

Wisdoms from the System

What we're learning
as we're listening

Dr Jen Daffin, Community Clinical Psychologist
Director of Relational Practice, Policy and Campaigns

Peter Johnson, Commercial Director
Platform Wellbeing

PLATF **FORM**

For mental health and social change
Dros iechyd meddwl a newid cymdeithasol

About Dr Jen Daffin

Jen is a Community Clinical Psychologist and Platform's Director of Relational Practice, Policy and Campaigns. She has over 15 years experience of working in NHS mental health and learning disability community and specialist services.

She has a huge interest in community psychology, liberation psychology and take a holistic and social justice approach.

This is particularly relevant in the workplace and is a critical element of compassionate leadership from the perspective of organisational sustainability and success.

Jen has experienced first-hand how we're often getting this very wrong for people, often unintentionally but sadly not always, and with costs to both the people we're trying to support, as well as ourselves as colleagues.



About Pete Johnson

Pete has worked across education and charity settings for 30 years in a variety of commercial, development and operationally focused positions. The last 10 years has been in the leadership of a variety of social enterprises.

Living experience of navigating the mental health system, the relationship with developing a career and striving to find a health work/life balance.



THE PLATFORM JOURNEY

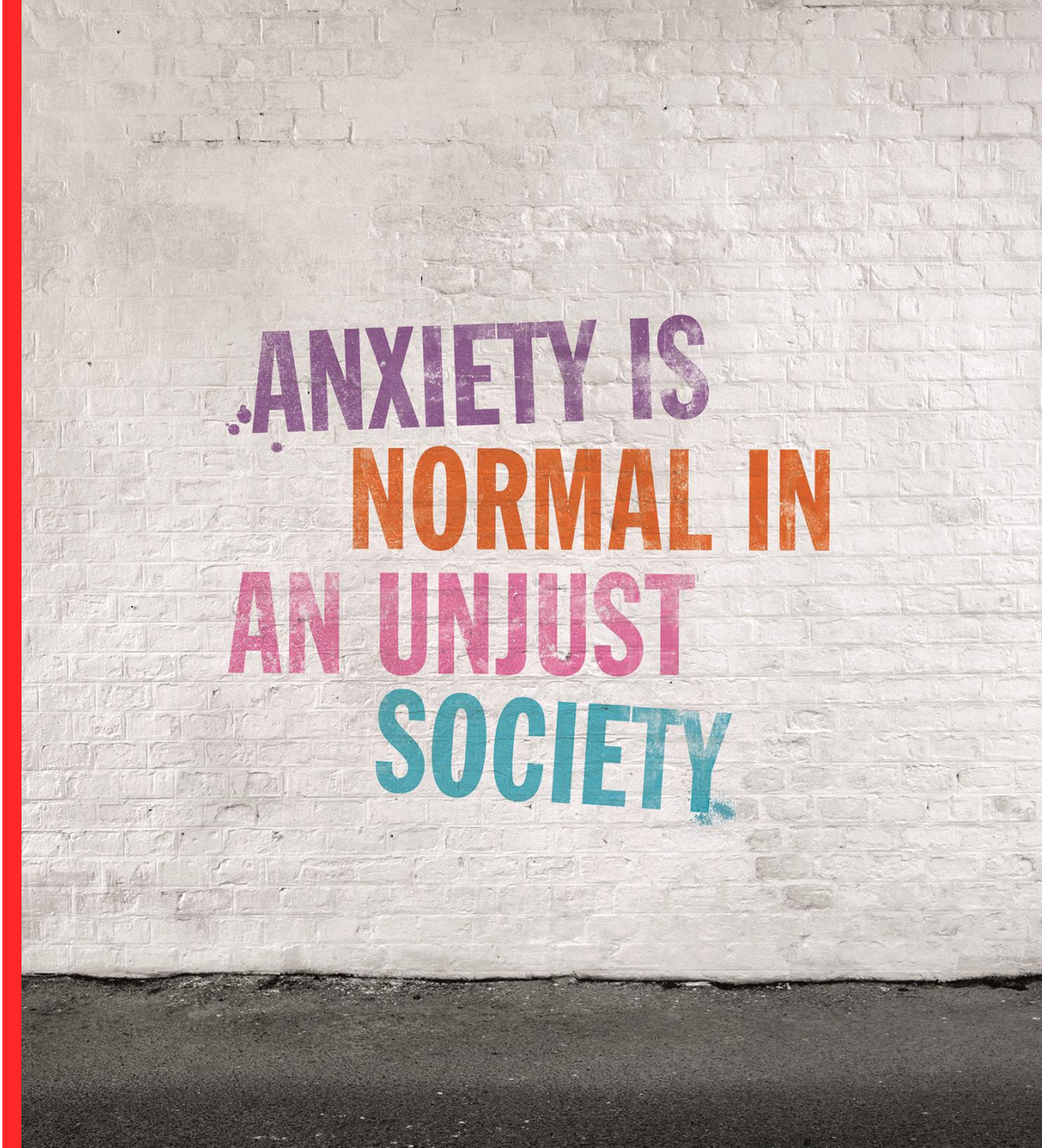


PLATFORM FORM

For mental health and social change
Dros iechyd meddwl a newid cymdeithasol

Platform's mission

- To change the dominant narrative around mental health
 - By advocating for the role that trauma, life experiences and socio-economic circumstances have on our mental health + ability to heal.
 - By making the evidence for this accessible to help shift public perceptions.
- To make our 'helping systems' work better for people
 - By changing how we provide services to people in distress.
 - Focus first on the mental health, housing, homelessness, and young people's systems we interact with.



ANXIETY IS
NORMAL IN
AN UNJUST
SOCIETY

Who we are

- **Crisis prevention and home:** crisis services, supported accommodation, homelessness prevention and specialist housing support
- **Employment, volunteering and skills development:** work placements, peer mentoring, qualifications and community support
- **Children, young people and families:** wellbeing programmes, one-to-one and group support, peer networks, out of hours drop-in, community projects
- **Wellbeing:** talking therapies, clinical supervision, workplace wellbeing, trauma informed organisation development and bespoke consultation



Role these services play

- Reduce need for hospital admission
- Reduce need for medical intervention
- Support with keeping community connection
- Improved mental health
- Hold on rather than refer on
- Support with benefits and housing issues
- Support with return home

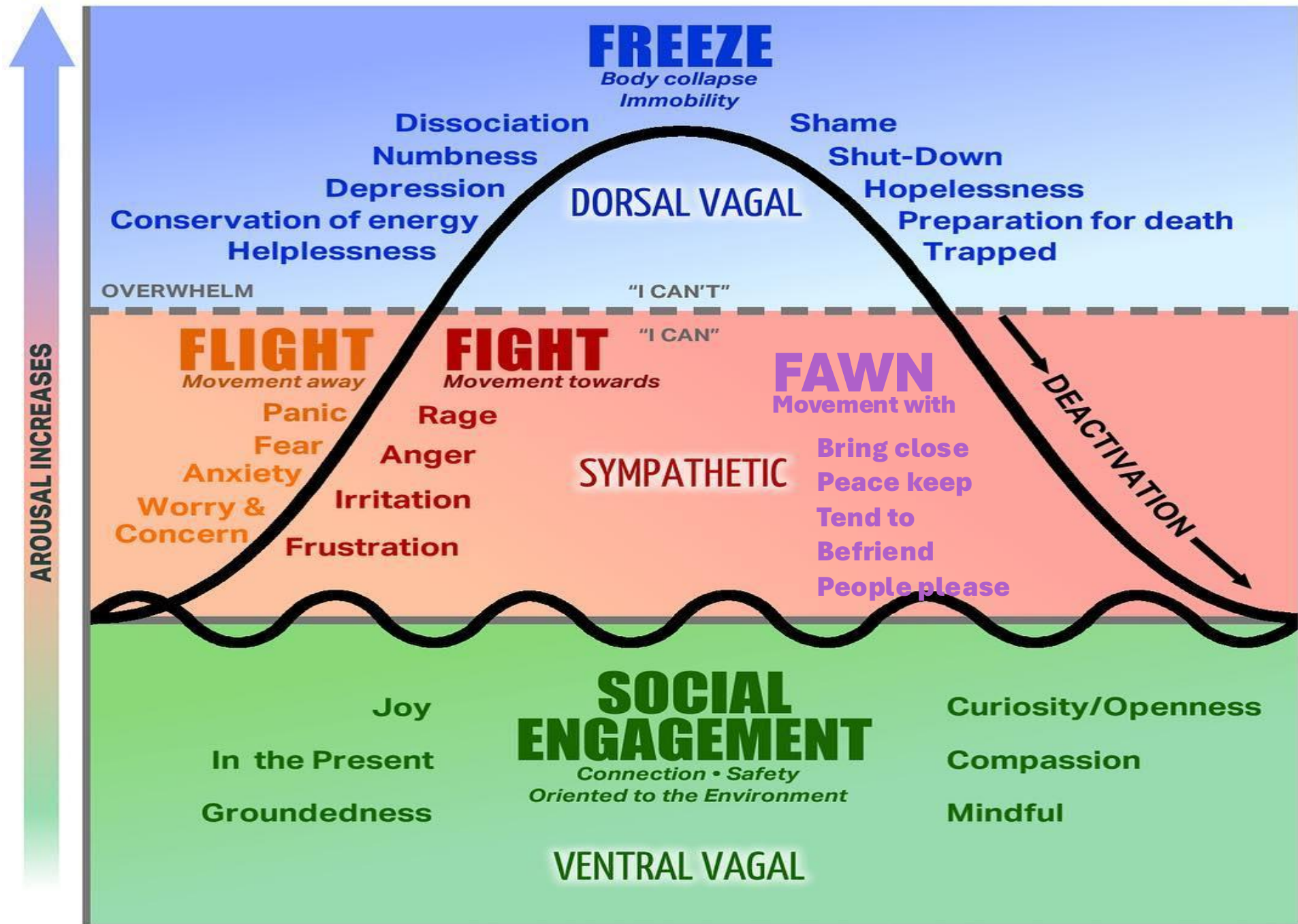


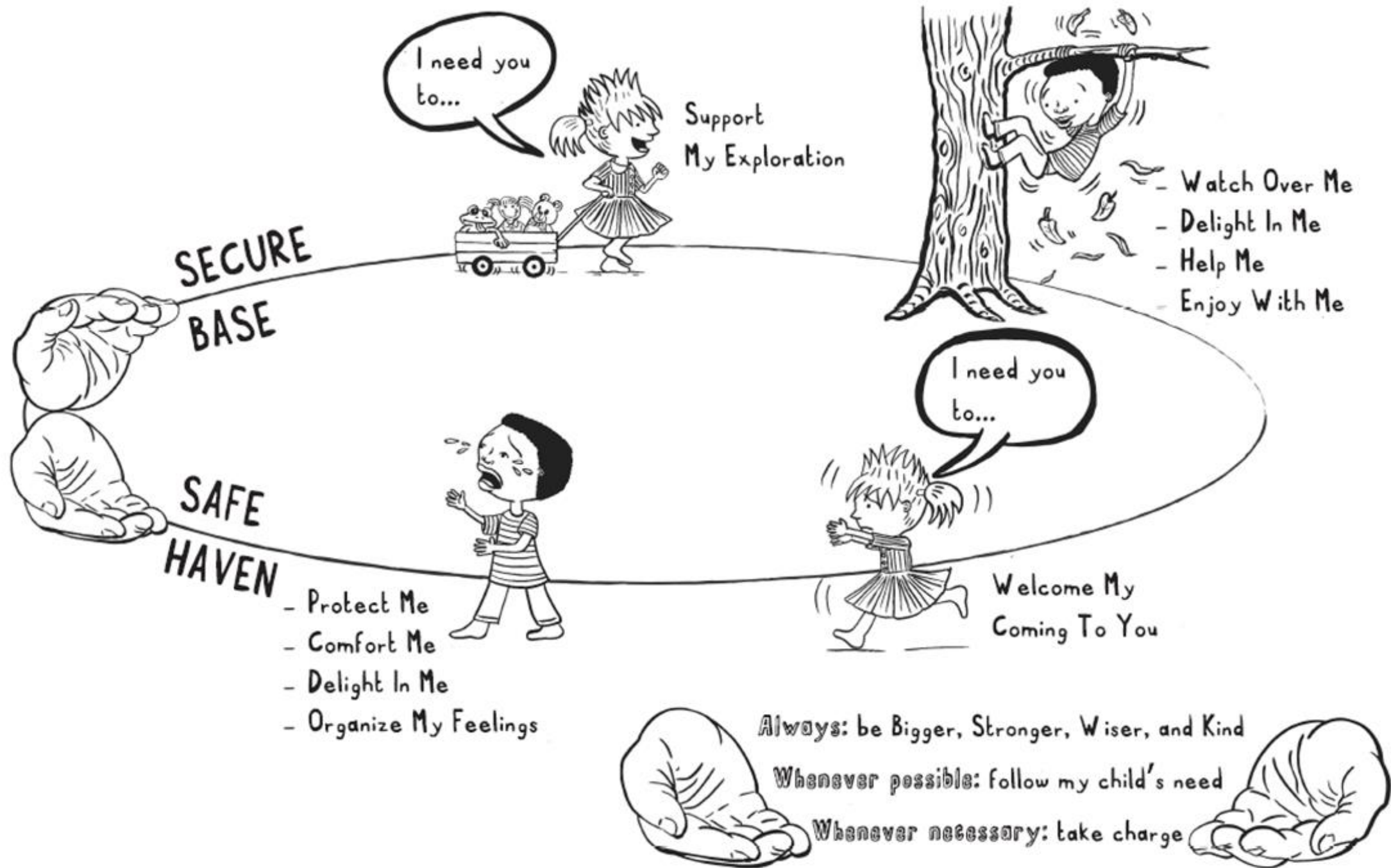
At its simplest **mental health**
nervous system regulation +
connection to self, others + the
world.

Build a movement. **Create change** Improve mental health

PLATF^{FORM}

building a Platform for voices

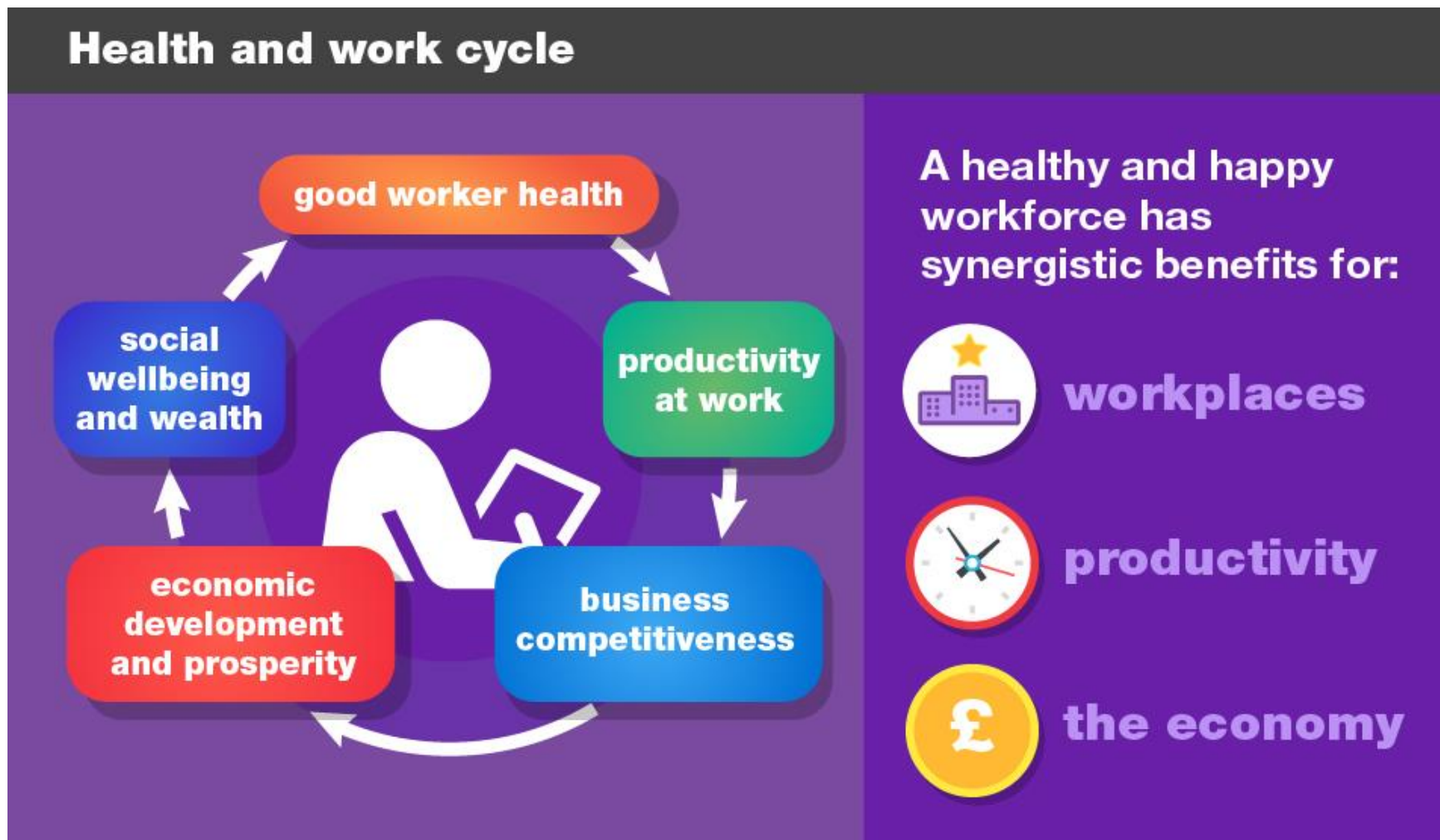






'you can only be as regulated as the people you interact with on a daily basis.' Dr. Stephen Porges

Work and mental health is intrinsically linked.

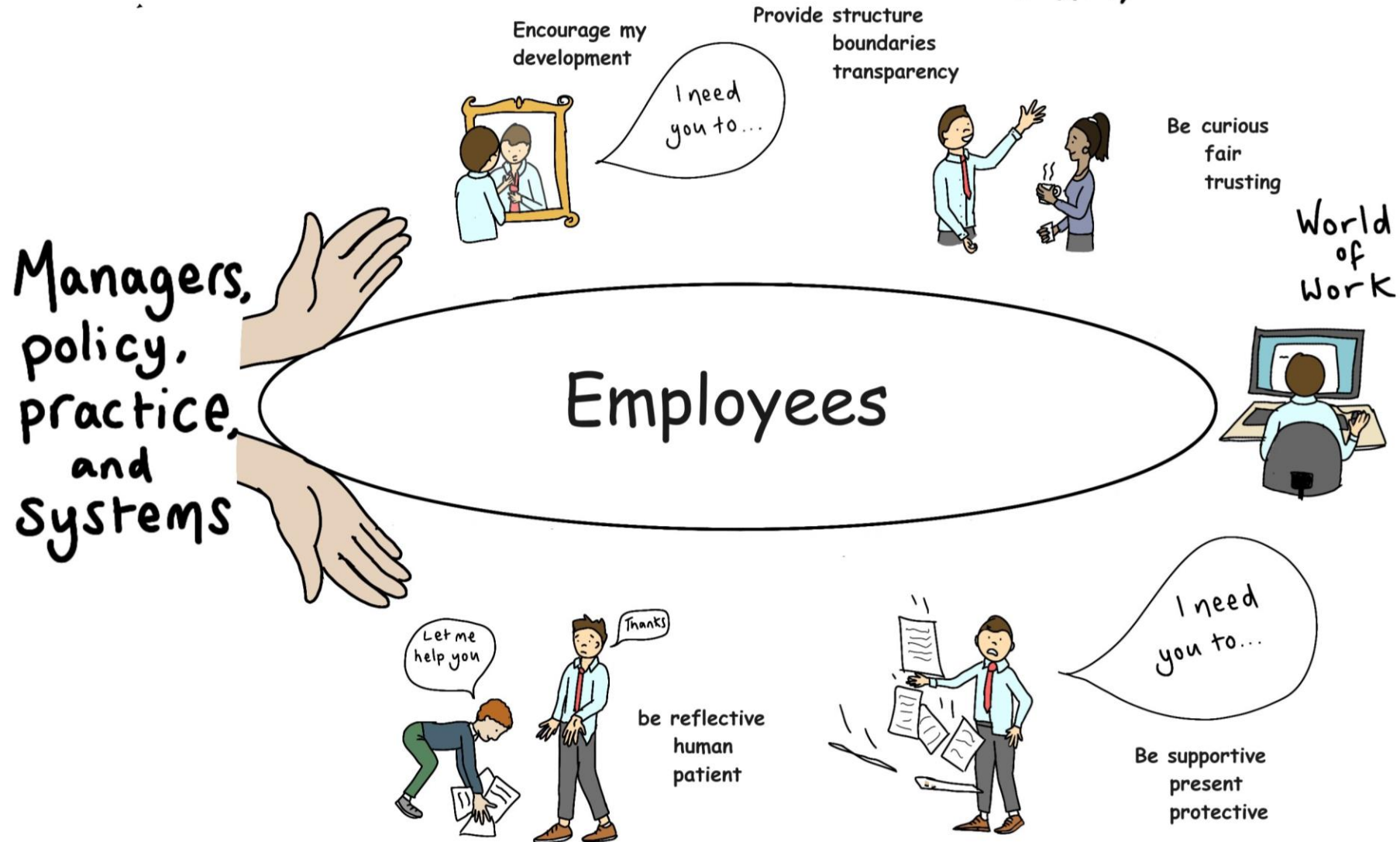


[WHO healthy workplace framework and model:
background and supporting literature and practices](#)

PLATF **FORM**

Creating Relationally Healthy and Trauma Informed Organisations

Daffin, 2019



NEWS

Health services in Wales 'stretched to limits'

A report into NHS services in Wales has revealed a “system under sustained pressure” with Healthcare Inspectorate Wales saying everyone in Wales deserves safe, dignified, and effective healthcare. Chris Betteley reports.



By Chris Betteley | Reporter |

Thursday 16th October 2025 1:00 pm

 @ChrisABetteley

 chris@cambrian-news.co.uk

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Q3 performance overview

PLATFORM FORM

- Pressure to meet waiting list targets
- Lack of resources
- Pressure to deliver
- Changing nature of needs
- People struggling to survive austerity, Covid, cost of living crisis

Everything is Fine



What's our response?

- Work pressure is high or something goes wrong
- Someone experiences distress / trauma / PTSD
- Management / teams communication ruptures
- Bullying culture emerges / blame culture
- Gets handed to HR department
- Signposted to staff wellbeing team
- Signed off sick
- Sits in isolation
- Return to work interviews
- Eventually goes back to work and cycle repeats or leaves



OR...

We can't control more resource coming

BUT

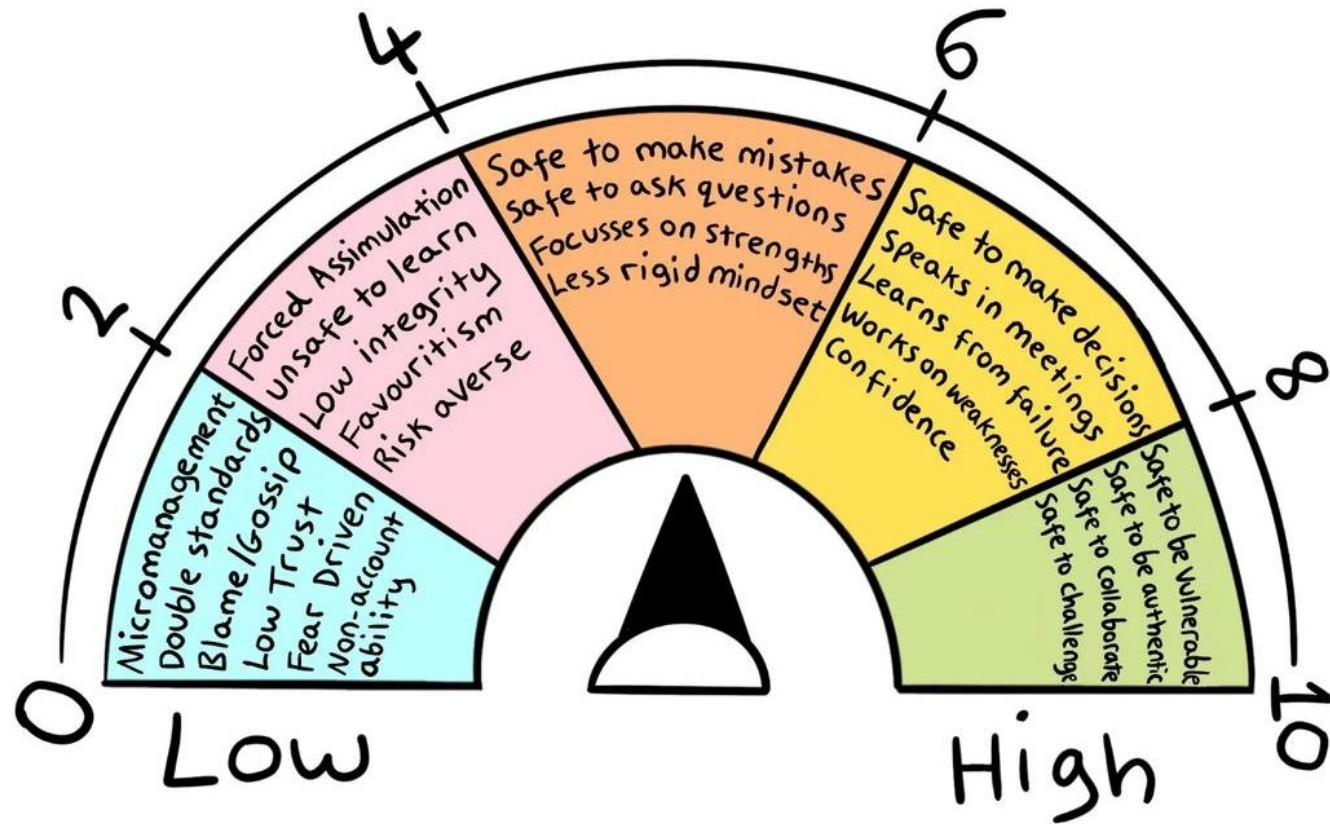
We can begin create conditions to thrive and for psychological safety through compassionate leadership.



What does psychological safety
mean to you?

Psychological Safety

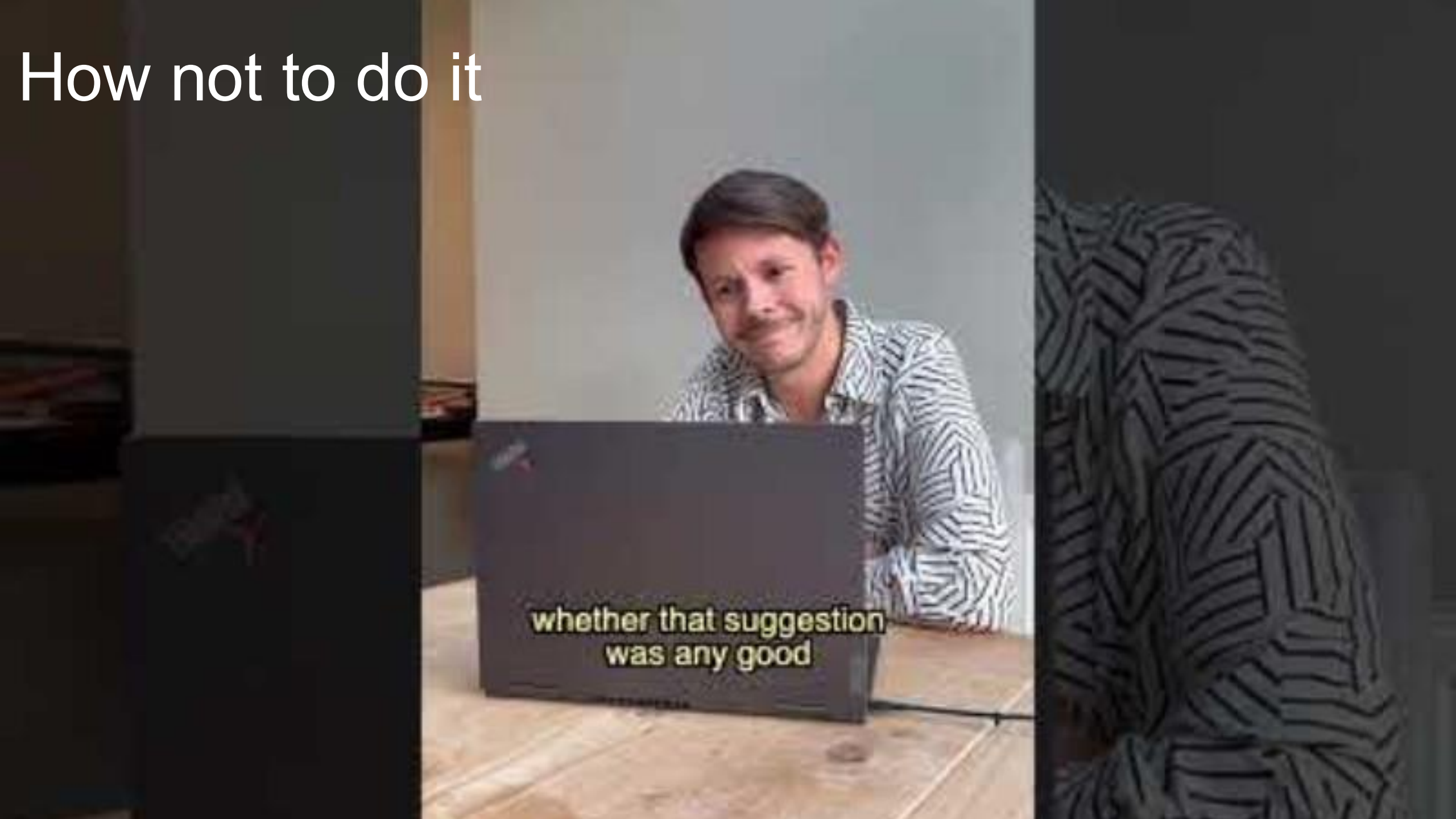
Rating Scale



@heidipsychology
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PLATF **FORM**

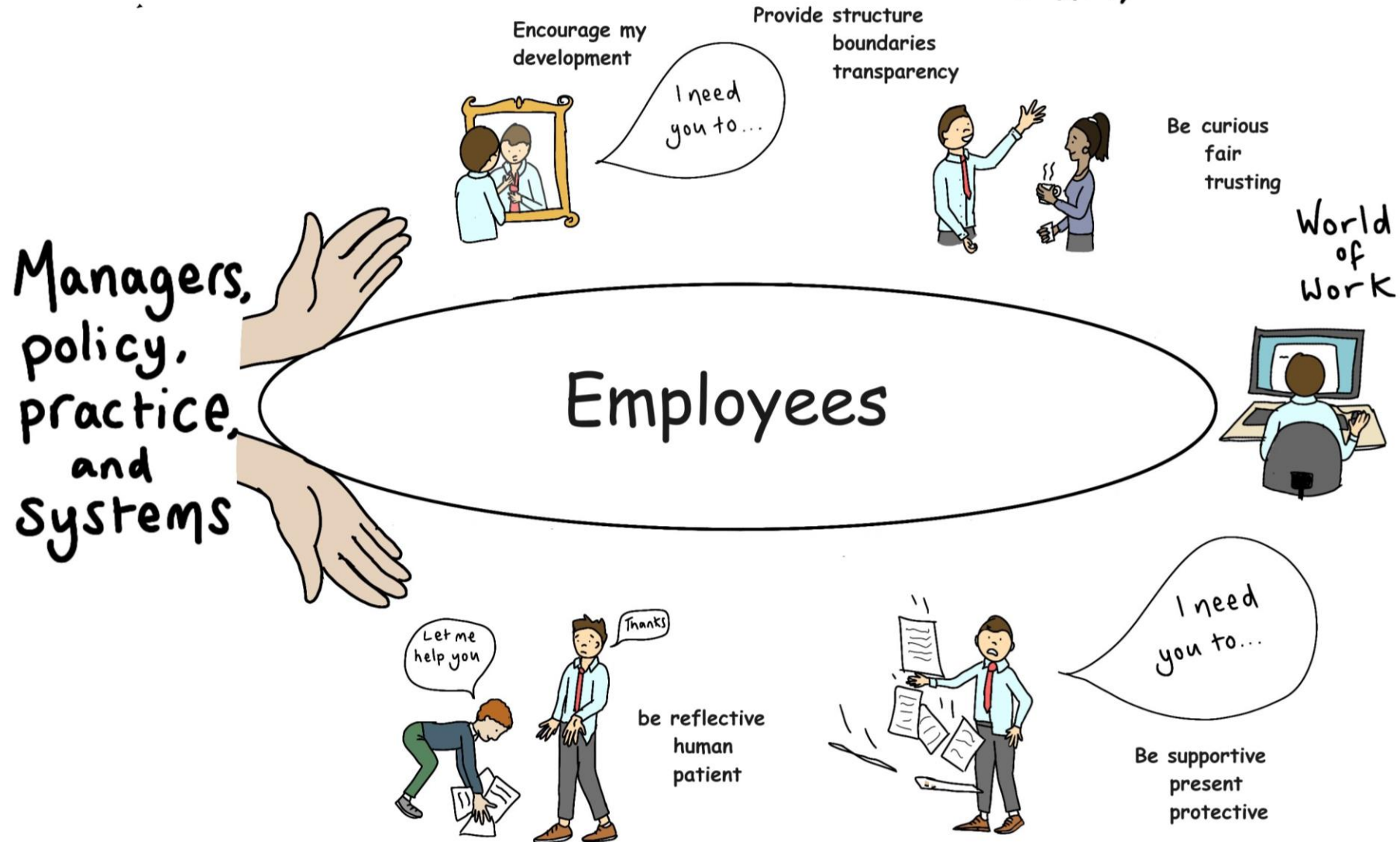
How not to do it

A man with a mustache, wearing a black and white patterned shirt, is sitting at a wooden desk. He is looking towards the camera with a slight smile. In front of him are two laptops. The laptop on the right is open, and its screen displays the text "whether that suggestion was any good" in a yellow, monospace-style font. The laptop on the left is closed. The background is a plain, light-colored wall.

whether that suggestion
was any good

Creating Relationally Healthy and Trauma Informed Organisations

Daffin, 2019



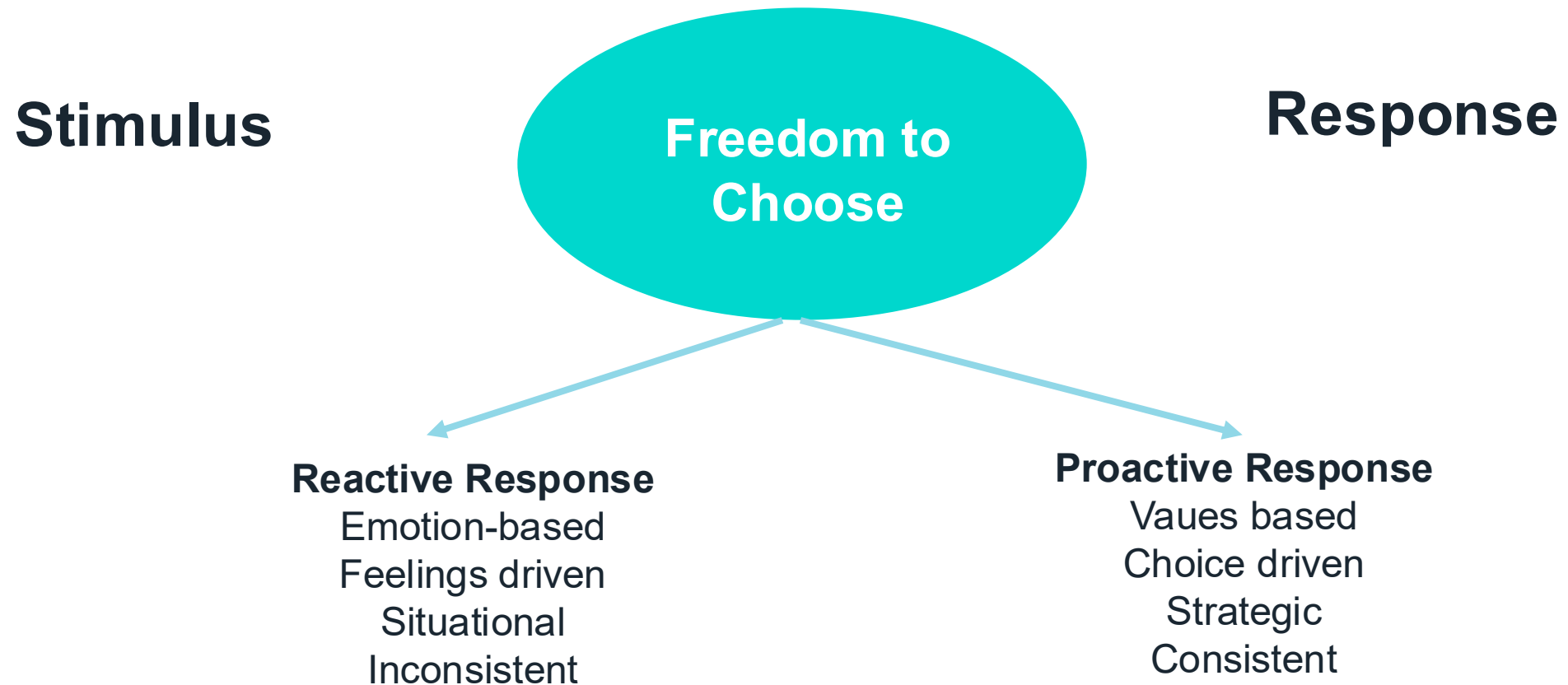
Authenticity matters



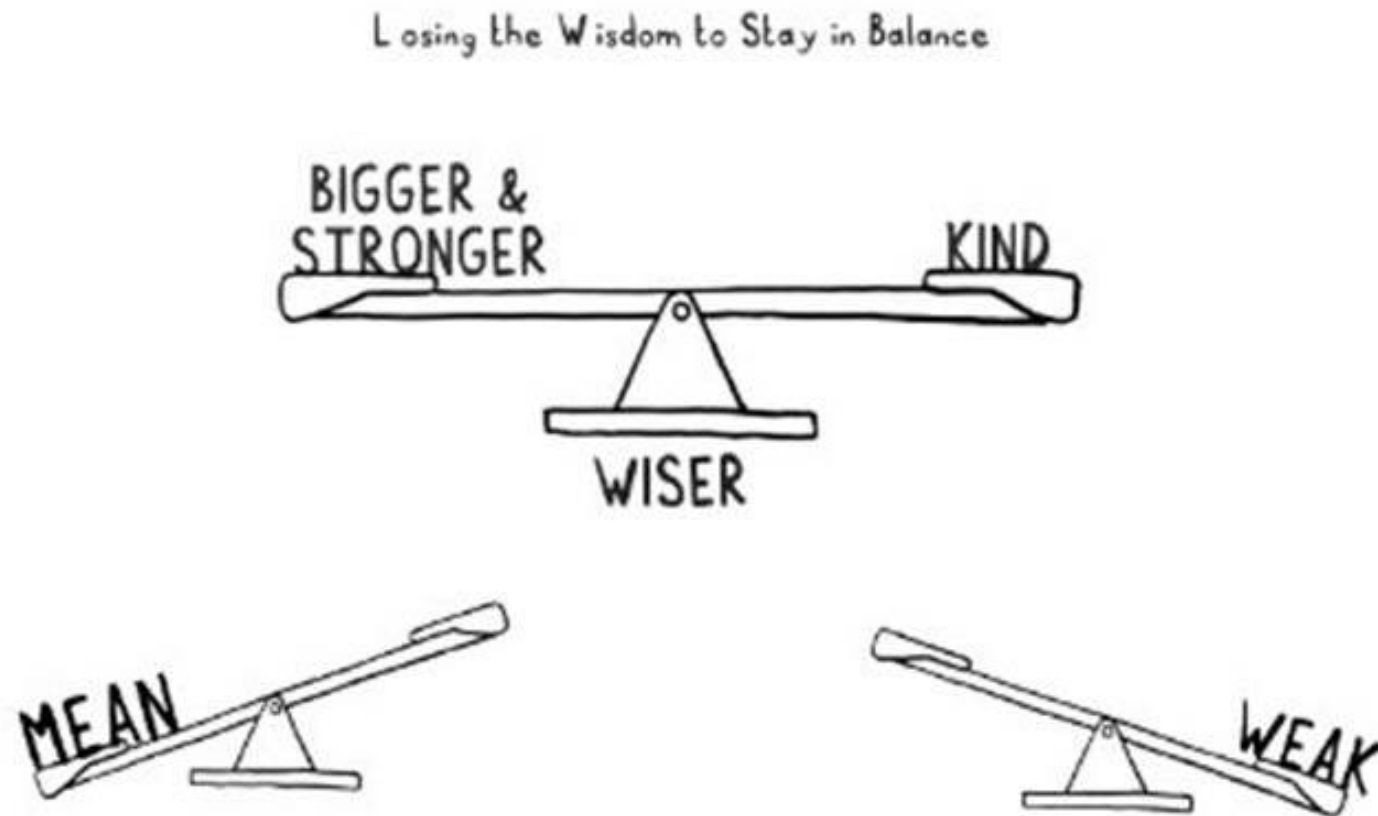


“This organisation has a blame culture and it’s all your fault.”

Safety builds reflective capacity



Is compassionate leadership about being soft?



© 2018 Coates, Hoffman, and Peralta; Circle of Security International

Change starts with self...





Biggest challenge...





Group activity

What do you need to thrive?

How can you use what you've heard today to start bringing about change?

Get in touch

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Get in touch

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