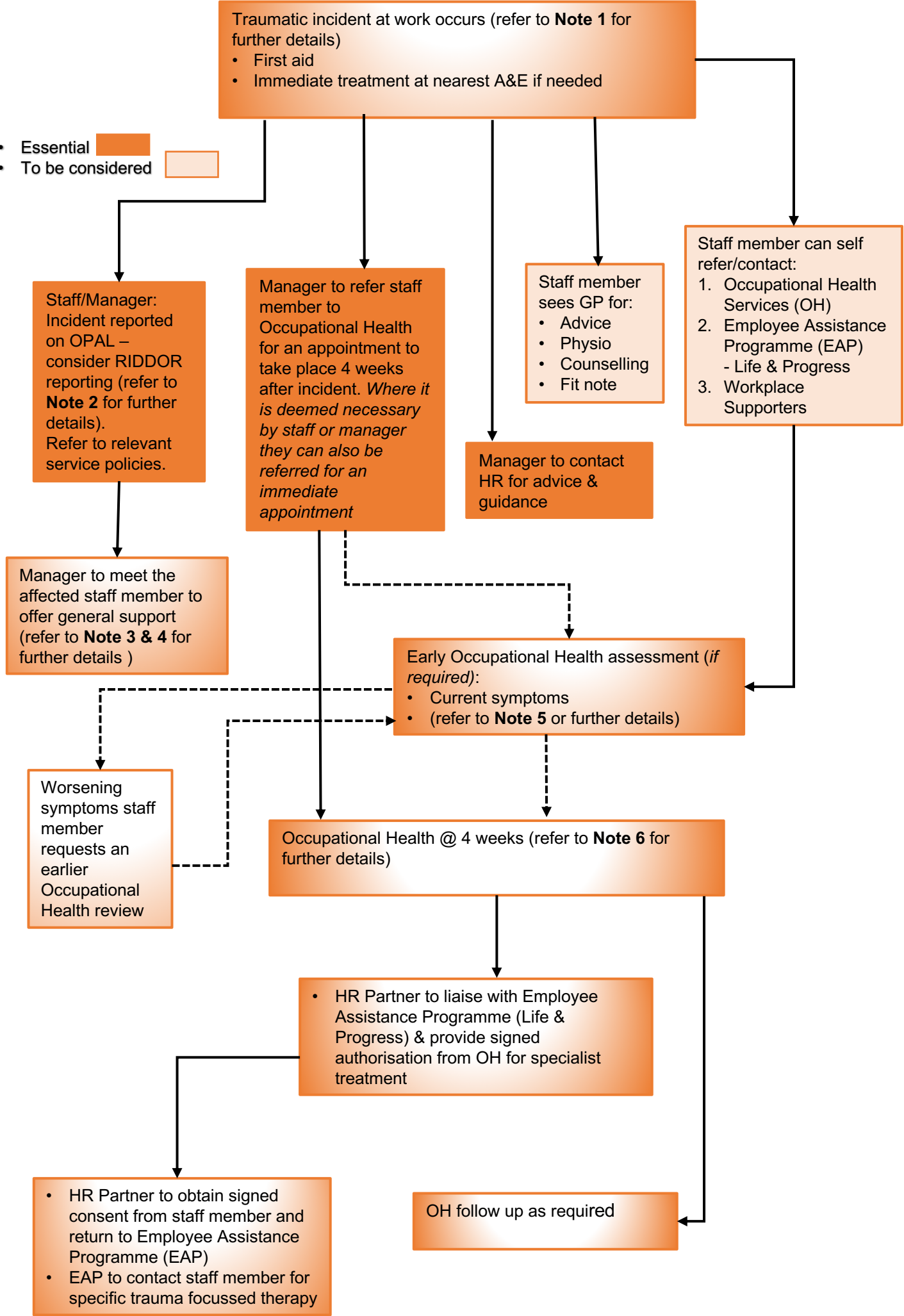


St Mungo's Pathway for Staff exposed to a traumatic incident at work



Note 1:

- Traumatic incidents would generally be a one off significant incident such as:
 - Physical assault
 - Aggravated extreme verbal abuse
 - Attempted suicide
 - Death
 - Witnessing a **serious** assault on another person (such as would lead to significant injury)

Note 2:

- P&P for consideration:
 - Accident & Near Miss Policy
 - Accident Investigation
 - Risk Assessment Procedure
 - Stress Procedure
 - Reduction & Management of Violence
 - Lone Working Procedure
 - Sickness & Attendance Policy & Procedure

Note 3:

Medical guidelines do not recommend debriefing. Guidance from NICE (National Institute for Health and Care Excellence)

NICE do not recommend 'debriefing'. Practical support delivered in an empathetic manner is important in promoting recovery for PTSD, but it is unlikely that a single session of a psychological intervention will be helpful.

- 1.9.1.3 For individuals who have experienced a traumatic event, the systematic provision to that individual alone of brief, single-session interventions (often referred to as debriefing) that focus on the traumatic incident should not be routine practice when delivering services.

Note 4:

Reflective Practice: Client-facing teams may have access to reflective practice as a means of teams being able to share insights and learning from working with clients with complex needs. As well as supporting continuous improvement in client work, there is a supportive element to reflective practice sessions. There is often a significant element of 'debriefing' involved in reflective practice. St Mungo's OHA has advised that for many people having experienced a traumatic event participation in such sessions may not be suitable for at least four weeks after the event since they should not be encouraged to rehearse or 'relive' the event. Before either involving the staff member in any RP session or agreeing that they should be excused, this should be fully discussed with both the staff member and the OH..

Note 5:

- Immediate early OH appointment: To be conducted if deemed necessary by manager and / or staff member. This takes place without going through a detailed description of the event and provides general advice; information for staff involved in the traumatic incident, which includes common reactions to traumatic events
- OH to ensure that the appointment has been booked for 4 weeks after the trauma, referred to as "Watchful waiting".
 - 1.9.1.1 Where symptoms are mild and have been present for less than 4 weeks after the trauma, watchful waiting, as a way of managing the difficulties presented by individual sufferers, should be considered by healthcare professionals. A follow-up contact should be arranged within 1 month.
- Ensure practical consideration dealt with: H&S, recommendations for any adjustments/ modifications to work, if at work

Note 6:

- In all cases a OH assessment to take place @ 4 weeks
- If staff member requires specialist treatment, OH to provide authorisation and then liaise with the HR Partner (Region).
- HR Partner to contact EAP (Life & Progress), to initiate the process for specialist treatment.
- EAP to contact staff member to arrange specialist treatment
- Ensure practical consideration dealt with: H&S, recommendations for any adjustments/ modifications to work, if at work