



East Midlands
Ambulance Service
NHS Trust



STAFF SUPPORT PROGRAMME



Revd Kevin Charles Chaplain / Staff support lead
Tracy Cunningham Clinical Navigator and Paramedic

Emergency care | Urgent care | We care

Listening Events. What our staff said...

DEBRIEFING SUPPORT

SUPPORT EACH

OTHER

RESPECT

FOLLOW UP WELFARE CALLS

FEELINGS OF

STRESS

POST INCIDENT SUPPORT

LACK OF WELFARE SUPPORT

RESPECT AND ATTITUDE

Emergency care | Urgent care | We care

PTSD / STAFF

WELFARE

What our staff said...

STAFF WELFARE AND SUPPORT

PEER

SUPPORT

PASTORAL SUPPORT

SUPPORT AFTER INCIDENT

CREATE A FAMILY ATMOSPHERE

RECOGNITION

OF

BEING HUMAN AND HAVING FEELINGS

What our staff said...

**STAFF SUPPORT NOT ONLY AFTER
DIFFICULT JOBS BUT DURING DIFFICULT
TIMES IN OUR PERSONAL LIVES**

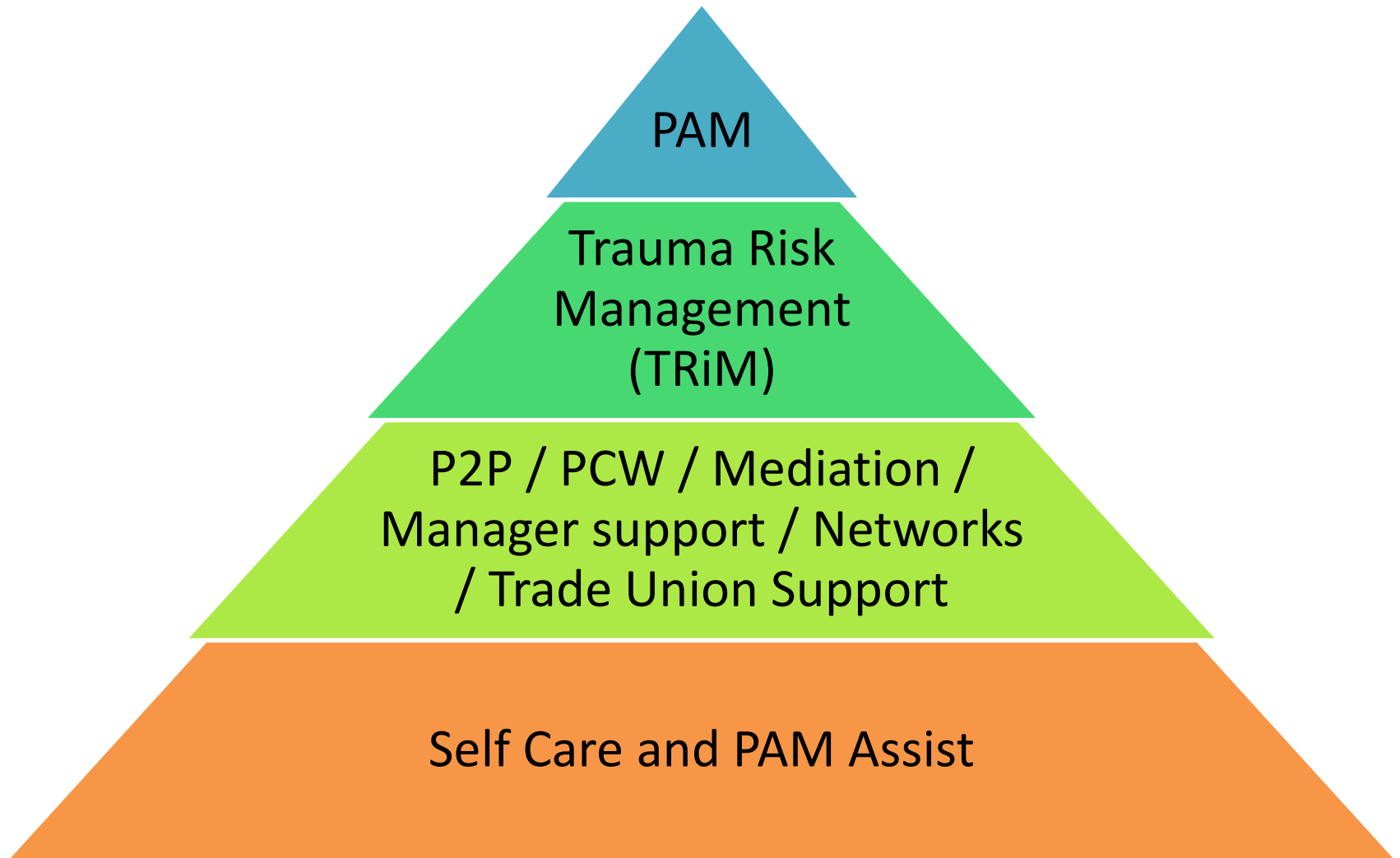
A Cry for Help

Hi Kev

We met the other day at when you came to offer support after the sudden death of a colleague. Sorry to bother you but I was given your number and I thought you might be able to help me. My crew mate and I were the first on scene at a child hanging and I'm so incredibly upset.

I'm also very embarrassed that I'm feeling this way as it is my job and I should be able to deal with it. I couldn't face going into work last night, so I didn't. I'm due back in on Monday but I'm scared. I just want you to text me and say it will pass.

Introduced a Model of Staff Support



Staff Support Initiatives

- **Chaplain / Staff Support lead role**
- **P2P/PCW (Pastoral Care Workers)**
- **Trauma Risk Incident Management**
- **LGBT (Lesbian, Gay, Bisexual and Transgender) / BME (Black and Minority Ethnic)/ Disability network launch**
- **Suicide prevention**
- **Mental Health Awareness / My Resilience Matters**

Staff Support Initiatives



Emergency care | Urgent care | We care

What is Peer to Peer?

- **Colleague support**
- **A listening ear**
- **A safe 'space' for an individual to 'download' /talk**
- **Signposting to support/advice**
- **Support identifying possible solutions**

What P2P is not.....

- **Counselling or Therapy**
- **To take on the problem/issue**
- **To fix the problem/issue**
- **To find all the solutions**
- **A referral route to Occupational Health**

P2P Volunteer Network

- **200 internally trained P2P staff across EMAS (additional 20 awaiting training)**
- **Training consists of.....**
- **All volunteers providing support to their colleagues**
- **All volunteers commit to and sign confidentiality agreements**

P2P success... How it is measured?

- **1 398 staff contacts in the first year**
- **3 570 staff contacts in second year**
- **4 424 staff contacts in year three**

P2P Contact Themes

- **Feelings of stress / anxiety / depression**
- **Bereavement following death of colleagues**
- **Impact on home life due to late finishing**
- **Personal and domestic matters**
- **Feelings of lack of support**

P2P Success

- **NHS Employers best practice case study**
- **We have shared our model with a wide range of partners and other providers**
- **Credited by MIND as a model of good practice of staff support**
- **Increase in working with TASC (The Ambulance Service Charity)**

P2P How does it work?

Support from the top (champion)

Co-ordinator

Training programme

Volunteers

Train

Launch

programme



What have we done?

- **Professional behaviour in the work place programme**
- **Resilience Training**
- **Bereavement support provided by Chaplain / P2P / PCW's**
- **Work with MIND (Mental Health Charity)**

Wellbeing / Stress Awareness

- **An acute stress reaction is defined as a breakdown in normal coping strategies often triggered or escalated by a social crisis.**
- **The nature and severity of this depends on the impact on functioning.**
- **Some people can be more vulnerable to stress based on recent events, background, history and biopsychosocial factors (live, love, do).**

Wellbeing / Stress Awareness

- Relaxation techniques.
- Breathing exercises.
- Meditation.
- Self awareness/emotional intelligence.
- Mindfulness.
- Regular exercise.
- Existing support mechanisms.
- Stress and distress.
- Rational detachment.

What are we doing next?

- P2P / PCW volunteers to undertake training in Mental Health signs / symptoms / awareness
- Roll out P2P model takes place 17th May for our Community First Responders
- National event in partnership with WMAS (West Midlands Ambulance Service) to share, learn and support ongoing development across the Ambulance sector
- Looking at a way of using our retired colleagues to offer support for new members of staff

P2P Does work!

John's Story

One persons true account of how Peer 2
Peer support helped.

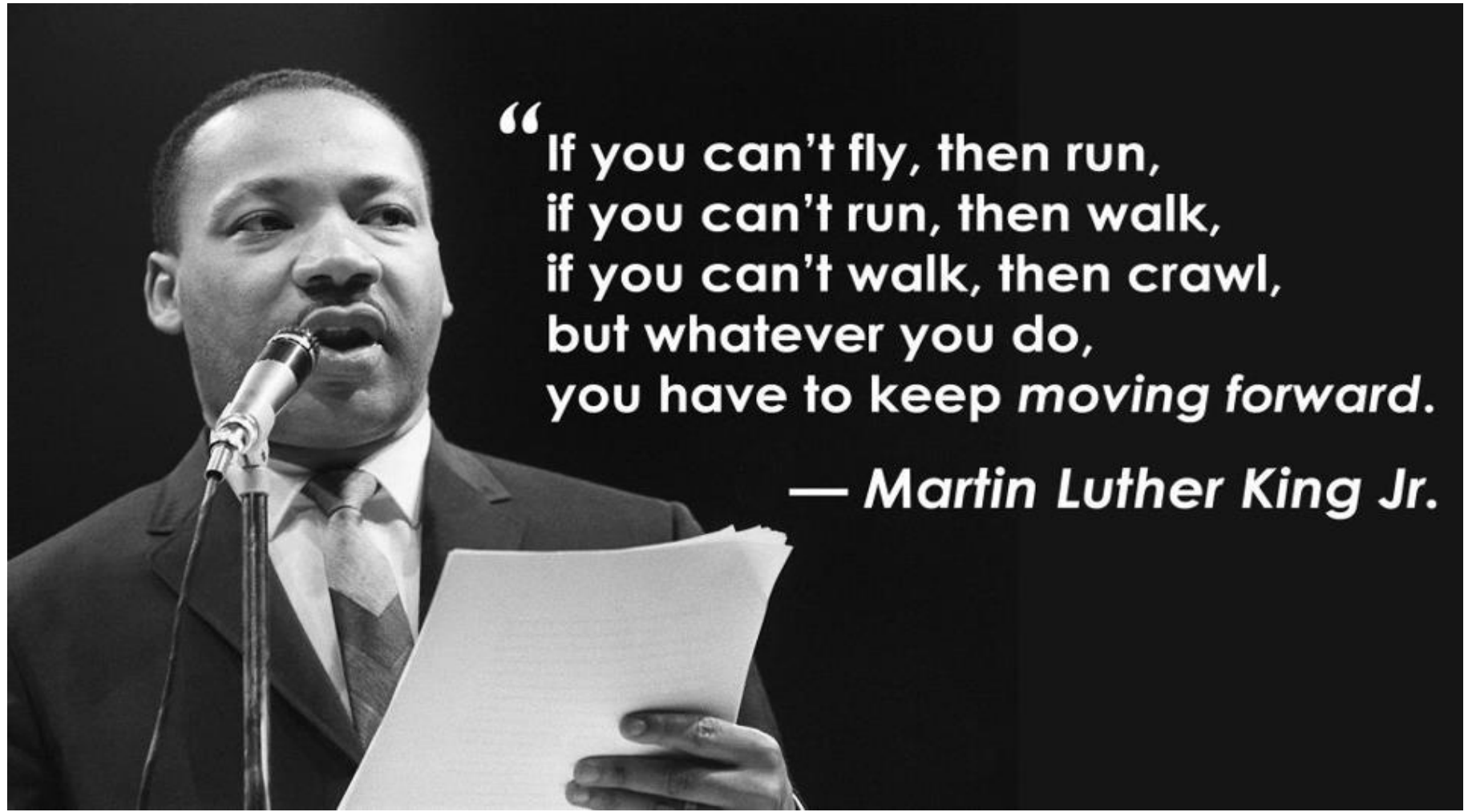
Three points to consider...

**Do we listen or look out for our
colleagues cry for help?**

**What support can we or do we
offer?**

**It doesn't have to cost much to look after
what we have**

Martin Luther King junior....



**“If you can't fly, then run,
if you can't run, then walk,
if you can't walk, then crawl,
but whatever you do,
you have to keep *moving forward*.”**

— *Martin Luther King Jr.*

P2P it Works

THANK YOU

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