

Practitioner Guide: *Your Story: A trauma-informed tool to support safe, person-centred care.*

What Your Story Is.



Your Story is a trauma-informed resource that helps individuals share what matters about their needs, experiences, and what supports them best, in their own words and at their own pace. It reduces repeated questioning and supports more consistent, attuned care. Individuals can access *Your Story* by scanning the QR code, completing the resource on their device, and then saving, emailing it, or printing it to share if they choose.

Using *Your Story* helps practitioners:

- Understand what helps a person feel safe and supported.
- Reduce the risk of re-traumatisation.
- Improve continuity of care across teams.
- Strengthen communication and predictability.
- Tailor interactions to the person's preferences and needs.

How to Use It.

Before Contact	During Contact	After Contact
• Read the person's <i>Your Story</i> to understand preferences, sensitivities, and support needs. • Consider how to adapt your approach (pace, environment, communication). • Plan for predictability; be clear about what will happen and why.	• Acknowledge the <i>Your Story</i> if appropriate: <i>"I've read what you shared; thank you. Is there anything you'd like me to pay attention to today?"</i> • Offer choice and control. • Avoid re-asking information unless essential; explain why if needed. • Use the <i>Your Story</i> to guide tone, language, and relational safety.	• Refer back to <i>Your Story</i> when planning care or handing over. • Ensure updated versions are used consistently. • Keep <i>Your Story</i> central when coordinating multi-team involvement.

Encourage people to:

- Complete it at their own pace
- Share only what feels comfortable
- Bring it to appointments or assessments
- Update it when things change
- Use it to help staff understand what supports them best

Storage and Handling:

- Treat *Your Story* as sensitive information
- Follow local information-governance requirements
- Only keep copies with the **person's consent**
- Return the document promptly if shared directly
- Check with your team lead if unsure

Feedback or Support

For questions or feedback, contact the project team at amber.canham@nhs.net