STAFF SUPPORT PROGRAMME

Revd Kevin Charles Chaplain / Staff support lead
Tracy Cunningham Clinical Navigator and Paramedic
Listening Events. What our staff said…

DEBRIEFING SUPPORT
SUPPORT EACH OTHER
RESPECT
FEELINGS OF STRESS
POST INCIDENT SUPPORT
LACK OF WELFARE SUPPORT
RESPECT AND ATTITUDE

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

- PAM
- Trauma Risk Management (TRiM)
- P2P / PCW / Mediation / Manager support / Networks / Trade Union Support
- Self Care and PAM Assist
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

- Disability Network
- Union Support
- Health Manager (PAM)
- Chaplaincy
- Education Centres
- Raising Concerns
- GP
- Employee Assistance Programme (EAP)
- Peer To Peer Support
- Occupational Health
- Policies / Procedures
- Trauma Risk Management (TRiM)
- LGBT Network
- Human Resources
- Mediation Service
- Coach / Mentor
- Clinical Team Mentor
- Pastoral Care Worker
- BME Network
- External Agencies
- Line Manager
- Local Security Specialist

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?

• 1398 staff contacts in the first year
• 3570 staff contacts in second year
• 4424 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

SUPPORT 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
“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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