Trauma-Informed Resources at SVUH
For Patients, Families, Visitors and Staff
Supporting Safety • Choice • Compassion • Empowerment • Wellbeing

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Feeling Overwhelmed?
It is common to experience stress, anxiety, uncertainty, grief, trauma-related distress or emotional overwhelm when dealing with illness, hospital appointments or supporting a loved one.

Psychological Support at SVUH
The Psychology Department - St. Vincent's University Hospital provides specialist psychological support for people living with physical health conditions and works as part of multidisciplinary healthcare teams. Patient resources include mindfulness recordings, neurodiversity resources, grounding techniques and condition-specific wellbeing supports.
SVUH Psychology Department https://www.stvincents.ie/departments/psychology/
Patient Resources https://www.stvincents.ie/departments/psychology/resources/

Patient Experience & Feedback
Your voice matters.
Feedback, Compliments or Complaints
St. Vincent's University Hospital welcomes feedback from patients, families and visitors and provides dedicated support through its Patient Feedback and Complaints Service.
https://www.stvincents.ie/patient-feedback-and-complaints/
Email: feedbackandcomplaints@svhg.ie
Phone: 01 221 4013

For Visitors and Family Members
Being in hospital can be emotionally demanding.
Helpful strategies:

- Take breaks and get fresh air.
- Stay hydrated and eat regularly.
- Seek support from family, friends or staff.
- Ask questions if you are unsure about any aspect of care.
- Use breathing and grounding techniques when feeling overwhelmed.

Staff Wellbeing & Support
SVUH provides a range of workplace wellbeing resources including Occupational Health services, employee wellbeing initiatives and an Employee Wellness Guide. An Employee Assistance Programme is available at Lena by Inspire
Signs You May Need Additional Support

- Feeling emotionally exhausted
- Difficulty switching off after work
- Increased irritability
- Feeling detached from patients or colleagues
- Reduced sense of accomplishment
- Sleep difficulties

Understanding Vicarious Trauma & Burnout
Vicarious Trauma

Vicarious trauma can occur when repeated exposure to patients' trauma, suffering or distress begins to affect your own emotional wellbeing.
Common signs include:

- Feeling emotionally overwhelmed
- Increased anxiety or sadness
- Changes in worldview or hopefulness
- Intrusive thoughts about patients' experiences
- Avoidance of emotionally difficult situations

Burnout
Burnout is often related to prolonged workplace stress and may involve:

- Emotional exhaustion
- Cynicism or detachment
- Reduced effectiveness at work
- Difficulty concentrating
- Loss of motivation

Helpful Actions

- Take regular breaks
- Access supervision or reflective practice
- Connect with supportive colleagues
- Use annual leave and rest periods
- Seek professional support when needed
- Practise self-compassion

Recommended Reading
For Patients, Families and Staff

- *The Body Keeps the Score* – Bessel van der Kolk
- *The Happiness Trap* – Russ Harris
- *Self-Compassion* – Kristin Neff
- *Trauma Stewardship* – Laura van Dernoot Lipsky
- *Burnout* – Emily Nagoski & Amelia Nagoski

Useful Websites
SVUH Psychology https://www.stvincents.ie/departments/psychology/ [stvincents.ie]
SVUH Psychology Resources https://www.stvincents.ie/departments/psychology/resources/
Patient Feedback & Complaints https://www.stvincents.ie/patient-feedback-and-complaints/