



STRESS & WELLBEING POLICY AND PROCEDURE

DATE APPROVED:	7 July 2021
APPROVED BY:	Workforce Development Group
IMPLEMENTATION DATE:	July 2021
REVIEW DATE:	August 2023
LEAD DIRECTOR:	People Director
IMPACT ASSESSMENT STATEMENT: No Adverse Impact on Equality & Diversity	

Document Reference Number:	Policy – 008 (Version 9)
-----------------------------------	---------------------------------

Trust us to care.

Change Control:

Document Number	Policy-008
Document	Stress & Wellbeing Policy and Procedure
Version	Nine
Owner	People Director
Distribution list	All
Issue Date	July 2021
Next Review Date	August 2023
Author	Head of HR

Change History:

Date	Change	Authorised by
For previous change history, please consult version 7 of this document from the Document Control Officer		
January 2017	Reviewed	Head of HR
16 March 2017	Minor changes, approved	Policy Group
11 April 2017	Agreed	Workforce Development Group
19 April 2017	Advised for assurance	Resources Committee
26 April 2017	For information	Regional Partnership Forum
18 May 2021	Policy reviewed and changes included	HR
1 July 2021	Agreed	Policy Group
5 July 2021	Agreed	Regional Partnership Forum
7 July 2021	Approved	Workforce and Development Group

CONTENTS

1	Introduction	4
2	Statement	4
3	The Legal Position	4
4	Key Principles	5
5	Objectives of this Policy	5
Procedures for the Management of Stress		6
6	Introduction	6
7	Roles and Responsibilities	6
8	Guidance on How to Deal with Stress	10
9	Potential Cause of Stress	11
10	Symptoms	11
11	Behavioural Changes	12
12	Preventions	12
13	Interventions & services available	13
14	Equality, Diversity and Human Rights Statement	14
16	Communication, Monitoring & Training	14
17	Policy Review	14
Appendix 1 - Checklist for identifying an individual's workplace stressors		15
Appendix 2 - Processes for ensuring that staff involved in traumatic/stressful incidents, or complaints are adequately supported		22

1 Introduction

- 1.1** West Midlands Ambulance Service University NHS Foundation Trust (WMASUFT) is committed to supporting all employees throughout their working life with the organisation. The Trust recognises its legal, moral and ethical duty of care to its employees and appreciates this duty of care applies equally to physical or mental health problems that can be caused or aggravated by work.
- 1.2** The Health and Safety Executive (HSE) defines stress as “the adverse reaction that people have to excessive pressure or other types of demand placed on them. This makes an important distinction between pressure which can be a positive state if managed correctly and stress which always has a negative effect and can be detrimental to health”

2 Statement

- 2.1** The Trust is committed to protecting the health, safety and welfare of its employees. The Trust recognises that workplace stress is a health and safety issue and acknowledges the importance of identifying and reducing workplace stressors. This policy applies to all employees.
- 2.2** Managers are responsible for the implementation of the policy and the Trust is responsible for providing the necessary resources to ensure effective implementation. All staff also have a responsibility to address both theirs and others health and safety at work.

3 The Legal Position

- 3.1** Under the Health and Safety at Work Act 1974 employers have a duty to ensure so far as is reasonably practicable, the health, safety and welfare at work of all their employees.
- 3.2** Under the Management of Health and Safety at Work Regulations 1999 employers have a duty to assess the health and safety risks to which their employees are exposed to at work.
- 3.3** Under the Equality Act 2010 employers have a duty not to discriminate against employees on account of their disability as defined under the Act. Long-term ill health arising from, or exacerbated by, stress at work may constitute a disability under the Act. An employer has a duty to make reasonable adjustments to an individual's working conditions/environment where possible if required.
- 3.4** Under the Employee Rights Act 1996 employers have a duty to ensure, so far as is reasonably practicable, the rights that most employees are protected by employee contracts.

- 3.5** Under the HSE Management Standards on Stress 2004, employers have a duty to represent a set of conditions that reflect a high level of wellbeing.

4 Key Principles

- 4.1** The Trust will commit to any organisationally reasonable action that is proposed to prevent stress in the workplace, which will be discussed in consultation with Staff Side Representatives in the relevant forum before being implemented.
- 4.2** The Trust will increase general awareness of stress and methods to prevent and combat harmful, excessive workplace stress through training initiatives for all staff.
- 4.3** The Trust will take action to combat and prevent workplace stressors (risk assessment).
- 4.4** The Trust will assist staff in managing stress in others and themselves.
- 4.5** The Trust will manage concerns that occur and provide confidential referral services.
- 4.6** The Trust will support and manage the return to work of those who have had stress related absence from work.
- 4.7** The Trust will monitor and evaluate stress indicators.

5 Objectives of this Policy

- 5.1** To offer a consistent and thorough guide to all employees on how to prevent and deal with stress in the workplace.
- 5.2** To encourage a culture of open communication which is supportive and non-judgemental of those suffering from stress.
- 5.3** To increase awareness of work-related stress and effective methods to tackle this.
- 5.4** To provide personally effective and confidential support to those suffering from or experiencing stress related issues.
- 5.5** To offer a proactive approach to dealing with potential stressors in the workplace.
- 5.6** To promote a healthy and safe working environment.

Procedures for the Management of Stress

6 Introduction

6.1 The following guidance is designed to help in the management of stress and will address:

6.1.1 Common causes of stress

6.1.2 Typical signs of stress

6.1.3 Methods of preventing stress in the workplace

6.1.4 Support mechanisms available for tackling stress

6.1.5 Evaluation and monitoring

7 Roles and Responsibilities

7.1 Chief Executive, Trust Board and Directors

The Chief Executive and the Board of Directors have ultimate responsibility for the implementation of this policy, which is delegated to Line Managers within their particular areas of responsibility. It is the role of every manager to support staff and seek to reduce the risks and threat of Occupational Stress.

7.2 Health and Wellbeing Group (HWB)

7.2.1 The Health and Wellbeing Group will perform a pivotal role in ensuring that this policy is implemented. It will also oversee the monitoring of efficacy of the policy and other measures to reduce stress and promote workplace health and safety. This group will maintain both the Trust's and employee's sense of involvement in the topic of stress.

7.2.2 Objectives for the Health and Wellbeing Group in supporting the management of stress are detailed within the HWB Framework.

7.3 Managers

7.3.1 Ensure open communication between management and staff, particularly in times of change.

7.3.2 Ensure all employees are fully trained to undertake their duties correctly.

7.3.3 Provide opportunities for staff development.

7.3.4 Monitor workloads and working hours to ensure that

individuals achieve a healthy work-life balance.

- 7.3.5** Attend appropriate training and keep informed of changes in policies and procedures.
- 7.3.6** Be vigilant to ensure there is a zero tolerance in respect of bullying and harassment encouraging individuals to report promptly using the approved procedures, i.e., ER54 form and the Trust's Dignity at Work Policy.
- 7.3.7** Be proactive in making staff aware of the support options available to them and encourage access of as required.
- 7.3.8** Advise/signpost or refer any member of staff suffering with stress to the support services available as required.
- 7.3.9** Promote the staff support services available to employees and encourage employees to access such support as and when they feel the need to do so.
- 7.3.10** Monitoring of any incident reports that may cause stress in line with Trust Policies.
- 7.3.11** Follow Sickness Absence Management Policy with regards to sickness absence for stress.
- 7.3.12** Follow the Dignity at Work policy where stress is perceived to be caused by bullying and harassment.
- 7.3.13** Provide confidential support to staff.
- 7.3.14** Process for identifying an individual's workplace stressors; where an individual raises stress concerns, or you notice unusual behaviours in individuals, offer to undertake with them an individual stress risk assessment. The risk assessment must be undertaken jointly between the manager and individual to ensure that the manager understands the causes and knows how they can best support the individual, and that unreasonable requests or expectations can be managed (appendix 1).
- 7.3.15** Facilitate staff members who volunteer with the Staff Advice and Liaison Service (SALS) to attend a minimum of three essential SALS training sessions as necessary per year. Support staff who volunteer for SALS to attend additional SALS training sessions and to deliver SALS support to peers as required, when safe and practicable to do so.

7.4 Governance, Safety & Risk Managers

Undertake and review where applicable Risk Assessments in line with current Risk Management Strategy to prevent and/or address stress

issues.

7.5 Human Resources

- 7.5.1** Offer guidance to managers and employees on the stress policy and procedure.
- 7.5.2** In collaboration with the Trust's Mental Wellbeing Practitioners help to evaluate and monitor the effectiveness of the stress policy and procedure at reducing occurrences of stress through sickness absence statistics, staff feedback, trends (time of year, similar issues), resolved problems.
- 7.5.3** Where necessary refer individuals to specialist support services i.e., Occupational Health.
- 7.5.4** Provide ongoing support to managers and individuals and where appropriate, encourage self-referral to Staff Advice and Liaison Service and/or in-house Mental Wellbeing Service and/or in-house Physiotherapists.
- 7.5.5** Promote to all staff the regular accessing of the Health and Wellbeing resource page on the Trust intranet
- 7.5.6** Provide analytical data trends regarding stress as and when required.

7.6 Mental Wellbeing Practitioners (MWP)

- 7.6.1** The MWP service will guide and assess individuals with mental health concerns, such as anxiety or depression. They will also provide specialist advice and guidance to Managers, professionals and colleagues.
- 7.6.2** Anyone within the organisation, including students and those in voluntary roles, can self-refer for advice about their mental health.

To provide specialist advice and awareness on stress to individuals, teams, and managers.
- 7.6.3** Provide individuals with timely access to a confidential mental health assessment and advice appointment
- 7.6.4** Triage individuals presenting with mental health needs and advise, signpost, and facilitate access to evidence-based psycho-educative materials as clinically appropriate.
- 7.6.5** When clinically indicated, to expediate individuals' access to the psychological interventions most appropriate to their presenting needs; Employee Assistance Programme or external NHS or third sector psychological therapy providers or NHS Mental Health services as required.

- 7.6.7** Provide psychological support for individuals absent due to a stress related or exacerbated condition
- 7.6.8** Provide psychological support for individuals returning to work following a prolonged absence due to a stress related or exacerbated condition.
- 7.6.9** Provide clinical leadership, support and governance to the Staff Advice and Liaison Service (SALS)

7.7 Staff Advice and Liaison Service (SALS)

- 7.7.1** Provide advice on stress.
- 7.7.2** Deliver training sessions to Confidential Advisors and support management with advice and guidance where needed.
- 7.7.3** Support individuals who have been or are absent due to stress.
- 7.7.4** Help to evaluate and monitor the effectiveness of the stress & wellbeing policy and procedure at reducing occurrences of stress by providing anonymised referral statistics.
- 7.7.5** Contact with a Confidential Advisor who is part of the SALS network will be strictly confidential.
- 7.7.6** Work with Mental Wellbeing Practitioners to provide employees with accurate and evidence-based stress reduction advice
- 7.7.7** Provide confidential emotional support, advice and signposting for individuals and groups who are at risk of stress induced absences or have been absent due to stress.
- 7.7.8** Help to evaluate and monitor the effectiveness of the stress policy and procedure at reducing occurrences of stress by providing anonymised referral statistics.
- 7.7.9** Contact with a Confidential Advisor who is part of the SALS network and all contact is strictly confidential, unless there is a known risk of harm where it is appropriate to breach confidentiality to preserve life.

7.8 Employees

- 7.8.1** Responsible for raising issues of concern with H&S/Staff Side Representative, Line Manager, Human Resources, MWP, SALS Advisor or Occupational Health.
- 7.8.2** Complete incident report form (ER54) following any reportable incidents and near misses in line with incident reporting policy.

- 7.8.3** Consider all opportunities, interventions and or services which are available for staff to access.
- 7.8.4** Staff remain responsible for accessing essential health and care services as required to meet their health and wellbeing needs.
- 7.8.5** If staff develop a mental health condition during their term of employment, they are encouraged to discuss this with their Manager, HR, MWP and or OH etc., in order for appropriate support to be considered.
- 7.8.6** Undertake and maintain an appropriate level of responsibility for their personal health and welfare with regards to their diet, fitness, working hours etc.
- 7.8.7** Participate with any agreed recommendations identified in the process of completing an individual stress risk assessment.

7.9 Staff Representatives

- 7.9.1** Staff representatives to be consulted on any changes to work practices or work design may precipitates stress.
- 7.9.2** Staff representatives will be able to consult with members regarding any issues regarding stress and wellbeing.
- 7.9.3** Staff representative will form part of the HWB Group.

7.10 Occupational Health.

- 7.10.1** To provide specialist advice and awareness on stress.
- 7.10.2** Advise employees and management of support available when absent due to stress and/or upon return to work where appropriate.
- 7.10.3** Provide staff with information about the opportunities, interventions and or services which are available for staff to access.
- 7.10.4** To seek specialist advice from appropriate agencies, as required, for staff with complex needs
- 7.10.5** Seek employees consent prior to the disclosure of any health assessment prior to its issue.

8 Guidance on How to Deal with Stress

- 8.1** Raise the issue with line manager, who will be able to offer you support and put you in contact with relevant sources of advice and help, if necessary, in line with current practices.

- 8.2** Contact your line manager, HR, Mental Wellbeing Practitioner Service, Occupational Health, Confidential Advisors or staff side Representative who will be able to talk through your options with you.
- 8.3** Access to all services available to staff are located on the health and wellbeing pages of the intranet, including the MWP.

[Health and Wellbeing - Home \(sharepoint.com\)](#)

9 Potential Cause of Stress

- Lack of control/understanding
- Uneven Work/Life balance
- Major life events
- Pressure to perform
- Increase in workload/responsibilities/working practices
- Organisational change
- Doing mundane tasks below capabilities
- Lack of resources
- Increase in demands/ patients' expectations
- Post-traumatic stress due to type of incidents staff are faced with
- Organisational confusion/'right' and 'wrong' channels
- Isolation from other team members/ bullying
- Lack of management support
- Unrealistic targets
- Stress is often the culmination of a number of different pressures that build to create a situation where the individual feels out of control and unable to cope.

This list is not exhaustive.

10 Symptoms

10.1 Ill health resulting from stress caused at work has to be treated in the same way as ill health due to physical causes in the workplace. This means that employers have a legal duty to take reasonable care to ensure that health is not put at risk through excessive and/or sustained levels of stress arising from the way work is organised, or from the day-to-day demands placed on their workforce.

10.2 Symptoms of stress can include:

- Mental
- Emotional
- Physical
- Behavioural

- 10.3** Exposure to chronic stress can result in disturbed sleep, altered appetite, mood changes, reduced motivation and interest in pleasurable activities, and if not addressed, can lead to increased risk of cardiovascular disease, gastrointestinal problems, obesity, diabetes, and impair your immune response.

Chronic stress can also have a detrimental impact on social and family relationships and increase risk of drug and alcohol misuse.

11 Behavioural Changes

Stress can cause an individual to behave differently, for example, character can change completely. Individuals may become emotional, withdrawn, indecisive, more irritable or inflexible and may make the individual become verbally or physically aggressive.

Stress can also inhibit problem solving and creative thinking skills, which can lead to a reduced efficiency which may impact on the ability to perform duties effectively. Early recognition and accessing appropriate interventions can reduce the likelihood of this happening.

12 Preventions

- 12.1** The Trust recognises that having a healthy work life balance will assist staff to maintain good mental and physical health. The Trust also recognises extra curricula interests, social and family needs, therefore, incorporating other activities into daily routines can enable staff to build healthy lifestyles and resilience.
- 12.2** In building a healthy work life balance ascertain amount of work pressure can have a positive effect, it helps to keep individuals motivated and potentially perform better. However, if the pressure becomes excessive, individuals may begin to feel stressed.
- 12.3** The first step in dealing with negative stress is to recognise that the stress is causing problems. It can affect the mind, body and behaviour. Getting away from the source of stress even for just 5 minutes, with deep breathing, calming thoughts and trying to relax muscles, can help.
- 12.4** Identifying the causes of stress can help in the ability to overcome or prevent the issues from becoming stressful. Stress is not just something that occurs at work but can also occur at home/personal lives. Therefore, staff are encouraged to review their whole lifestyle to identify what is excessive stress. This can be done by incorporating a healthy lifestyle into your everyday routine through exercise and a healthy diet. You should not rely on caffeine, alcohol, medication etc. to combat negative stress.

- 12.5** In situations of excessive workload, try and divide up your workload, by delegating and/or sharing your responsibilities, aiming to become more assertive and try not to agree to taking things on that you know you may struggle with or is not your responsibility. Raise concerns with your line manager.
- 12.6** Having enough quality sleep and getting enough rest can help ensure that you are not pushing your mind and body too much.
- 12.7** Communication is also a key factor in managing our current demands, whether it is talking to friends and family or accessing support at work can help identify if the demands faced are starting to exceed your ability to meet them. Talking to your manager also helps as well as accessing available services on the health and wellbeing intranet pages.
- 12.8** Analyse feedback from the staff survey to highlight potential stressors that in turn, can be addressed by staff and managers.

13 Interventions & services available

- 13.1** Information is available regarding “stress” and supportive resources on the Health and Wellbeing Intranet pages.
- 13.2** Support is offered when anyone raises a concern about themselves or a colleague following an incident.
- 13.3** SALS offer a proactive peer to peer confidential supportive listening and signposting information and an on-site presence will be facilitated wherever possible following a traumatic incident. SALS can be contacted via the EOC response Desk or direct on 01384 215880 (24 hours). A call back will be facilitated as soon as an advisor is available.
- 13.4** Occupational Health referrals, which are facilitated by line managers
- 13.5** Where appropriate and if requested the MWP service can liaise with employee’s wider healthcare teams to help facilitate / identify external specialist support...
- 13.6** There is a documented process for ensuring that all staff involved in traumatic/stressful incidents complaints or claims are adequately supported and that process is monitored and reviewed on a regular basis; appendix 2.

14 Equality, Diversity and Human Rights Statement

The Equal Opportunities policy applies to all employees of the Trust. Individuals from diverse cultures, religions, or those of who adopt a variety of different lifestyles or from any of the protected characteristics may unconsciously be subject to stress if attempting to conform to organisational or other accepted 'norms'. Hence it is important to be aware of equality, diversity and human rights issues. The policy is also designed to protect and support individual human rights within the workplace.

16 Communication, Monitoring & Training

- 16.1** All employees will have access to the full Policy through the intranet, their Line Manager, Human Resources Department, or staff side representative.
- 16.2** Directors, Managers, members of the SALS and staff side representatives will be given appropriate training in supporting occupational wellbeing in all staff.
- 16.3** The People Director will monitor through:
 - reports no less than twice a year from internal and external support functions (OH, MWP, SALS) to enable monitoring.
 - annual monitoring of staff survey for improvement by the staff survey monitoring group, they will provide a report to the People Director.
 -
- 16.4** This Policy will be monitored through a report issued to the Workforce Development Group and the HWB Group regarding stress cases.
- 16.5** The People Director will, through the HR Team, monitor the implementation of this Policy, including the minimum requirements of the NHS Resolution, and take assurance and exceptions to the Workforce Development Group.

17 Policy Review

This policy will be reviewed in two years from the date of approval. Any changes are fed through the various Trust committees to obtain approval of the revised policy.

Appendix 1: Checklist for identifying an individual's workplace stressors

INDIVIDUAL STRESS RISK ASSESSMENT

If a member of staff appears to have the symptoms of stress or formally reports feeling stressed, their manager should meet with them and utilise this checklist to identify any points which may be causing concerns. The checklist will aid them to identify perceived stressors, agree actions and enable appropriate follow up actions to take place.

Employees have a responsibility to be honest when undertaking this process and to engage with any appropriate recommendations or interventions.

Timescales for review should be agreed to ensure the actions will be appropriate and effective.

It may be appropriate to refer the individual to Occupational Health or encourage to access available mental wellbeing services to provide additional support, guidance and advice.

It is also important to recognise that some health issues are beyond the control of the individual, manager or department and outside the scope of occupational mental wellbeing support to mitigate. In such circumstances the employee retains responsibility for accessing services essential for their healthcare needs.

The stress assessment can be completed with a manager/supervisor best suited to support the employee through this process. This does not have to be the immediate line manager.

Copies must be retained on the individuals' personal file, and these may need to be made available for NHS Resolution audit purposes.

Could the stressors be work or personal / home related?

Discuss and consider whether the perceived stressors are work related or personal.

There are various measures and interventions that may be appropriate to help alleviate the situation and may be agreed on a temporary basis.

- Flexible working (if suitable to service needs) – ref Flexible Working Policy
- Special Leave – ref Time off for Domestic reasons Policy
- Work adjustments – ref Absence Management Policy
- Referral to Occupational Health / wellbeing services

This checklist is based on the Health and Safety Executive's Standards on Work related Stress. Discuss each area with the individual to assess where perceived stressors relate to:

Stressors linked to ROLE:

Consider:

- Am I confident that I fully understand the duties and responsibility of my role?
- Am I confident that I fully understand what level of performance and conduct is expected of me while at work?
- Am I confident that my role is accurately understood and is being utilised efficiently by others?
- Am I confident that the duties and responsibilities I'm undertaking/being asked to undertake are in line with the job description for my role?
- If I have more than one role, do any aspects of my roles conflict?
- Do I have any other concerns related to my role?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Stressors linked to DEMANDS:

Consider:

- Am I routinely given sufficient time to complete the work expected of me?
- Do I have reliable access to the equipment and resources necessary to work safely and effectively?
- Do I have access to the training and support necessary to maintain and enhance my role relevant skills and knowledge?
- Do I feel physically and psychologically safe in my working environment?
- Does my role feel adequately challenging and enjoyable?
- Does my role feel purposeful and of value to me?
- Do I have any demands in my personal life that affect me at work?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Stressors linked to CONTROL:

Consider:

- Do I feel able to influence how my work is completed?
- Am I able to work in an ethical way that I feel proud of?
- Do I feel I have personal responsibility over my conduct at work?
- When I make suggestions, do I feel respected and listened to by my colleagues and managers?
- Do I feel able to request temporary adjustments in my work during personally challenging life events?
- Is there opportunity in my organisation to develop my career in the direction I want to?
- Is my work life in a healthy balance with my personal life?
- Is there anything in my work or personal life that feels out of my control and is distressing me?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Stressors linked to SUPPORT:

Consider:

- Do I know what internal and external health and wellbeing information and support is available for staff?
- Do I know how to access that information and support?
- Are there any barriers that would stop me from accessing that information and support?
- Do I feel sufficiently rewarded and recognised for my achievements and good work?
- Do I feel genuinely encouraged and supported to address any areas of development and to learn from any mistakes I make?
- Do I feel safe and supported to report any significant errors I make, or observe others making?
- Is there anything happening at work where I feel unsupported or vulnerable?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Stressors linked to RELATIONSHIPS:

Consider:

- Do I feel a welcome part of a well-functioning and effective team?
- Do I trust and feel safe with the people I work with?
- Do I feel able to raise concerns about the personal behaviour and/or working practices of colleagues with my managers?
- Do I feel confident that personal and professional grievances between colleagues will be dealt with appropriately by managers?
- Are there any relationships at work with are negatively impacting on my health and wellbeing?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Stressors linked to CHANGE:

Consider:

- Do I feel the right amount of information is shared with me about any changes happening in my immediate team and the organisation as a whole?
- Do I feel able to ask for more information if I want it when organisational changes are happening?
- Do I feel able to express my views and suggestions about planned changes at work?
- Do I feel sufficient support and time is available when I'm adjusting to new ways of working?

Point	Psychosocial stressor Identified	Mitigating Action Proposed	Person/s with ownership of action	Action impact review & outcome

Appendix 2 - Processes for ensuring that staff involved in traumatic/stressful incidents, or complaints are adequately supported

Operational incidents

- Individual contacts EOC
- Individual requests to stand down and return to Hub / Base
- EOC contacts the relevant Operations Manager (OM) / supervisor –or on-call Tactical Officer
- Relevant manager makes contact with the individual at the time and establishes any welfare concerns and agrees ongoing actions.
- Manager/Officer makes relevant referrals to OH / MHP etc
- Relevant manager / officer makes follow-up contact with the individual usually 1-2 days later and also in accordance with the agreed action plan

Complaints/Claims

In relation to complaints, staff are supported by the managers who are dealing with that specific complaint. Managers then acquire as much information as possible from the Patient Experience Team, HR, Occupational Health, MWP service, SALS etc in order to determine in conjunction with the individual if any further formal or informal support is required by the individual.

Court attendance

1. Trust notified of appearance required as a witness.
Individual notified of requirement to attend Coroners Court or to be a witness.
2. Notify appropriate Senior Operations Manager / Line Manager.
3. Manager to discuss court attendance with member of staff and ensure aware of court procedures etc.
4. If required to be interviewed by an external person then support will be provided to individual.
5. If required to provide a statement or attend Court, where possible a manager should attend with the member of staff, to provide ongoing support and direction.
6. Manager to ensure that any ongoing support is provided, where required.