



MANAGING TRAUMA IN THE WORKPLACE

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

**Facilitating Group Peer Support
Foundation Training Programme**

**Centre for Trauma, Resilience and Growth (CTRG)
Nottinghamshire Healthcare NHS Foundation Trust/
University of Nottingham**

INTRODUCTION

“We recommend that public sector employers should identify employees at higher risk of stress or trauma and produce a national framework which coordinates support for these employees and establishes clear accountability for their mental health.”

Thriving at Work: The Stevenson and Farmer Review of Mental Health and Employers, p.47, (October, 2017) Independent Review of workplace mental health needs - commissioned by Therese May, MP, Prime Minister.

“... recommend the good practice of providing general practical and social support and guidance to anyone post-incident. Acknowledgements of the psychological impact of traumatic incidents should be part of health and social care workers’ response to incidents. Support and guidance is likely to cover reassurance about immediate distress, information about the likely course of symptoms, practical and emotional support in the first month after the incident.”

NICE Guidelines: Early interventions for PTSD Chapter 7, p.85 (2005)

The recent independent review by Paul Farmer and Dennis Stevenson into mental health and well-being in the workplace (commissioned by the Prime Minister Theresa May) took a comprehensive overview of the mental needs of the UK workforce in both the private and public sector. The report made a number of recommendations, including the statement above which acknowledges the impact of trauma on those in high risk professions. In 2005, The National Institute of Care Excellence (NICE) Guidelines for PTSD (www.nice.org.uk) also recognized and acknowledged the need to support individuals and groups following exposure to traumatic events. This has been particularly recognized within the workplace. This unique, intensive foundation programme in Critical Incident Stress Management (CISM) Peer Support has been designed for a variety of organizations and agencies. It has been running for over the past decades having evolved into its current form following its inclusion in the first UK university based trauma studies programme in 1996. To date over 1800 professionals, ranging across the field of health (including all three high secure forensic hospitals), social services, humanitarian aid organisations and the emergency services have undertaken the training, including representatives from peer support groups from over 25 police forces in the UK, the Ministry of Defence Civilian Welfare Services and related agencies (see Appendix). The Centre for Trauma, Resilience and Growth in Nottinghamshire Healthcare NHS Foundation Trust/Nottingham University has an excellent track record in providing quality teaching and learning for practitioners in the field of early interventions and Critical Incident Stress Management (CISM). Course evaluations have consistently ranged from very good to excellent, both for content and presentation. In addition, the Centre has the benefit of disseminating up to date practice and research through ongoing collaboration with leading practitioners in the

field of CISM. The current programme has been awarded 38.5 CPD points by Geneva University Hospital* for the medical and nursing staff undertaking the training under the auspices of the International Committee of the Red Cross (ICRC). In 2015, the International Critical Incident Stress Foundation in the US (www.icisf.org) awarded the CTRG, the Co-Founders Award for Innovation in Crisis Intervention.

Many organisations, both nationally and internationally, currently use Critical Incident Stress Management (CISM) interventions and have personnel trained in post incident Peer Support Debriefing (PSD), however, the Centre has decided to use the term Group Peer Support as it is in common use in Internationally. Many high risk organisations have adapted the CISM framework to their specific needs e.g. the British military, the BBC and the US military have also acknowledged the importance of providing support for personnel exposed to traumatic events. The publication in 2002 of the British Psychological Society's (BPS) Report on Psychological Debriefing BPS Report highlighted the need for ongoing training, assessment of competence, regular updating and supervision of practice in the chapter on 'Training, supervision and the assessment of competence'. The course also addresses the concerns about early interventions for trauma contained within the NICE Guidelines for PTSD. The guidelines are addressed in detail, with recommendations for safe practice within a CISM framework. Despite the introduction of different 'models', the basic aims and principles of CISM and peer support remain the same regardless of which model is adopted.

THE COURSE

This intensive five day training programme has been specifically designed to provide participants with skills based training, and evaluation of practice using audiovisual feedback. The course can be split into two study blocks, to allow for assimilation of knowledge and theory. In addition, there is a practical consideration in terms of time away from participants', normal work schedule. A reading pack and workbook is provided. There will be an update on the current status of CISM research and practice.

The course aims to provide a sound theoretical foundation and skills base for current developments in trauma and Critical Incident Stress Management (CISM), together with the most recent developments in Peer Support practice and research, including the legal framework of employers' liability and duty of care. It utilises a combination of teaching and learning methods, of which the most important is the use of videotaped feedback for participants following the group exercises and experiential learning. The first two days concentrate on theoretical issues, allowing opportunity for discussion and questions, and then move on to concentrate on the practice of group peer support, providing opportunities for practice and reflection on practice. The Centre has developed and piloted a Competency Checklist for practice, which means that participants are given detailed feedback on their fitness for practice. Numbers are therefore limited to a maximum of 10/15 participants per course.

The course assumes some knowledge of severe stress reactions and responses to psychological trauma, but we are also aware that participants may be drawn from diverse backgrounds and therefore will have a wide range of knowledge and experience. Some participants may have already had some CISM training and be actively involved in providing early interventions within their organisations and agencies; others will have little or no experience of stress or trauma reactions or early interventions. The course therefore will customise the content but also aim to build and consolidate upon existing knowledge and experience, thus hopefully providing a safe foundation for practice in CISM and PSD, both for the individual practitioner and their organisation or agency. All relevant information pertaining to the course, such as key reading, handouts, reading lists and other relevant information are provided.

Customised short courses and refresher trainings are also offered following the Foundation training.

* Discussions are currently underway to have this training accredited by the University of Nottingham.

AIMS OF THE COURSE

- Introduce and familiarise participants with the nature and characteristics of common reactions to stress and trauma.
- Provide an overview of the prime contributory risk factors in the development and maintenance of post traumatic stress reactions (and Post Traumatic Stress Disorder (PTSD))
- Provide a model and rationale for the use of PSD within the context of CISM as a supportive/crisis intervention/preventative measure in the development of accumulative stress and psychological trauma.
- Provide participants with a clear framework in which to practice and develop skills in the CISM/Peer Support debriefing process.
- Examine and explore important ethical and professional aspects in the management of workplace trauma.
- Provide an overview of current research and practice in the field of CISM, Psychological First Aid (PFA) and Peer Support, including the recommendations from the NICE Guidelines and other recent reports (e.g. The Australian Centre for PTMH, 2011) on Peer Support, early interventions and the relevance for current practice.

RELEVANT READING/REFERENCES:

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- Regel, S (2002) Staff Support on a Burns Unit (Chapter 15) In: Bosworth, C (Ed) *Burns Trauma - Management and Nursing Care*, 2nd Edition, Whurr, London
- Wheat, K., and Regel, S (2003) Early Interventions Following Exposure to Traumatic Events– Psychological Debriefing and the Law. *Journal of Personal Injury Law*, Dec. pp. 225 -236

Appendix

Organisations who have attended/received Peer Support training from the CTRG (2000-present)

West Suffolk College Counselling Services, Bury St Edmunds
Dover Counselling Centre
The Oaklea Trust, Kendal
Stirling Council (Social Services & Emergency Planning Department)
Warwickshire Social Services (Crisis Support Teams, Emergency Planning Department)
Norfolk County Council (Crisis Support Teams, Emergency Planning Department)
Nottingham City Council (Staff Support Services and Line Managers)
West London Mental Health NHS Trust (Staff Support Services)
North Staffs Combined Healthcare (Staff Support Services)
Hampshire Partnership NHS Trust (Staff Support Services)
St George's Mental Health NHS Trust (Staff Support Services)
Broadmoor High Security Hospital (Staff Support Services)
South Staffs Healthcare NHS Trust (Staff Support Services)
Delancey Hospital, Gloucestershire Hospitals NHS Foundation Trust
NHS Direct (Staff Support Services)
Scott Clinic, Merseyside NHS Trust (Staff Support Services)
Northamptonshire Healthcare NHS Trust (Staff Support Services)
Prestwich Hospital, Bolton, Salford & Trafford NHS Trust (Forensic Services) (Staff Support Services)
Surrey & Borders NHS Trust (Staff Support Services)
Sussex Police (Occupational Health and Welfare Department)
South Wales Police (Occupational Health and Welfare Department)
North Yorkshire Police (Occupational Health and Welfare Department)
Derbyshire Constabulary (Occupational Health and Welfare Department)
Merseyside Constabulary (Occupational Health and Welfare Department)
Nottinghamshire Police (Occupational Health and Welfare Department)
Cheshire Constabulary (Occupational Health and Welfare Department)
Metropolitan Police (Occupational Health and Welfare Department)
National Crime Squad, London (Occupational Health and Welfare Department)
Greater Manchester Police (Occupational Health and Welfare Department)
Fife Constabulary (Occupational Health and Welfare Department)
West Midlands Police (Occupational Health and Welfare Department)
Police Service of Northern Ireland (Occupational Health and Welfare Department)
Warwickshire Police (Occupational Health and Welfare Department)
Avon & Somerset Constabulary (Occupational Health and Welfare Department)
States of Jersey Police (Occupational Health and Welfare Department)
Cumbria Constabulary (Occupational Health and Welfare Department)
Leicestershire Police (Occupational Health and Welfare Department)

Surrey Police (Occupational Health and Welfare Department)
 Devon & Cornwall Police (Occupational Health and Welfare Department)
 Bedfordshire Police (Occupational Health and Welfare Department)
 Sussex Fire and Rescue
 Lancashire Police (Peer Support Team)
 Cleveland Police (Occupational Health and Welfare Department)
 Lothian & Borders Police (Occupational Health and Welfare Department)
 British Transport Police (Occupational Health and Welfare Department)
 Wiltshire Constabulary (Occupational Health and Welfare Department)
 Tayside Police (Occupational Health and Welfare Department) *
 Police Rehab & Retraining, (Northern Ireland)
 Gloucestershire Constabulary (Occupational Health and Welfare Department)
 Dumfries & Galloway Police (Occupational Health and Welfare Department)
 North East Ambulance Service (Peer Support Team)
 Bedfordshire and Luton Fire & Rescue Service (Peer Support Team)
 South Yorkshire Fire & Rescue Service (Occupational Health and Welfare Department)
 Nottinghamshire Fire & Rescue Service (Occupational Health and Welfare Department)
 Staffordshire Fire & Rescue Service (Occupational Health and Welfare Department)
 Lancashire Fire & Rescue Service (Occupational Health and Welfare Department)
 Humberside Fire & Rescue Service (Occupational Health and Welfare Department)
 Humberside Police (Occupational Health and Welfare Department)
 Air Malta (Psychological Support Services)
 Malta Air Traffic Control
 Her Majesty's Prison Service Staff Care & Welfare (Occupational Health and Welfare Department)
 United Nations High Commissioner for Refugees (UNHCR) (Kosovo)
 Ministry of Defence (Occupational Health and Welfare Departments – Civilian Wing)
 Ayrshire and Arran NHS Trust
 International Committee of the Red Cross, Peer Support teams, ICRC Geneva
 Central Scotland Police
 Police Service Northern Ireland
 Lancashire Care Foundation Trust (Traumatic Stress Service)
 States of Jersey Crisis Support Team
 Rampton Hospital, Nottinghamshire Healthcare NHS Foundation Trust
 Isle of Man Emergency Planning Department (Crisis Support Team)
 West Sussex Fire and Rescue Service
 Iceland Voluntary Search and Rescue teams
 Iceland Emergency Medical Services (Paramedics and Fire and Rescue)
 Northern Ireland Ambulance Service*
 Employee Wellbeing Service- Aneurin Bevan University Health Board, Wales*
 *Planned for 2018