

Improving staff support after incidents

Interventions that are delivering responsive staff support

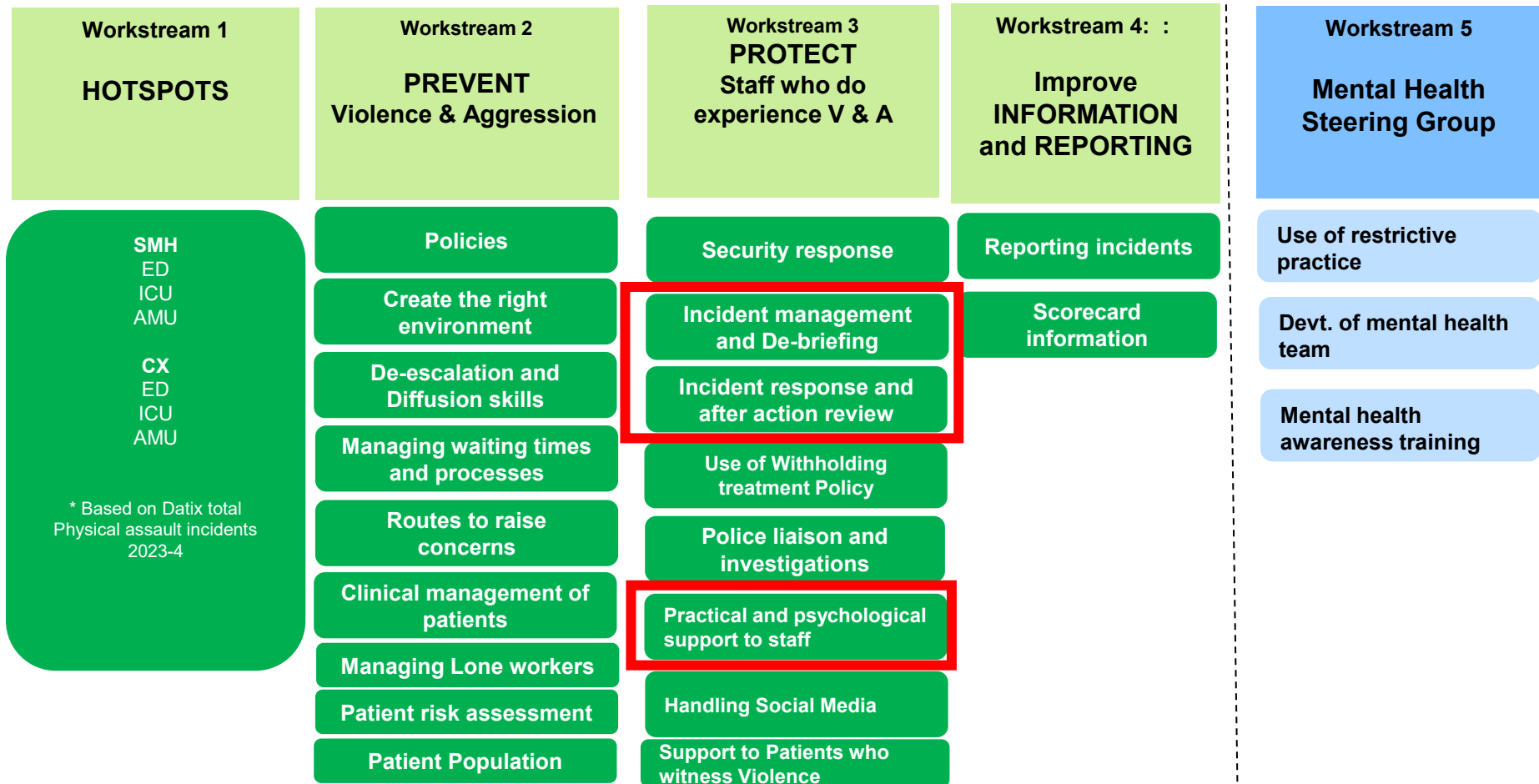
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Violence Prevention and Reduction

Aim: To prevent violence and aggression from patients, relatives and the public where possible, and to protect and support who do experience violence and aggression at work



Enabling workstream: **ENGAGEMENT WITH STAFF**

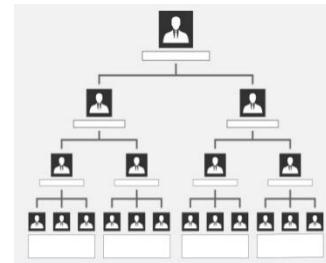
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- **Injured Person/Others Involved** – Update them on the incident and action taken quickly, any additional support they need?
 - **Further Action Required** – Police, acceptable behaviour agreement, yellow/red card, notes on patient record
 - **Referral for Patient** – safeguarding, substance abuse, homeless team etc
 - **Sharing Wider** – Are their lessons that should be shared to other areas?
 - **Exec Sharing** – Awareness at most senior level

AAR – After Action Reviews

An open and honest conversation about an event that can be used to debrief for those involved, led by a facilitator



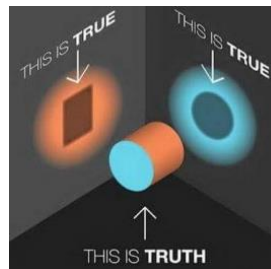
An AAR is to learn not judgement



Leave hierarchy at the door



No blame – discussing mistakes should not lead to blame



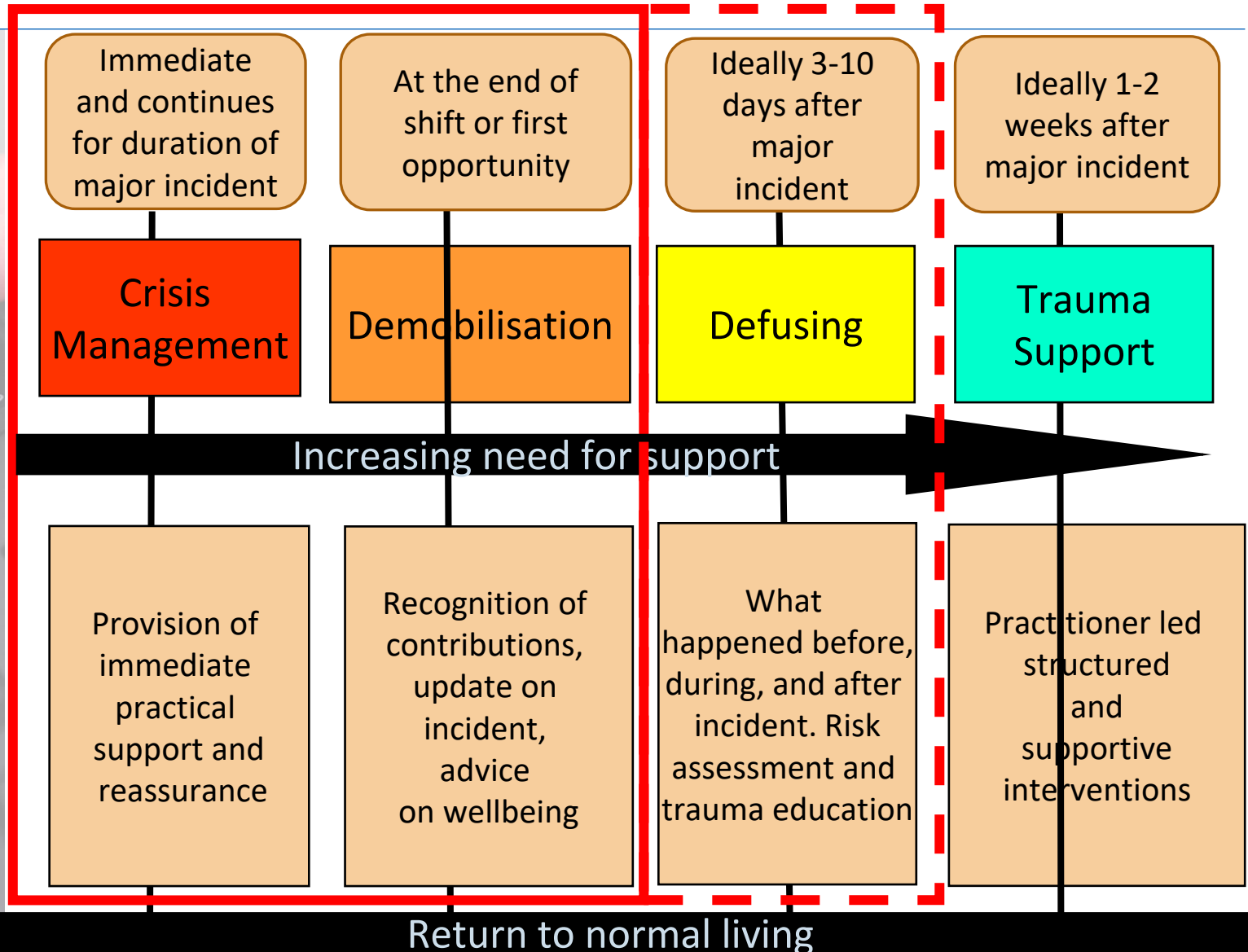
Multiple perspectives are welcome



Respect time pressures but all must be fully present (no phones etc)

What was EXPECTED?	What ACTUALLY happened?
It could be a shared plan, a formal agreement, a guideline or simply regular practice	Explore the facts, while acknowledging the perspective and feelings of others
WHY was there a difference?	What can be LEARNED?
Why was there a difference between the expected outcome and the reality of the moment?	It may be a change in practice, policy or behaviour, shared understanding or greater insight.

Peer Led Support



Welcome to CONTACT, our staff counselling, stress management, conflict resolution and trauma support service



Counselling



Managing stress



Staff liaison officer



Conflict services



Trauma support



Group and team support



Training material



Consultative supervision



Support leaflets

Supporting Employees Post Incident

