIE Plus

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1. The Essence of PIE
2. Delivering PIE Plus Activities
3. My Reflections





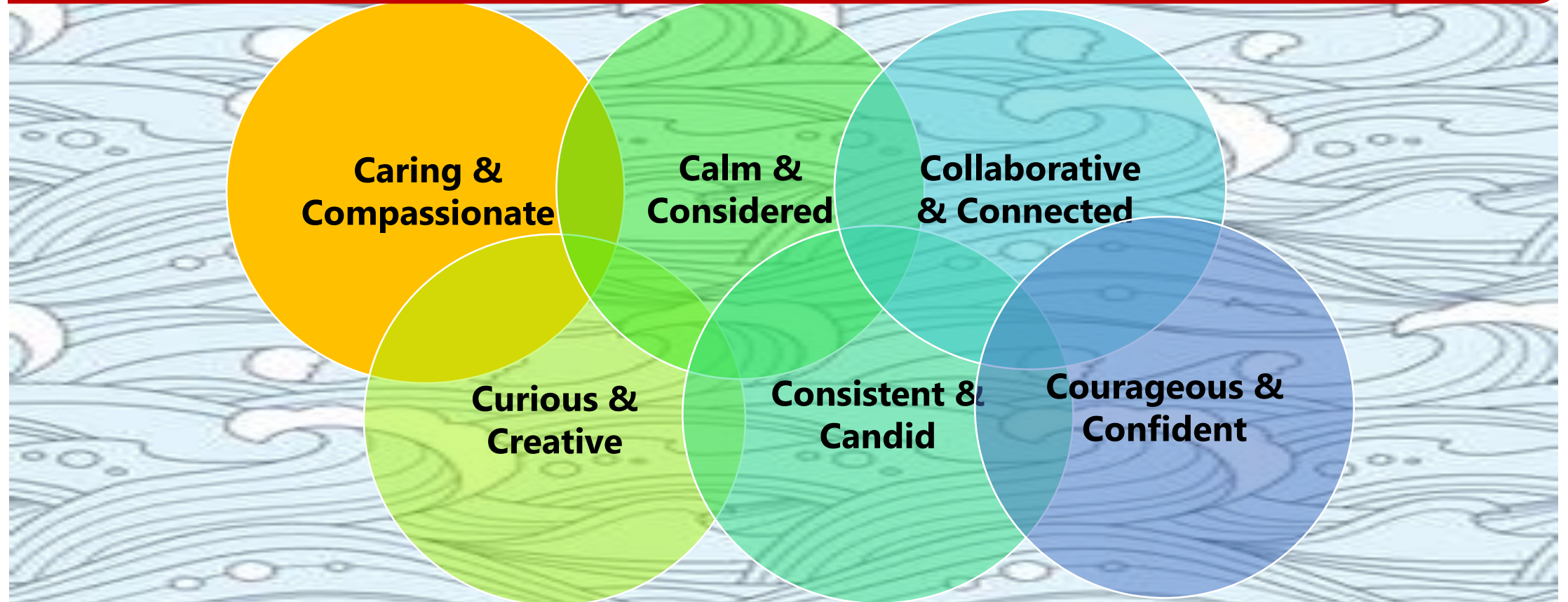
The Essence of PIE

WHY we apply a PIE approach

- Provides a coherent framework for non-psychologists to work in a psychologically informed way
- Incorporates a trauma-informed approach, enabling people to work effectively with clients with extremely complex needs who may behave in ways that are threatening, self-destructive and/or socially unacceptable



C-Change Relational Framework



HOW we apply PIE



The Essence of PIE – WHAT we do in applying PIE

Exercise

1. Reflect on a time when you really felt listened to ..

- *You were able to speak uninterrupted*
- *Someone paid full attention to what you were saying*
- *They demonstrated that they understood what you were communicating and that you made sense*

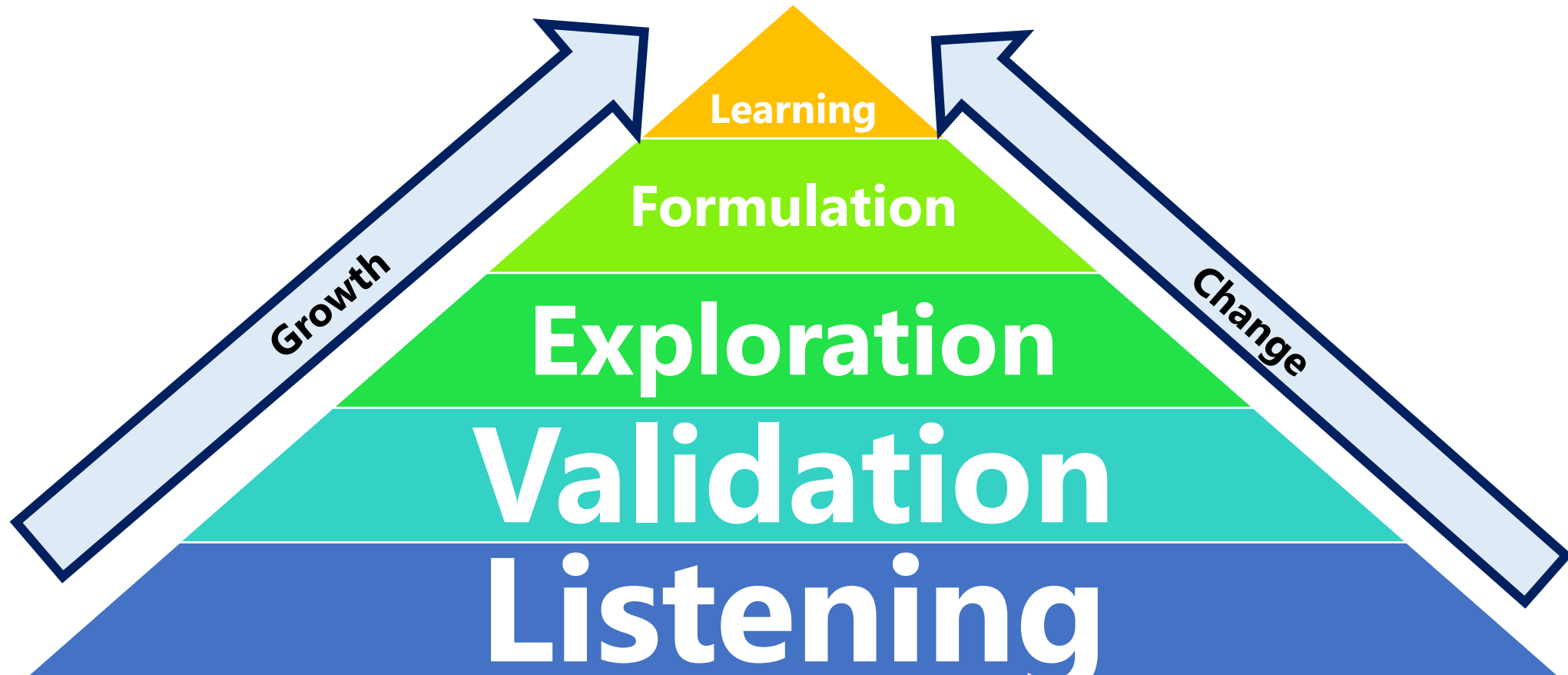


2. When you have thought of an example, consider how it made you feel



The Essence of PIE – PIE Skills Pyramid

WHAT we do to apply PIE





St Basils
Psychologically
Informed
Environments



West Midlands
Combined Authority

WMCA RSI PIE Plus
Learning & Evaluation Report
2020-2024



WMCA RSI PIE Plus
Learning & Evaluation Report
2020-2024



WMCA PIE Plus Programme





PIE Foundation Training

Day One

Self-care

Emotions

Communication

Day Two

Compound
Trauma

Formulation

Motivational
Conversations

Day Three

Problem-Solving

Collaborative
Relationships

PIE & Mental
Health



PIE Foundation Training Modules

The expectation that we can be immersed in suffering and loss daily and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet.

Francoise Mathieu
The Compassion Fatigue Workbook (2012)





PIE Foundation Training Modules

The Situation

Life Experiences

Beliefs and assumptions

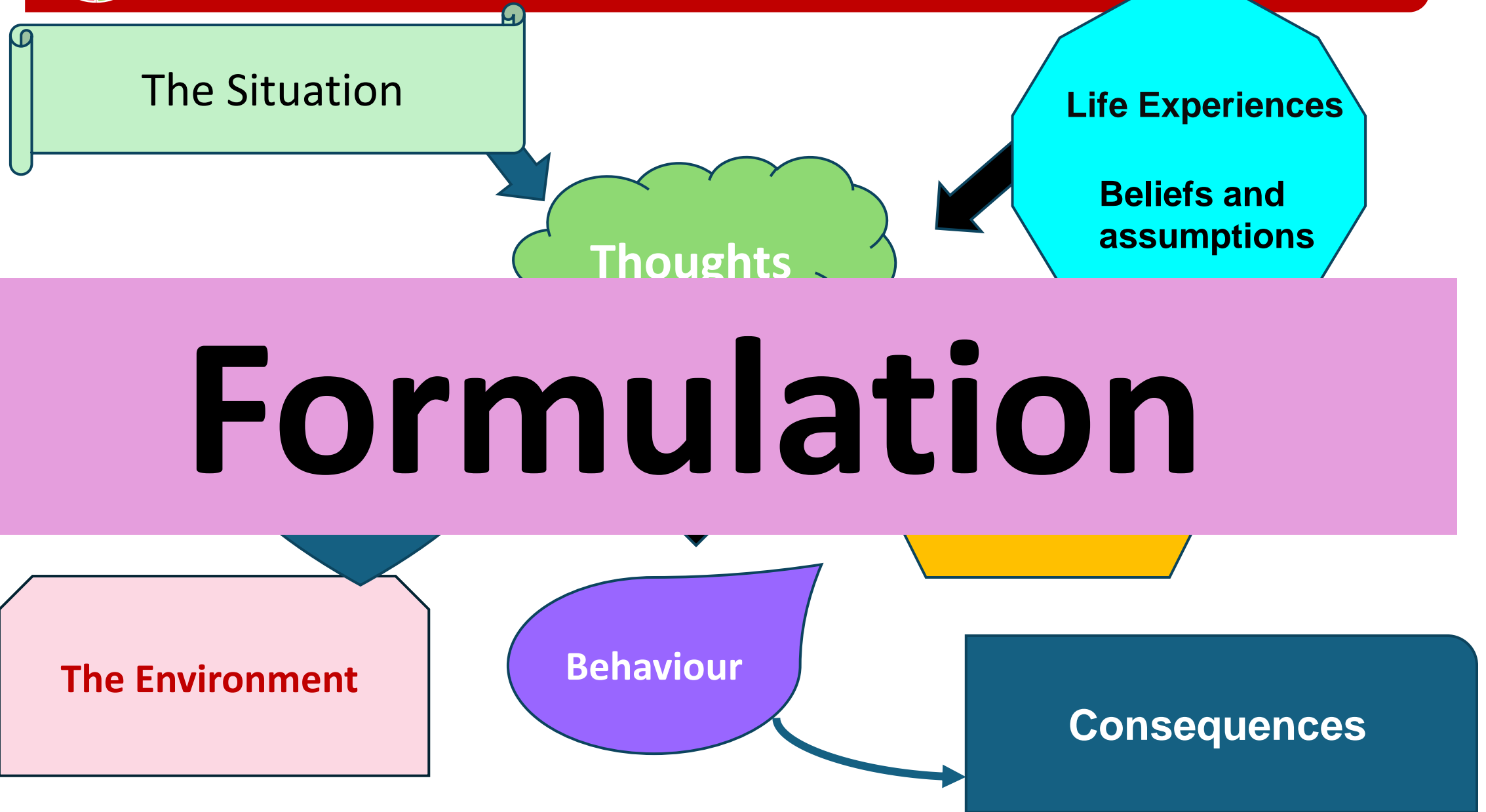
Thoughts

Formulation

The Environment

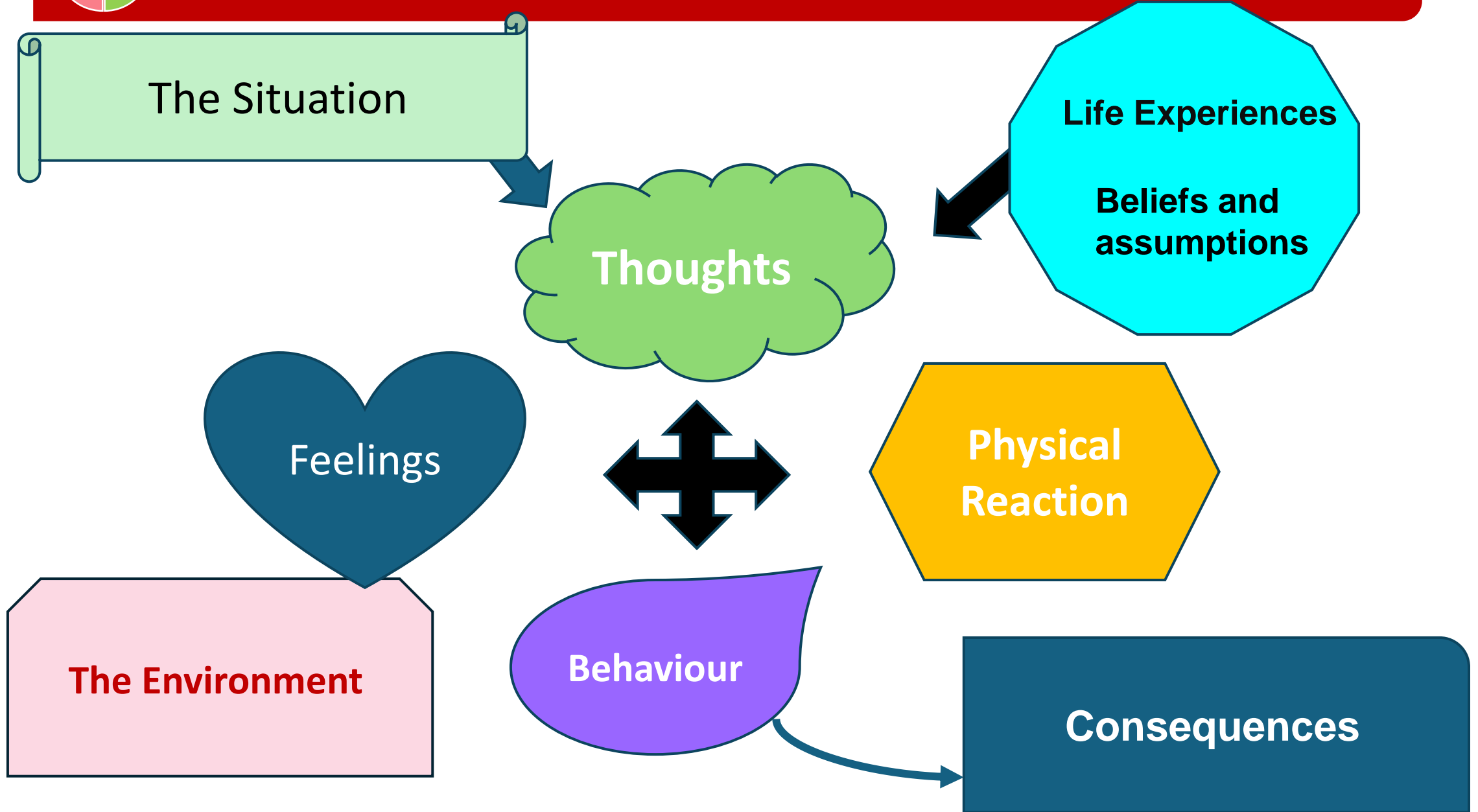
Behaviour

Consequences





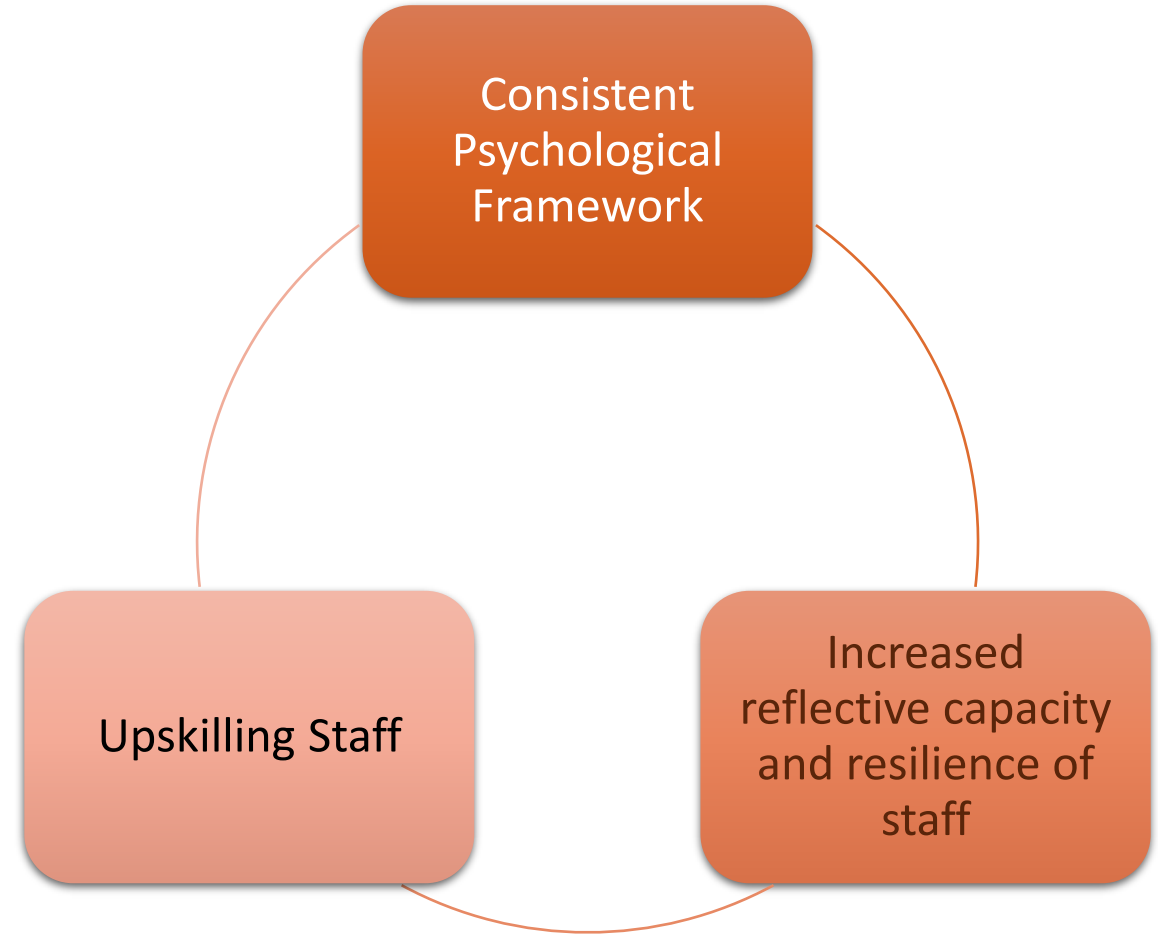
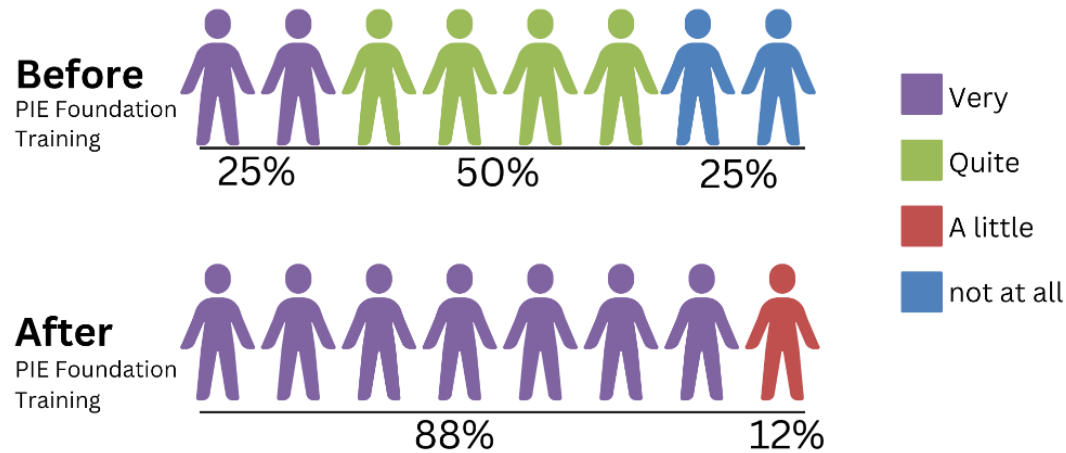
PIE Foundation Training Modules





PIE Foundation Training Impacts

How well prepared/trained do you feel to work with this group?





Turning PIE Theory into Practice

Reflective Practice	2020-2021	2021-2022
Number of RPGs per month	11	10
Number of staff	71	60
Attendance	49%	51%

“Knowing we had reflective practice coming up at the end of the month to help us understand people’s behavior and put together a plan was a lifesaver. When we were dealing with difficult and upsetting situations like people passing away, we had a safe space to talk and offload. I can’t tell you how important that was.”

**Paul Burns– Housing First
Keyworker**





PIE Reflective Practice



In both years myself, the Project Manager and staff team have taken part in reflective practice - having the time to reflect on our practice has been important for us, we are all so busy doing, doing, doing every day and having the time to stand back and reflect using PIE methods has had a positive impact on us as staff and on our clients in how we support them. It has also helped our health and wellbeing at a difficult time as we have come through Covid.



PIE 4 Leaders

2020-2022

- PIE Management Supervision
- 11 managers, 84 sessions, attendance 69%

2023

- 2 remote half day PIE 4 Leaders workshops
- Attended by 20 managers

2022-2024

- 2 groups for senior managers and team leaders
- Average 3 attendees per group, 43% and 25% respectively

“Michelle’s support was invaluable and transformative for the Good Shepherd. She helped us to reflect on our strengths as an organisation, acted as a critical friend when needed, and used her expertise to guide our thinking and develop new ideas.”

Tom Hayden – Chief Executive





RSI PIE Plus Action Planning for each LA

Objective:

For staff to receive appropriate investment from their organisation to be able to effectively support their clients and/or staff they line manage, whilst understanding the importance of their psychological well-being

Objective:

For staff to possess the skills to engage clients who typically struggle to trust others, by adopting a compassionate flexibly bounded approach to form a collaborate relationship that promotes client-led positive change



Objective:

For staff to provide trauma-informed care to their clients, by having a good understanding of key psychological theories and to be confident and competent to apply this knowledge in their day-to-day work

Objective:

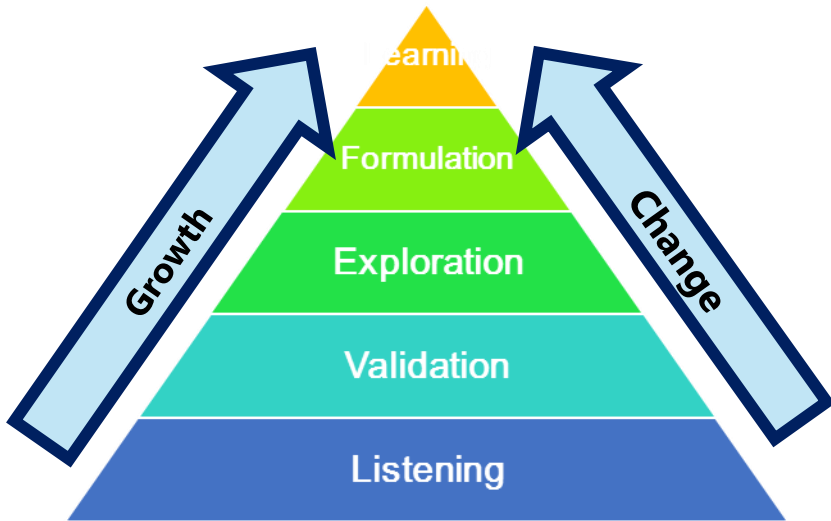
For staff and clients to engage in environments that feel “psychologically safe”



PIE Partnership Day Workshops

PIE Service Development

PIE Skills Practice



215 staff

Mental Health

Neurodiversity

Substance Misuse

Managing Distress

Raising Awareness



PIE Partnership Day Living Wise Group

- Evidence base - DBT informed
- Focus on skills practice
- Staff invited to participate

Challenges





PIE Partnership Day Living Wise Group

- Evidence base - DBT informed
- Focus on skills practice
- Staff involvement

Challenges

Barriers to attendance
Group dynamics





PIE Partnership Day Client Clinics



50 clinics with 3x 60 min slots – Client **AND** Support worker

Upskilling staff

“The Psychologist asked questions that I had not thought about and it helped provide a greater understanding of what had contributed to their situation and their journey”

“The Psychologist delivered the PIE concepts and skills very well and interacted with the clients in a way they understood PIE and all my clients took something away from the session”





PIE Partnership Day Client Clinics

Attendance:

70/149 slots =

47%



PIE Partnership Day Client Clinics



Expectation - If client DNAs, Support worker still attends

“The client clinic gave me new ideas in terms of working with the clients and seeing things differently”

1	Meet with my GP and engage with the health checks that are advised.	Support in making and attending appointments	GP to provide ...
2	Find ways of keeping myself occupied	Look for community resources	...



“It was useful to discuss the client and the situation as it helps to highlight issues that may be effecting both the service user and the welfare of the support worker which is often overlooked”



PIE Partnership Day Client Clinics

Overall Attendance:

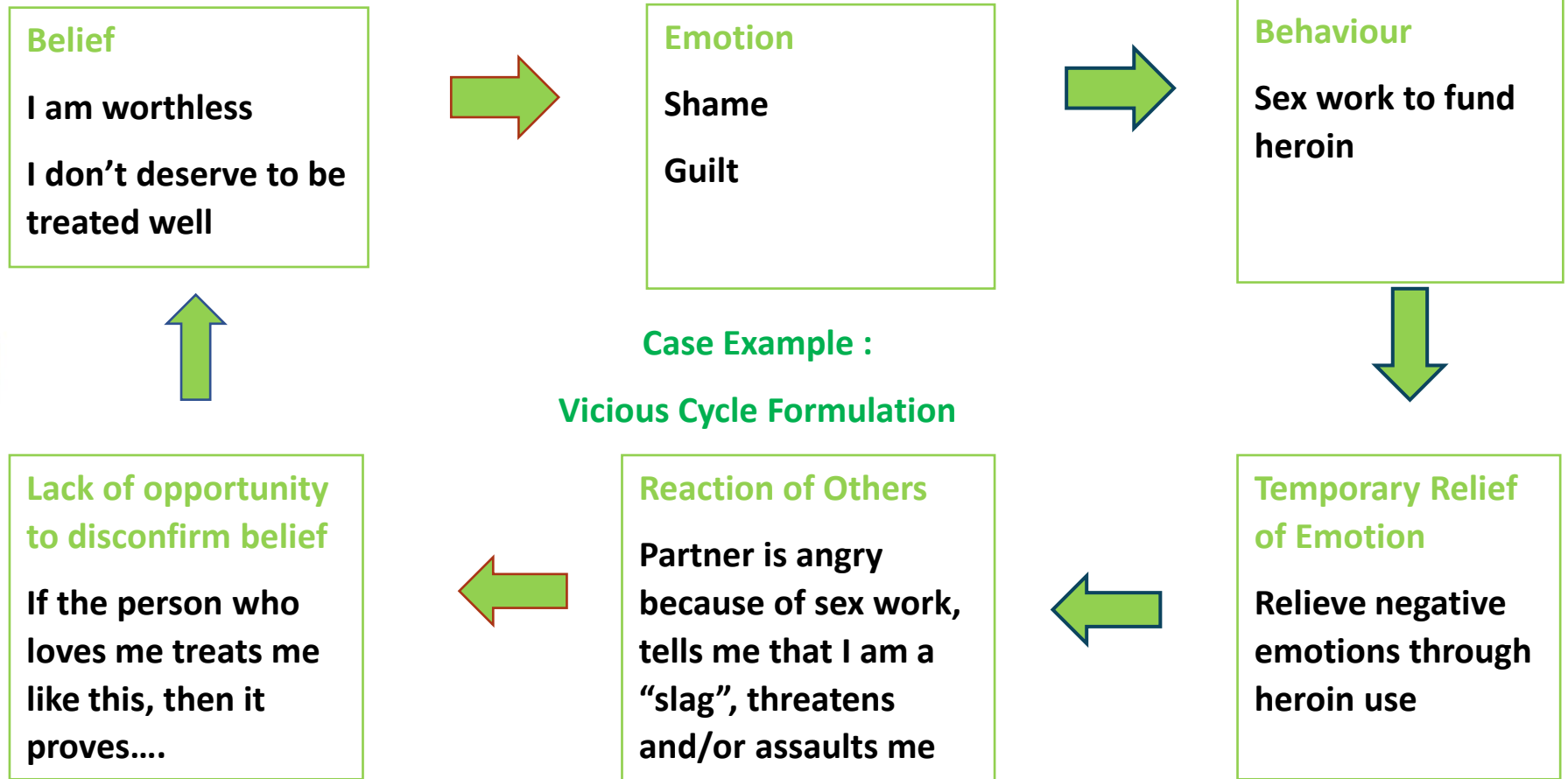
70 Clients + 45 staff / 149 slots = **77%**

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Case Example: Client Clinics



“As a team we felt so supported by Michelle. Having the clinics at Good Shepherd for people on Housing First was incredible. We could offer a session with a psychologist in a safe environment that people were comfortable with and reassure them that they would have a good experience.”

**Dawn Walls– Housing First
Keyworker**





My Reflections

PIE
Psychologist



RS Staff



Positive
Outcomes
for clients
with MCNS

