2.7. Knowledge of the principles of trauma-informed care

- An ability to draw on knowledge that the experience of trauma is part of the life story of many children/young people with mental health problems

- An ability to draw on knowledge that trauma-informed care involves ensuring that people who use services can feel that:
  - their physical and emotional safety is being addressed
  - they have choice and control over their treatment
  - they are part of collaborative care (that decisions about their care are made jointly)
  - providers of care are trustworthy
  - each contact validates, affirms and empowers them as individuals

- An ability to draw on knowledge that people can be re-traumatised by negative experiences of services, e.g. giving them a sense that:
  - they are viewed only through the lens of a diagnosis or label
  - they have no choice over their treatment
  - things are done 'to' them rather than 'with' them
  - they do not have the opportunity to give feedback about their care
  - their trust has been violated
  - they have been subjected to coercive practices

- An ability to draw on knowledge that re-traumatisation can impact on a person's sense of self, their sense of others and their beliefs about the world, and these beliefs can directly impact on their ability or motivation to connect with and use services

- An ability to draw on knowledge that trauma-informed care involves developing and maintaining a relationship that helps children/young people feel safe to tell their story and engage in a narrative that centres on 'what has happened to me'