

Your guide to

## Post incident support – Nicola Jagielski



# Aims and objectives

- To provide an overview of EAPs working with trauma.
- To provide real life case studies and examples throughout.
- Look at how a counsellor working for an EAP can be prepared for trauma and critical incident work.
- What is a critical incident and how do they help.



# Post Incident Support

## Background of Health Assured working with Trauma in 2017

- We worked with over 468 safeguarding risk cases
- We worked with over 2,732 risk to self or others cases:  
61 immediate risk cases – resulting in the blue light services being called
- We supported with 250 critical incidents debriefs
- We have over 90 CISM responders on our network



# Post Incident Support

- The suicide of a colleague can have a profound and lasting impact on employees, families and friends.
- Employees may also be affected by the suicide of a friend, family member, customer or supplier, the relative of a colleague or somebody else known in the workplace.
- There is no single or right way to respond to suicide. This will be determined by a number of factors, such as the nature of the organisation, the size of the workforce, and the circumstances of the death.



# Key Steps

## Be Prepared:

- Understand the symptoms of trauma and how it can affect individuals
- Make sure that you understand your role as a therapist in short term counselling
- Build good working relationships to share knowledge and experience
- Have confidence in your own abilities



# Key Steps

## When we loose an individual:

- Avoid assumptions about how the individual will respond
- Support and promote healthy grieving, encouraging mutual support
- Provide additional resources for support
- Where a individual begins to experience serious long-term problems always seek professional help and support for them, initially through their GP



# Key Steps

## Legacy:

- Work with individuals to find the best way to celebrate the life of the love one that is no longer with us
- Be aware of dates/events that may be sensitive to those affected by the loss
- Review your own responses to the working with an individuals who suffered a suicide or loss and be prepared to change your practice



# Supporting an individual

**There are many ways in which you can support people who have been bereaved and what help is required completely depends on the person and their response to the bereavement.**

- Encourage them to talk or write down how they are feeling
- Offer to help with practical duties such as cooking and cleaning
- Encourage conversation about their loved one
- Encourage individual to have contact with others and spend time outside



## Supporting an individual

# PRACTICAL APPLICATION



# Critical Incident Stress Debrief

**A Critical Incident Stress Debriefing has three main objectives;**

1. To mitigate the impact of a traumatic incident
2. To facilitate the normal recovery processes and restore adaptive functions in psychologically healthy people who are distressed by an unusually disturbing event
3. An opportunity to identify group members who might benefit from additional support services or a referral for specialised counselling



# Critical Incident Stress Debrief

**The majority of CISD responses take the following format, which is the Mitchell 7 stage model, this includes;**

1. Introduction
2. Fact (situation overview either gathered from a participant or offered to group by the practitioner and clarified by group)
3. Thought (first impression post event)
4. Reaction (aspects causing greatest personal impact)
5. Symptom (signals of distress)
6. Teaching (stress management and recovery guidelines)
7. Re-entry (summary and safe close down)



# Critical Incident Stress Debrief

## Defusing:

Ideally this is conducted by peers or personnel within the organisation, however must be trained in critical incident stress management.

Is a shortened version of the CISD, takes place within 8 hours of an incident and lasts up to 30 minutes.

1. Introduction
2. Exploration
3. Information



## Defusing

# PRACTICAL APPLICATION



# What you can do

## Your role is crucial to recovery:

- Be willing to acknowledge one's own limitations or expertise
- Be reliable
- Seek your own additional support, through supervision or the case management team
- Primary focus: on the present moment, present experience, and the whole person
- Attend additional training



# Questions?



# Thank you



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