



Enabling Human Factors

Personnel Support Aviation Limited

Calderpark House - 63 Calder Street
Lochwinnoch - PA12 4DG

Training in: Human Factors - Resilience - Post Incident Support

Additional Notes to Supplement ICISF Assisting Individuals in Crisis training Mar 2023

1. Feedback forms - <https://forms.office.com/r/H6mNdKSBnZ>
2. The art of conversation from Public Health Scotland – Additional support for intervention if there are concerns for suicide <http://www.healthscotland.com/uploads/documents/2842-The%20Art%20of%20Conversation-August2019-English.pdf>
3. ICISF – the accrediting organisation for Assisting Individuals in Crisis <https://icisf.org>
4. PSA-Ltd courses
<https://www.psa-ltd.com/courses-events>
5. Please note, if you experience any problems with certification, please get in touch with us at sally.maidment@psa-ltd.com.

@psa_ltd
www.psa-ltd.com

“To each there comes in their lifetime a special moment when they are figuratively tapped on the shoulder and offered the chance to do a very special thing, unique to them and fitted to their talents. What a tragedy if that moment finds them unprepared or unqualified for that which could have been their finest hour.”

Winston Churchill



"It is not the critic who counts; not the man who points out how the strong man stumbles, or where the doer of deeds could have done them better. The credit belongs to the man who is actually in the arena, whose face is marred by dust and sweat and blood; who strives valiantly; who errs, who comes short again and again, because there is no effort without error and shortcoming; but who does actually strive to do the deeds; who knows great enthusiasms, the great devotions; who spends himself in a worthy cause; who at the best knows in the end the triumph of high achievement, and who at the worst, if he fails, at least fails while daring greatly, so that his place shall never be with those cold and timid souls who neither know victory nor defeat."

Man in the arena speech, Theodore Roosevelt - 23 April, 1910

"My wish for you is that you continue. Continue to be who and how you are, to astonish a mean world with your acts of kindness. Continue to allow humour to lighten the burden of your tender heart."

Maya Angelou

"One of the tasks of true friendship is to listen compassionately and creatively to the hidden silences. Often secrets are not revealed in words, they lie concealed in the silence between the words or in the depth of what is unsayable between two people."

John O'Donohue

We recommend:

Why we sleep, Matthew Walker

<https://www.waterstones.com/book/why-we-sleep/matthew-walker/9780141983769>

Post Traumatic Stress – The Facts, Stephen Regel, Stephen Joseph

<https://www.waterstones.com/book/post-traumatic-stress/stephen-regel/stephen-joseph/9780198758112>

Effective Grief and Bereavement Support, Atle and Kari Dyregrov

<https://www.waterstones.com/book/effective-grief-and-bereavement-support/atle-dyregrov/kari-dyregrov/9781843106678>

Dare to lead, Brene Brown

<https://www.waterstones.com/book/dare-to-lead/brene-brown/9781785042140>

Brene Brown – The Call to Courage – Netflix

<https://www.netflix.com/gb/title/81010166>



Introduction and Background

There are many challenging times that we experience in healthcare. Some examples of difficult environments and situations we come across are:

- Pre hospital
- Theatres
- Within clinics
- Ongoing life stress
- Having a complaint raised
- Making a mistake/error
- Winter (starts in May)
- Global pandemics
- Emergency department
- On wards
- Pressures of study/training
- Changing hospitals and being at the new one
- Legal/governing bodies challenges
- Pressures from all forms of media
- General ongoing workplace pressures

We know that there are challenges to mental health across all work forces. The HSE in 2020 published numbers across all fields regarding **work** related stress, anxiety and depression.

They are -

828 000 people are affected

17.9 million working days are lost

The reasons cited are: workload, too much responsibility, lack of managerial support as well as violence, threats and bullying.

We also know that presenteeism is a huge factor. The Institute of Educational Science defines it simply as “showing up for work when one is ill”, in essence, if absenteeism is not being at work, presenteeism is being there when you really *shouldn't*, for either physical, mental or emotional reasons.

The Office of National Statistics estimated the numbers for presenteeism are 1.5 times absenteeism rates, and I suggest in a can-do organisation like the NHS, we show up to be there for our team, even if we know it's not the best thing for us personally.

Suicide

We also have to keep in mind the challenging subject of risk to self which can be on the minds of peer supporters. We know that concerns around suicide can be the most fearful situation peers think about in terms of looking out for our colleagues.

We are not able to discuss the subject in depth on this course, but NHS Lanarkshire provide training for Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST)

For information, reference samh.org.uk -

The long-standing campaign, “Two Too Many” (based on two people dying by suicide every day in Scotland) highlights the devastating impact of suicide. SAMH has made good progress in tackling suicide over the last 10 years with the rate in Scotland reducing up until 2017.

However, 784 deaths in 2018 is an increase from the previous year.

Overall, on 2018 there were 6507 in the UK (Samaritans)



In healthcare

Male and female carers had a risk of suicide that was almost twice the national average (ONS)

Nurses are at higher risk of suicide than the general population and are four times more likely to take their own lives than people working in any other profession in the UK. Female nurses are more likely to commit suicide than their male counterparts.

(Independent Nurse, 10 Feb 20)

Doctor Suicide in the USA, there are approx. 400 per year (aaem.org)

“The actual suicide rate for doctors has been estimated at between two and five times the general population. Historically, female doctors have been considered at higher risk than the national average for females (up to four times higher), whereas men appear less vulnerable than the general population. GPs, trainee and junior doctors also appear to be particularly vulnerable, experiencing distress and burnout early in their career.”

(October 2019 - www.som.org.uk/world-mental-health-day-2019-focus-suicide-prevention)

Notwithstanding SAMARITANS (call 116 123, email jo@samaritans.org), what other services do you know of that are available?

.....

.....

Dr Chloe Abbott

The "con" of building resilience has left junior doctors vulnerable to mental illness and suicide by ignoring the systemic failures of the medical profession, the next generation of medicos has heard.

Resilience was not something Chloe Abbott lacked, her sister Micaela Abbott told the Australian Medical Students' Association (AMSA) conference on Tuesday.

Speaking at a session on mental health and wellbeing in Sydney alongside Health Minister Brad Hazzard, Ms Abbott said her sister was "eaten alive" by the medical profession.

Dr Abbott was 29 and a fourth-year doctor-in-training when she died in January 2017, one of several recent suicides by doctors that prompted the Health Minister and the medical profession to act.

<https://www.smh.com.au/healthcare/she-was-eaten-alive-dr-chloe-abbotts-sister-micaelas-message-for-the-next-generation-of-doctors-20170704-gx4jt3.html>

Peer Support

This is a very particular type of support after a crisis. This is a confidential, non-judgemental, low level support programme for healthcare workers who have experienced a stressful event, including work related situations. This has been running formally in NHS Lothian and is being expanded.



Enabling Human Factors

Empathy versus sympathy

Sympathy is when you share the feelings of another

Empathy is when you understand the feelings of another but do not necessarily share them.

Presumed empathy is the basis for much of the initial effectiveness in peer support

Empathy increases

- Active and reflective listening and the perception of being understood
- Trust
- Safety
- Likelihood of compliance

Helpful concepts

- 15 minute Rule
- 3 contact rule
- WAIT (S)

Consider when you listen...

- You talking
- Telling your story
- Distraction
- Time
- Hierarchy
- Cuddles
- Focus

SAFER – Revised model

Dr George Everly – ICISF - 1996

Stabilise

Acknowledge the crisis

Facilitate understanding

Encourage effective coping

Recovery or Referral

Stabilise - Immediate stabilisation by walking into the room

- Introduction
- Meet basic needs
- Mitigate acute stressors
- Confidential



- Limitations – time
- “Any questions?”
- Think water/phone calls

Acknowledge - Acknowledge the crisis

- Event and the Reactions
- They do most of the talking
- Hear the story
 - Listen
 - Reframe and summarise
 - “hunt the good stuff”
- Is there anything more to add?

Facilitate Understanding – Normalisation

- What’s normal/natural, not what’s not normal
- Remind them what they know
- Respond to what they’ve said in their story
- “is there anything I’ve missed?”

Encourage effective coping

- What do you normally do to cope with situations like this?
- Consider what the team can do
- Empower them
- Where possible, make it their suggestion
- How about...
- Hope and optimism

Recovery or referral (signpost)

- What do they need?
- Patient safety
- Any doubt, then no doubt
- Facilitate access to next level of care
- **LEAFLETS and FOLLOW UP**

Why, where to go and what to do

What we want staff to understand and promote...

Awareness of Potential stressors

- Work
- Life
- Environment
- Emergency/operational stressor

Collision of worlds

Stay in your lane...



Effects of stress

- Errors
- Omitting things
- Filtering
- Coning of attention/focus
- Approximation
- Queuing
- Return to basics
- Physical reaction
- Escape

Fight or flight? Freeze?

What do you want to do? As opposed to what are you required to do?

Listen out for natural responses which may include...

- Sadness
- Guilt
- Shame
- Anger
- Fear
- Memories/flashbacks
- Suppression of emotion

All of these are natural reactions initially, but if they continue for more than a few weeks, interrupt functioning, do not show signs of lessening or if it just doesn't feel right to you, please seek help.

General Support

Samaritans	- www.samaritans.org
Breathing space	- www.breathingspace.scot
Mind	- www.mind.org.uk
BMA	- www.bma.org.uk/advice-and-support
RCN	- www.rcn.org.uk
DSN	- www.dsn.org.uk
PRoMIS	- www.promis.scot

What other things do you have in place to look after your teams? Consider

- Line management
- OH
- Staff counselling
- Safe network
- Union



Enabling Human Factors

Positive coping strategies for your colleagues

What do you do to support each other?

How do you lift low morale?

What are the small things that make a difference?

Sleep

We know that any form of stress and post traumatic reactions can have a significant effect on our sleeping patterns.

Effects of stress on sleep

Difficult thoughts

Flashbacks and Nightmares

Trouble switching off, hyper vigilance

Recognising Sleep Deprivation

- Tiredness
- Slow reactions
- Snappiness
- Reduced
 - motor skills (clumsiness)
 - visual acuity (blurred/peripheral vision)
 - long and short term memory

The Paradox of sleep deprivation is that you can be too tired to judge yourself.

Are you safe to drive? What options do you have in your area?

Sleep Hygiene Strategies **essentials**:

- Have a regular pre sleep pattern, even with shifts
- Sleep in a dark, quiet place which isn't too warm
- Reduce intake of caffeine or alcohol before sleep (4-6 hours)
- Avoid a heavy meal prior to sleeping (at least 2 hrs)
- Use a quality mattress and bedding
- Avoid blue light

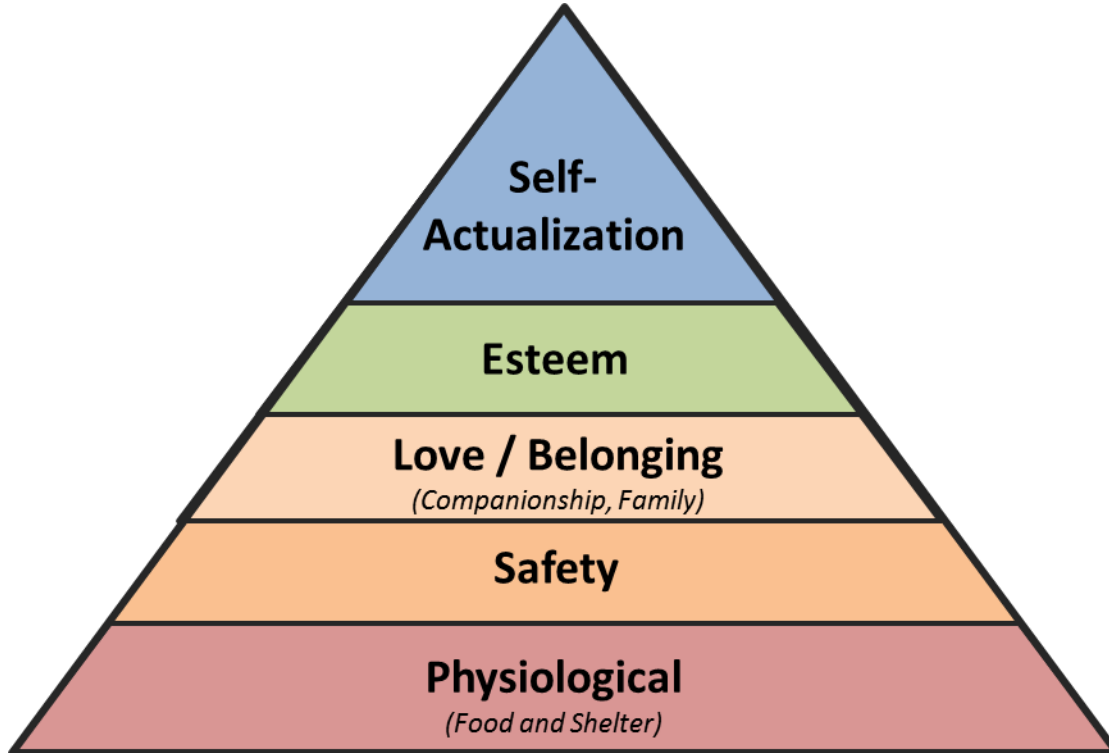
Please consider trying, if all else fails:

- Use 1 pillow
- Sleep on your left-hand side
- ½ a banana
- Write down 5 positive things
- 4/7/8 Breathing

For peers, the most important thing to offer is presence, listening and basic needs.



← Think Maslow...



where we work

People may need: Water, hot drink, toilet directions, quick food, sleeping area
 Directions, guidance
 Things handed to them
 To be cared for/provided for

Also think about:

- Hydration
- Safe, clear and trusted information (admit if you don't know)
- Rest, without interruption
- Available to talk (different levels)

Specific for this time

- Everyone copes differently
- Think about sustainability
- Forgive snappiness, give leeway and understand overwhelmed
- Proud and amazing people
- Optimism – why you are doing this and why it makes a difference
- Kindness
- Politeness
- Limit time online



- Air and exercise
- New phase of tiredness
- Find the Post COVID19 Legacy

Know where you go for help

After providing support – practicalities and what might come next

What do you do after meeting someone?

- Talk to a team member – offload
- Keep a record that an interaction happened
 - Formal
 - Informal
- Be careful about going back to work
- Be careful what you take home
- Ask questions
- Be sure of practical things like electronic forms, guidelines

Self care

- You cannot pour from an empty cup
- Be aware when it's not a good time for you
- Know when you are out of your depth
- Ask for help
- Be prepared
- Practice and prepare
- Take care of yourself after a difficult time
- Do your thing i.e. space and rest, football and shouting
- If someone asks how you are...

If you can only do a few things, consider:

- Sleep or rest
- Hydrate and eat well
- Connect
- Give
- Learn
- Be active
- Notice

The single most important factor in being a compassionate person is...?

.....

.....



It is important to remember that as part of the peer support team, you do not stand alone, we are a team for a reason. With a number of peers trained if you are not the right person at that time, there will be others who can offer to help, team members for you to talk to and there are routes for escalation of a concern.

Some questions to fall back on

Questions are an important communication tool for a Peer Supporter. Yet it is not always easy to find the right question for the right moment. Below you find some ideas for you to use as guidelines.

PROMPTS

Would you like to tell me what has brought you here?

(Tell me) what happened?

What was your first reaction?

Do you remember your first thoughts?

What has been the toughest bit of all this?

You seem to be.....

It sounds as if.....

What exactly makes you think that?

What is it that makes you say that?

Who have you spoken about this with?

Have you considered.....

Have you thought of

What do you normally do to relax?

Have you been able to do that?

Will you be able to do that?

Is there someone at home to talk to?

Many people find.....very effective

You may want to consider.....

Just to get some of the housekeeping out of the way... confidentiality, time etc

Time for you and I

This is between us unless I need more help.

WHAT NOT TO SAY

I think.....

Shit happens

You'll be fine

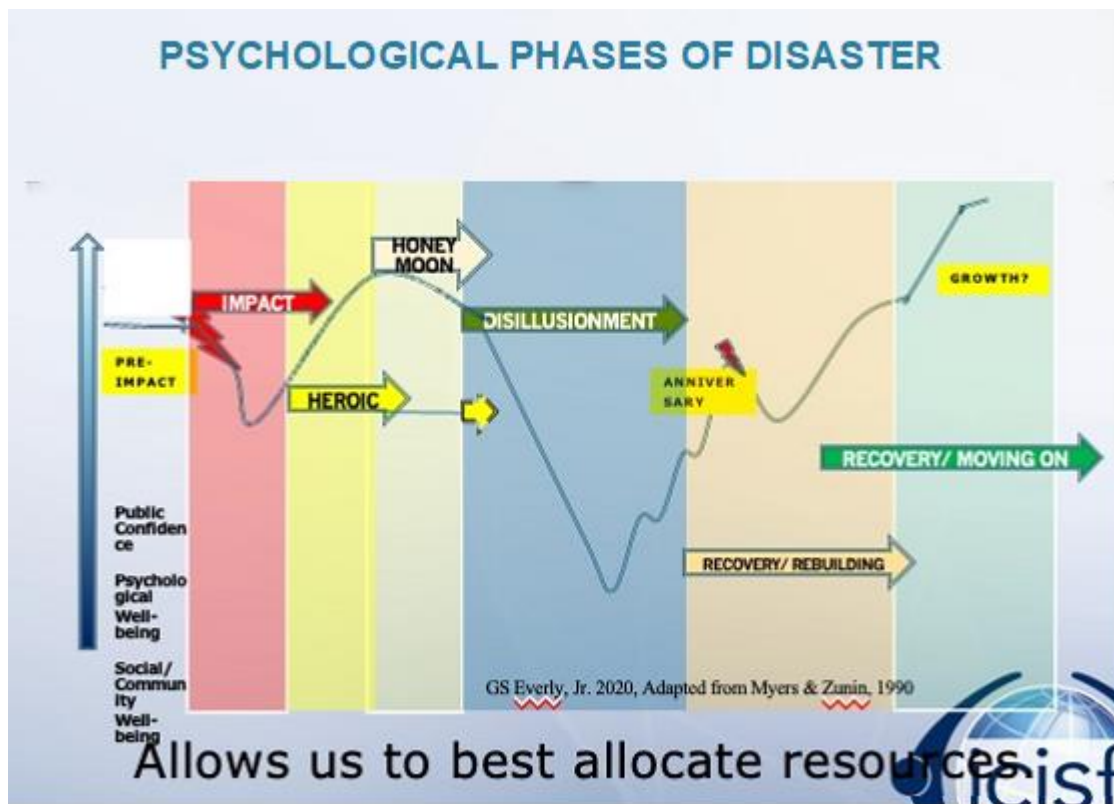
Time heals all wounds

That happens to many people

You should.....



I will.....
You'll get over it
Don't worry
I know how you feel
It's not so bad
You won't be given more than you can handle
You need to forget about it
You did the best you could
When I had/did/was...
At least... **Additional points from updated course**



Guiding Principals:

- *Focus*: Acute response to a critical incident
- *Outcome Goal*: Return to/approximate pre-crisis functioning, not resolve pre-existing issues
- 15 minute Rule (assume you only have 15 minutes, even if you have more time)
- 3 Contact Rule (when to refer)
- WAIT Principle
- It's not about you
- Don't argue (Aristotle)



TEARS Model

T – Time and talk

E – Exercise and eat

A – Avoid: alcohol, caffeine, drugs and social media

R – Relaxation and routines

S – Social contact

Phase specific challenges:

STABILIZE

- Failure to gain rapport
- Failure to facilitate SYS 2
- Failure to express limitations to confidentiality (as indicated by policy or law)

ACKNOWLEDGE

- Failure to listen tactically for how to best help
- Failure to listen strategically for how to best help
- Interrupting
- Failing to follow up on potentially significant cues, ambiguities
- Tendency to delve too deeply

FACILITATE

- Normalizing pathology; Pathologizing the normal
- Failure to provide causal insight when an option (identifying/ affirming the uniqueness of this situation)
- ENCOURAGE EFFECTIVE COPING
- Failure to match interventions to expressed or inferred need
- “Cookie-cutter” stress management
- Assumption: “If it worked for me, it will work for you.”
- Rushing to “fix” the unfixable

RECOVERY OR REFERRAL

- Hesitancy to refer to formal resources/ Hesitancy to accept recommendations on recipient’s part
- Overzealous referral
- Countertransference



Example leaflet – 2 pages, change as required

Just a few things from today...

This is confidential. You might feel a bit unsettled after today but that should pass after a few hours.

Also, we'd like to get in touch in a few weeks just to see how you are, but there's no obligation.

Everyone is different and deals with things differently. These are some of the normal reactions you might experience:

Being on edge

Difficulty sleeping

Feeling like it's happening again

Guilt and shame

Being sad

Numb

Disappointed

Impact on relationships

Loss of confidence

Being jumpy

Thoughts and images of the event

Being overwhelmed

Being anxious

Being angry

Withdrawal

Avoiding things and thinking

Alcohol and drugs

Feeling irritable and frustrated

It's worth looking for:

- Emotional support
- Practical support
- Information support

Try to:

Stay with your normal routine

Talk – to each other and to your closest friends or family (but please respect the confidentiality of others in the group)

Eat well, stay healthy

Stay hydrated, drinking water and try to limit caffeine

Be active, get outside and keep moving

Being positive

Sleep better, make an effort to sleep well and get a quality 8 hours

Relax, do what you like and makes you happy

Be aware of unhealthy coping methods

Your reactions should lessen as time passes. It is important to keep an eye on yourself and if things aren't starting to lessen after a few weeks from now or if it's having a serious impact on your life, it might be worth talking to someone else.



Enabling Human Factors

Boundaries:

Why are they so important?

- A set of ground rules that keep you and the other person safe
- Helps build trust in the listening relationship
- Enables a more effective interaction
- Helps provide uninterrupted space to listen well
- Prevents supporter feeling overwhelmed

Boundaries to consider

- Safety
- Time
- Confidentiality
- Touch
- Limitations
- What your role is as a peer supporter
- Communication

Key points

- Agree time limitations at the start of the session
- Discuss confidentiality and check for understanding
- Err on side of caution re hugging, touch
- Be mindful around your limitations and if you have capacity
- Remember you are not an out-of-hours crisis service
- Ask for help when you need it
- Don't apologise for having boundaries

Please consider, dated as of 30 March 2022:

Our workplace Peer Support team

Your own line management

Occupational health – **

- 0131 000 0000 (M-F, 0800-1800)

Acute Psychology Staff Support Service (based on current situation) ??

- 0131 001 0000 (M-F, 0800-1700)

Chaplaincy Service for patients, relatives and staff A/R

- 0131 00 100 (7 days, 0900-2200)

Your own GP



General support

www.breathingspace.scot - 0800 838587

www.stepsforstress.org

www.mind.org.uk

www.samh.org.uk

www.seemescotland.org

Bereavement

<https://belfasttrust.hscni.net/service/bereavement/>

www.cruse.org.uk

www.ataloss.org

www.childhoodbereavementnetwork.org.uk

Sleep

www.sleepcouncil.org.uk

Stress, mental health and suicide concerns

<http://wellbeing-glasgow.org.uk/stressed/>
thecalmzone.net

papyrus-uk.org

www.moodjuice.scot.nhs.uk

www.moodcafe.co.uk

idealmedicalcare.org

stmungos-ed.com

www.mentalhealthatwork.org.uk/ourfrontline/

<https://www.blurtitout.org/resources>

www.actionforhappiness.org

www.rethink.org

www.sane.org.uk

www.together-uk.org

www.alcoholics-anonymous.org.uk

Abuse

www.nspcc.org.uk

www.oneinfour.org.uk

www.rapecrisis.org.uk

www.refuge.org.uk

www.survivorsuk.org

www.womensaid.org.uk

www.napac.org.uk

Addiction

www.addaction.org.uk

www.adfam.org.uk



www.al-anon.org.uk
www.alcoholics-anonymous.org.uk
www.alcoholconcern.org.uk
www.alcoholhealthnetwork.org.uk
www.cauk.org.uk
www.drinkaware.co.uk
www.drugscience.org.uk
www.dualrecoveryanonymous.org
www.gamblersanonymous.org.uk
www.marijuana-anonymous.org.uk
www.ukna.org
www.talktofrank.com
www.smartrecovery.org.uk

Anxiety

www.anxietyuk.org.uk
www.nopanic.org.uk
www.ocdaction.org.uk
www.ocduk.org
www.topuk.org

Armed Forces

www.soldierscharity.org
www.combatstress.org.uk
www.helpforheroes.org.uk
www.ptsdresolution.org
www.britishlegion.org.uk
www.ssafa.org.uk

Bereavement

www.belfasttrust.hscni.net/services/Bereavement.htm
www.cruse.org.uk
www.ataloss.org
www.childhoodbereavementnetwork.org.uk
Podcast – Steve Regel - The Art of Dying Well - <https://www.artofdyingwell.org/losing-loved-one/dealing-with-bereavement/loss-and-trauma/>
www.bereavementadvice.org
www.childbereavementuk.org
www.tcf.org.uk
www.dyingmatters.org
www.lullabytrust.org.uk
www.uk-sobs.org.uk
www.winstonswish.org.uk
www.sands.org.uk



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Bipolar Disorder

www.bipolaruk.org

Carers

www.carers.org

www.carersuk.org

Sleep

www.sleepcouncil.org.uk

Depression

<https://www.blurtitout.org/resources>

www.apni.org

www.cwmt.org

www.depressionuk.org

www.pandsfoundation.org.uk

Eating Disorders

www.anorexiabulimiacaare.org.uk

www.b-eat.co.uk

www.mgedetedstoo.co.uk

Employment & mental health

www.acas.org.uk

www.bitc.org.uk

www.fitforwork.org

www.healthinconstruction.co.uk

www.citymha.org.uk

www.educationsupportpartnership.org.uk

www.mentalhealth.org.uk/tags/workplace

www.mindfulemployer.net

www.mind.org.uk/workplace/mental-health-at-work

www.richmondfellowship.org.uk

www.shaw-trust.org.uk

Family, parenting & relationships

www.family-action.org.uk

www.familylinks.org.uk

www.familylives.org.uk

www.relate.org.uk

General mental health

www.actionforhappiness.org

www.mind.org.uk

www.rethink.org



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www.sane.org.uk

www.together-uk.org

Learning Disabilities

www.mencap.org.uk

www.hft.org.uk

www.generate.org.uk

LGBT

www.switchboard.lgbt

www.stonewall.org.uk

Nutrition & mental health

www.foodforthebrain.org

Older People

www.ageuk.org.uk

www.alzheimers.org.uk

www.dementiauk.org

Personality Disorder

www.emergenceplus.org.uk

www.personalitydisorder.org.uk

www.personalitydisorderkuf.org.uk

Physical first aid

www.redcross.org.uk

www.sja.org.uk

Psychosis

www.app-network.org

www.hearingvoices.org

www.voicecollective.co.uk

Refugees

www.refugeecouncil.org.uk

Self-harm

www.harmless.org.uk

www.nshn.co.uk

www.selfharm.co.uk

www.selfinjurysupport.org.uk

<https://youngminds.org.uk/youngminds-professionals/our-projects/no-harm-done/>

<http://harmless.org.uk/>



Young People

www.childline.org.uk
www.place2be.org.uk
www.kooth.com
www.stem4.org.uk
www.youngminds.org.uk

Stress, mental health and suicide concerns

www.breathingspace.scot
www.stepsforstress.org
www.mind.org.uk
www.samh.org.uk
www.seemescotland.org
<http://wellbeing-glasgow.org.uk/stressed/>
thecalmzone.net
papyrus-uk.org
www.promis.scot

International suicide info:

www.iasp.info
<http://www.suicide.org/international-suicide-hotlines.html>

Suicide:

www.samaritans.org
Ask, tell, save a life: every life matters animation (<https://t.co/ZAPUaNiLL>)
Ask, tell, have a healthy conversation animation (<https://t.co/lrvrPmEvZu>)
Ask, tell, look after your mental health (<https://t.co/DQ8i4W4P49>)
The art of conversation, NHS Health Scotland, reducing stigma of suicide
<http://www.healthscotland.com/uploads/documents/2842-The%20Art%20of%20Conversation-August2019-English.pdf>

In addition

Critical incident stress for paramedics - www.youtube.com/watch?v=YH2BTA2_aSw
IFF (Cultivating a culture of kindness – iffproxis.com/ti-resources)
www.internationalfuturesforum.com/publishing
Ohio Mental Health and Addiction Services - www.mha.ohio.gov
crazysocks4docs.com.au
idealmedicalcare.org
dsn.org.uk

www.moodcafe.co.uk

Trauma and the brain link - www.youtube.com/watch?v=4-tcKYx24aA



Empathy -

www.youtube.com/watch?v=1Evwgu369Jw&list=PLt7b6WnSW1ynvTqyu3l_WnAEMhMmwXYl6

Elephant in a transit - www.youtube.com/watch?v=cFa5k-mkTTU

St Mungos ED Education - stmungos-ed.com

FAI information - www.scotlanddeanery.nhs.scot/media/2653/fai-doc-new-logo.pdf

Work Positive^{ci} is a FREE State and stakeholder supported psychosocial risk management process that helps organisations identify ways to improve employee wellbeing

www.workpositive.ie

NES Trauma skilled practice

<https://learn.nes.nhs.scot/24384/elearning-psychology/developing-your-trauma-skilled-practice>

<https://learn.nes.nhs.scot/29715/psychosocial-mental-health-and-wellbeing-support/taking-care-of-your-staff>

<https://interagencystandingcommittee.org/basic-psychosocial-skills-guide-covid-19-responders>

NHS Every Mind matters

https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&gclid=CjwKCAjw2uf2BRBpEiwA31VZjwItGkRU7zfE4ca0iDjxZjfaZMf-0ezQ3kZ13ekY2mny7q8j8JHgBoCLi8QAvD_BwE

Infographic

<https://www.thenationalcouncil.org/wp-content/uploads/2013/05/Trauma-infographic.pdf?dof=375ateTbd56>

Right Next Door: Patrick Harten, Air-Traffic Controller

"Miracle on the Hudson" - <https://www.youtube.com/watch?v=YlvZkkPHtpI>

Helping others - <https://ifunny.co/video/htsDDUeI6>

Jo Shapiro – Women’s hosp – CISD - <https://youtu.be/m0a-KR4pKik>

Steve Peters: The Chimp Paradox - <https://www.youtube.com/watch?v=R-KI1D5NPJs>

Men’s brains v Women’s brains - <https://youtu.be/0KrOZe2SxoQ>

Trolls Resilience Video - <https://www.youtube.com/watch?v=IFuFm0m2wj0>

Guardians of the Sky - <https://youtu.be/KxFnQsyTCL8>

Our Amazing Everyday - <https://youtu.be/A4kcxKUyf5o>

What does a day of bad weather look like? - https://youtu.be/brX_VhOU3qQ

The ATCOs of 9/11 - <https://youtu.be/U26dnUGOzgk>



Black Dog video - <https://youtu.be/3z8-w97yMtc>
Break down - <https://www.youtube.com/watch?v=HC3uUGCJpqs&sns=em>
Animated explanation of Autism - <https://www.youtube.com/watch?v=6fy7gUlp8Ms>
Living with Autism – Ky’s story - <https://www.youtube.com/watch?v=p4J59GY8DR4>
Premonition (breaking bad news) www.youtube.com/watch?v=Rxtb2nFncqU
All blacks don’t cry www.youtube.com/watch?v=xxBiki3kRco
MH in the workplace (mountain rescue) www.youtube.com/watch?v=PgtBd7QI5-c
Blue light MH www.youtube.com/watch?v=f737T01hdtM
Elephant in a transit www.youtube.com/watch?v=Pk7yqITMvp8
Sneezing panda www.youtube.com/watch?v=O4rfQSgkZOE

COVID 19

Doctors’ wellbeing: self-care during the covid-19 pandemic
<https://www.bmj.com/content/368/bmj.m1150>
Managing mental health challenges faced by healthcare workers during covid-19 pandemic
<https://www.bmj.com/content/368/bmj.m1211>
Mental health care for medical staff in China during the COVID-19 outbreak
[https://www.thelancet.com/journals/lanpsy/article/PIIS2215-0366\(20\)30078-X/fulltext](https://www.thelancet.com/journals/lanpsy/article/PIIS2215-0366(20)30078-X/fulltext)

PFA

<https://reliefweb.int/sites/reliefweb.int/files/resources/IFRC-PS-Centre-Remote-Psychological-First-Aid-during-a-COVID-19-outbreak-Interim-guidance.pdf>

Digital support London based - <https://www.good-thinking.uk>

Training:

<https://learn.nes.nhs.scot/28063/coronavirus-covid-19/psychosocial-mental-health-and-wellbeing-support>

Apps

Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know. The app is also available to use in Polish, Punjabi and Urdu.

Certification in CISM - <https://ccism-cert.org>



Enabling Human Factors

Research articles/notes

https://www.researchgate.net/publication/338051313_Was_Psychological_Debriefing_Dismissed_Too_Quickly_Assessment_of_the_2002_Cochrane_Review

Was Psychological Debriefing Dismissed Too Quickly?: Assessment of the 2002 Cochrane Review – Dec 2019

Dart centre for journalism re working with victims

https://dartcenter.org/sites/default/files/working_with_victims.pdf

<https://www.mdmag.com/medical-news/mental-health-training-for-managers-reduces-work-related-sick-days>

Quote: " Cost-benefit analysis, according to Milligan-Saville and colleagues, revealed that "the cost of work-related sickness absence for employees was £6243.60 less per manager in the intervention group compared with the control group," suggesting a £9.98 return on every dollar invested in manager mental health training. " (2017)

<https://academic.oup.com/occmed/article/57/6/411/1377233>

Post-trauma support in the workplace: the current status and practice of critical incident stress management (CISM) and psychological debriefing (PD) within organizations in the UK
Stephen Regel (2007)

<https://blogs.bmj.com/bmj/2018/05/15/processing-trauma-resilience-may-not-lie-within-individuals-but-between-individuals/>

Processing trauma: Resilience may not lie within individuals, but between individuals
May 15, (2018)

<https://www.ncbi.nlm.nih.gov/pubmed/15635899>

Quote: "The results revealed that after five years the program's estimated fiscal benefits had exceeded the costs (break-even). Moreover, it had improved the safety culture within DFS in many ways. "

<https://www.ncbi.nlm.nih.gov/pubmed/23982196>

Quote: "In disaster medicine and aviation navigation services the implementation of a CISM program is an efficient intervention to help staff to recover after a traumatic event and to return to normal functioning and behavior."

<https://www.ncbi.nlm.nih.gov/pubmed/23982196>

"In disaster medicine and aviation navigation services the implementation of a CISM program is an efficient intervention to help staff to recover after a traumatic event and to return to normal functioning and behavior." (2013)



<https://www.researchgate.net/publication/260014830> Critical Incident Stress Management CISM in complex systems Cultural adaptation and safety impacts in healthcare

“Overall, findings demonstrate that the adaptation of the CISM program in general hospitals takes time but, once established, it may serve as a mechanism for changing professional culture, thereby permitting the framing of even small incidents or near misses as an opportunity to provide valuable feedback to the system” (2014)

<https://www.researchgate.net/publication/260014830> Critical Incident Stress Management CISM in complex systems Cultural adaptation and safety impacts in healthcare

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5051469/>

Implementing the RISE second victim support programme at the Johns Hopkins Hospital: a case study (2016)

<https://pdfs.semanticscholar.org/171e/b09ef3028f9a228e3566d4cb6e6dd8d96e2d.pdf>

Coordinating a Multiple Casualty Critical Incident Stress Management (CISM) Response Within a Medical/Surgical Hospital Setting (2001)

https://www.academia.edu/5473421/2013Tuckey_Scott_CISD_In_Press

First RCT of Critical Incident Stress Debriefing (CISD) with emergency workers (67 volunteer fire-fighters) following shared exposure to an occupational potentially traumatic event (PTE). Overall, CISD may benefit broader functioning following exposure to work-related PTEs. Future research should focus on individual, group, and organizational factors and processes that can promote recovery from operational stressors.

https://www.bps.org.uk/sites/www.bps.org.uk/files/Member%20Networks/Sections/Crisis/CDT%20Scoping%20Review%20Early%20Post%20Trauma%20Interventions%20in%20Organisations%20Report_09052019%20FINAL.pdf

Feb 2019 - This review demonstrates that early interventions support emergency responders following exposure to trauma when they are tailored to the needs of the population, supported by the host organisation and harness existing social cohesion and peer processes within a team or unit.

<https://www.clinicalguidelines.scot.nhs.uk/nhsggc-paediatric-clinical-guidelines/useful-information/rhc-peer-support/>

RHC Peer support guidelines

<https://jhu.pure.elsevier.com/en/publications/effect-of-pastoral-crisis-intervention-training-on-resilience-and>

Trainee benefits and reduced risk of burnout (2018)

https://www.rcpsych.ac.uk/docs/default-source/about-us/covid-19/going-for-growth-version-3-05-05-20.pdf?sfvrsn=7cf71c97_4



Enabling Human Factors

Personnel Support Aviation Limited

Calderpark House - 63 Calder Street
Lochwinnoch - PA12 4DG

Training in: Human Factors - Resilience - Post Incident Support

“...that how staff are supported as the crisis begins to recede is of critical importance in determining whether staff members will experience psychological growth, develop a mental health disorder or neither... letting staff know that ‘it’s ok not to be ok’ and that the NHS ‘has their back’