RESPONDING TO AND OFFERING SUPPORT FOR STAFF IN THE EVENT OF A TRAUMATIC EVENT/CRITICAL INCIDENT WHILST AT WORK

The work we do in our roles within Children and Young People's Services can be challenging and at times upsetting and unpredictable, We read, we respond to, we see, we experience upsetting things regularly and in most cases induction, supervision, groups supervision and opportunities for CPD will be enough to create reflective space for processing these topics and developing our practice.

However. Sometimes we are responding to deeply traumatic incidents, and we know this has an impact on us as workers, can impact on practice and have long lasting impact on us personally. We bring our whole selves to work and take our whole selves' home.

What we know is that everyone processes a traumatic event differently because we all experience them through our unique lens of prior experiences in our lives. We all have our natural networks within work and in our personal lives were we find support. Mostly that is enough.

What we know is that a timely response is important but there is also no time limit on healing. One size does not fit all and so a bespoke response exploring options works best.

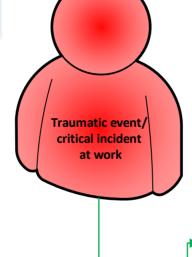
We endeavour to work in a trauma informed way with our children and families and with our staff and colleagues. Our human response in challenging times is a measure of that. Checking in, listening to, reaching out, creating and holding space for colleagues, seeking supervision to explore our feelings, learning and processing.

However, we need to explore additional emotional needs support on every occasion where a practitioner experiences the death of a child or young person or is the subject of, or witness to, serious violence or the threat of serious violence. It should also be considered when practitioners are exposed to extreme or particularly disturbing material about the abuse of a child or young person.

Of course, consideration must be given to case planning and health and safety arrangements but in addition creating reflective space and exploring the appropriate emotional support options is also crucial to promote healing and safe practice.

We acknowledge that there are a range of things that will support these processes in our everyday working lives;

- □ Planned and structured Induction to our roles https://www.proceduresonline.com/durham/cs/local_resources.html
- ☐ The support of our team and colleagues
- ☐ The support we have at home
- □ Regular 1-2-1 or group supervision where case work can be explored alongside personal supervision https://www.proceduresonline.com/durham/cs/local_resources.html
- □ Access to wellbeing information via the wellbeing portal http://intranet.durham.gov.uk/Pages/WellbeingPortal.aspx
- ☐ The Employee Assistance Health Assured App http://intranet/pages/EmployeeAssistance.aspx
- □ Occupational Health support http://intranet.durham.gov.uk/pages/Occupationalhealth.aspx
- ☐ Reporting incidents via Health and Safety to ensure staff and public safety http://intranet.durham.gov.uk/pages/Healthandsafety.aspx
- □ A supportive process of sickness absence management if someone is not in work
- ☐ A support exit interview process when someone is moving on



In addition, and when there has been a traumatic incident, we may wish to explore;

- ☐ A conversation about additional 1-2-1 wellbeing support available
- ☐ A conversation with Full Circle to explore what they can offer
- □ Self-referral for 1-2-1 counselling via the Employee Assistance Health Assured service - 0800 761017
- □ A bespoke offer from the Employee Assistance Health Assured Service
- ☐ Thinking about learning or wider impact on the team, not just the allocated worker

In the event of a traumatic or critical incident please contact
Shelley Gill

who will talk and walk you through next steps

Contactable via MS Teams, email or on 07917651005