

Supporting Staff Policy

Date	Version
September 2016	2.1

Purpose

This policy sets out the organisational commitment to supporting staff involved in traumatic or stressful incidents, complaints or claims.

Who should read this document?

All Trust employees

Key messages

The Trust is committed to supporting its staff in a way that enhances employees' physical and mental health and improves the quality of life.

Accountabilities

Production	Lisa White, HR Business Partner
Review and approval	Martin Bamber, Deputy Director of Human Resources
Ratification	Director of Human Resources & Organisational Development
Dissemination	Lisa White, HR Business Partner
Compliance	HR and OD Committee

Links to other policies and procedures

Management of and Prevention of Contamination Incidents SOP
 Security Manual - Violence & Aggression
 Stress SOP
 Harassment & Bullying SOP
 Adverse Events Policy
 Incident Management SOP
 Claims Handling SOP
 Responding to Formal Complaints SOP
 Inquests SOP
 Mediation at Work SOP
 Raising Concerns Policy

Version History

1	July 2012	Martin Bamber, Deputy Director of Human Resources
2	November 2016	Minor amendments agreed by JSNC
2.1	August 2019	Minor amendment. Added Raising Concerns Policy to Link to Other Policies section

Last Approval**Due for Review**

PHNT is committed to creating a fully inclusive and accessible service.

Making equality and diversity an integral part of the business will enable us to enhance the services we deliver and better meet the needs of patients and staff.

We will treat people with dignity and respect, actively promote equality and diversity, and eliminate all forms of discrimination regardless of (but not limited to) age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage/civil partnership and pregnancy/ maternity.

An electronic version of this document is available on the Trust Documents Network Share Folder (G:\TrustDocuments). Larger text, Braille and Audio versions can be made available upon request.

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Supporting Staff Statement

The Trust Board recognises the importance of proactively supporting all staff and their overall wellbeing throughout their employment, as well as providing reactive interventions and support during times of specific need.

The health and wellbeing of the Trust's employees are major factors in determining the quality and effectiveness of patient care. The evidence for supporting staff health and wellbeing is strong. Improving staff wellbeing has been shown to improve standards. Good staff wellbeing is reflected in the quality of care delivered to patients and impacts positively on patient experience and outcomes in relation to infection and mortality rates (Boorman 2009).

In turn this leads to organisational productivity and success, positively impacting on staff wellness at work, with the aim of reducing both 'presenteeism' and sickness absence.

The Trust recognises that the objectives of this policy can only be achieved through the competence, support and co-operation of all employees and others who provide or use its services. Staff should take personal responsibility for maintaining their own health, safety and wellbeing.

This policy sets out the organisational commitment to supporting staff involved in traumatic or stressful incidents, complaints or claims.

The Trust recognises and accepts its responsibilities, under relevant legislation.

This policy supports the Health and Safety at Work Act (1974) to provide safe conditions and ensure that all activities are conducted in a manner which promotes the health and safety and wellbeing of all concerned. This legislation makes no distinction between physical and mental wellbeing.

Under the Management of Health and Safety at Work regulations (1999) all employers must make suitable and efficient assessment of the risks to health and safety of their employees and implement avoidance and control measures.

The common law duty of care identifies that the employer has an implied duty under the contract of employment to take all reasonable steps to protect the employee from foreseeable risks that may seriously or consistently harm a person, physically or mentally.

This policy also supports the Equality Act (2010) and Human Rights Act (1998).

Plymouth Hospitals NHS Trust is committed to supporting its staff in a way that enhances employees' physical and mental health and improves the quality of life.

The Trust has a statutory requirement to comply with a wide range of legislation and is answerable to a number of regulatory bodies, namely the Health and Safety Executive, Care Quality Commission, and The Health Protection Agency.

This policy is supported by the following suite of Standard Operating Procedures (SOP) covering in detail the majority of subjects referenced within this document.

- Management of and Prevention of Contamination Incidents SOP.
- Security Manual - Violence & Aggression.
- Stress SOP.
- Harassment & Bullying SOP.
- Adverse Events Policy.
- Incident Management SOP.
- Claims Handling SOP.
- Responding to Formal Complaints SOP.
- Inquests SOP.
- Mediation at Work SOP.

Consequences of not complying with this policy

A lack of consistent application of this policy could result in confusion amongst Trust staff about what is expected of them and the support that is available to them, potentially resulting in a detrimental affect on their wellbeing.

The responsibilities in this policy are legally enforceable and managers (and employees where applicable) failing to uphold their responsibilities may find themselves in breach of internal disciplinary policies and legislation.

3 Definitions

- **Wellbeing** – Psychological and physical 'wellness' and the ability to cope with the normal pressures of life.
- **Injury** – Physical or psychological damage of an individual, occurring as a result of a one-off incident, or from a build up of trauma over time.
- **Risk** – The threat that an event or action will adversely affect the ability to achieve our objectives.

- **Incident** – An event or circumstance which could have resulted, or did result, in unnecessary or unintended harm, loss or damage to a patient, staff, visitors, members of the public or the Trust.
- **Stress** – The adverse reaction people have to excessive pressure or other types of demands placed on them which could be detrimental to health.
- **Bullying** – The unwanted behaviour, one to another, which is based upon the unwarranted use of authority or power. Bullying includes persistent criticism and personal abuse and/or ridicule, either in public or private, which is humiliating or demeaning. Bullying behaviour can also include berating or belittling employees, unreasonably changing an employee's workload, hours or place of work without their knowledge/agreement, or misuse of capability or disciplinary procedures.
- **Harassment** – The Equality Act (2010) defines harassment as: “unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, humiliating or offensive environment for that individual”. Harassment can involve a single incident or be persistent, it may be directed at one or more individuals.
- **Mediation** – An informal process to resolve interpersonal conflict at work.

4 Organisational Responsibilities

Chief Executive

The Chief Executive of Plymouth Hospitals NHS Trust will have overall responsibility for ensuring that the provisions of the Health and Safety at Work Act (1974) and this Policy are adhered to.

The responsibilities of the Chief Executive with regard to health, safety and wellbeing issues are to ensure that staff are supported through:

- The provision of a safe working environment without risk to health for all employees and workers who are affected by the Trust's undertaking.
- Ensuring the culture of the organisation is conducive to the delivery of the Policy.
- Ensuring that all services under her/his control fully understand and comply with their legal obligations with regard to health and safety at work.

Direct responsibility for gaining assurance that these statutory responsibilities are delivered is delegated to the Director of People.

All Trust Board Members

The responsibilities of Trust Board Members are to ensure that:

- The objectives of the Supporting Staff Policy are implemented, resulting in a safe and supportive working environment for all employees.
- All employees fully understand and comply with their legal obligations with regard to health and safety at work.
- The effectiveness of the Supporting Staff Policy is continually monitored and the results brought to the attention of the Chief Executive.

Director of People

The Director of People is the Executive Director with overarching responsibility for HR policy and staff health and wellbeing across the organisation. This responsibility includes ensuring the provision of a comprehensive staff health and wellbeing service and ensuring that the effectiveness of the Supporting Staff Policy is continually monitored and makes provision for amendments where necessary.

The Director of People will ensure that staff health and wellbeing is visible at Board level and considered annually by the Trust Board.

Corporate Directors

All Corporate Directors of the Trust have a responsibility to ensure that:

- Adequate communication systems exist across the services under their control which allows for co-ordinated working systems and close co-operation between management and employees, (including those of other Directors and outside contractors).
- Adequate training is provided with regard to health and wellbeing at work and support systems within the areas under their control, are in accordance with this policy.
- They make themselves aware of relevant legal requirements and good practice to support the services/directorates within their span of control on health and wellbeing matters.

HR and OD Committee

The HR and OD Committee will seek evidence of assurance, analysis of trends and patterns and identification and mitigation of risks of shortfalls in compliance against the provisions of this Policy.

Clinical/Service Line Directors, Department Managers, Matrons, Service Line Leads and Heads of Functions/equivalent, Ward Managers and Line Managers

The health and wellbeing responsibilities of the above are to:

- Ensure that all employees under their control fully understand and comply with this policy with regard to their health and wellbeing and undertake any relevant health and wellbeing intervention to support them.

- Monitor the effectiveness of the supporting staff policy within their sphere of responsibility and bring to the attention of Human Resources any area of concern.
- Ensure that adequate communication systems exist within wards/departments under their control which allows for co-ordinated working systems and close co-operation between management and employees, (including those of other Directors and outside contractors).
- Ensure staff are suitably aware of health and wellbeing issues at work within the wards and/or departments under their control, and that suitable signposting is in place for specific support needs.
- Ensure a system for monitoring the performance of their Directorate with regard to health and wellbeing is in place, ensuring that appropriate follow up action is taken and recorded to address concerns.
- Use the available advice from the Staff Health and Wellbeing department, and other specialists who can advise on health and wellbeing information and practices.
- Make themselves aware of relevant legal requirements and good practice.
- Ensure that the Datix system is used appropriately for the recording of all incidents involving staff and, where appropriate, are brought to the attention of the Staff Health and Wellbeing team.
- Collate information as detailed in relevant policies / SOPs as outlined in this policy and report to their Directorate Manager.
- Provide staff with an evaluation form (Appendix 2) for completion upon the conclusion of the stressful or traumatic event, in order to evaluate the effectiveness of support offered/provided for that individual.

The Employee

Every employee has a duty whilst at work to take reasonable care for their own health and wellbeing and that of other work colleagues who may be affected by their acts or omissions at work. To this end employees have a duty to comply with this policy by:

- Reporting and recording incidents/occurrence that have led or may lead to a detrimental impact on their health and wellbeing.
- Adhering to Trust policies, procedures and guidelines for maintaining and promoting an environment that supports staff health and wellbeing.
- Participating in the identification of actions or interventions required to minimise the risk of further adverse effects or recurrence.

- Participating in any audits, surveys and monitoring undertaken with a view to improving the working environment for staff.
- Participating in the risk assessment process.
- Participating in relevant training or staff health and wellbeing interventions or initiatives, to support their own and that of their colleagues health and wellbeing;
- Providing feedback by way of the completion of an evaluation form following a stressful or traumatic event, in order to assess the effectiveness of the support offered/given.

Specialist Responsibilities

Occupational Health and Wellbeing Service

The Occupational Health and Wellbeing Service provides an independent, impartial and confidential source of advice on all aspects of the relationship between work and health. All employees may seek advice, self refer or managers can make formal referral requests for occupational, medical or psychological assessment in relation to the fitness for work of individual members of staff for whom they are responsible.

The Occupational Health and Wellbeing Team are able to provide:

- Health screening for certain occupations.
- Advice on illness / injuries that occur at work.
- Health surveillance.
- Environmental and ergonomic advice regarding the workplace;
- Advice on immunisation and infection control issues in liaison with the Infection Control Team.
- Pre-placement health assessment services.
- employee assistance service including:
 - Service for staff. Mediation service for staff.
 - Psychological support, guided self-help and group work interventions.

4.9 Human Resources Directorate

The HR Directorate will:

- Provide guidance to all staff in relation to Trust HR policies and standard operating procedures.
- Provide Information to staff, when requested, of support systems available to them.
- Assist the Director of People with monitoring and compliance of workforce standards.

5 Supporting Staff Management

Employees involved in a traumatic or stressful incident, complaint or claim should be directed, by their line manager, to the support available for them through this policy at Appendix 1.

It is the responsibility of the line manager to provide immediate support to the employee and it may, depending upon the nature of the event, consist of the provision of other interventions such as a referral to the Occupational Health and Wellbeing Department, HR advice, medical attention and security assistance.

Ongoing support will be tailored to the individual's needs and may include the provision of regular one to one meetings with their line manager or an assigned mentor or buddy, regular counselling sessions, and referral to specialist departments such as the legal, patient safety/effectiveness, and HR departments.

Where a member of staff is called as a witness, they will be offered support through their line manager and where appropriate, the relevant specialist department in helping them to prepare for the event. Additionally, external support through the Trust's Solicitors may be required. After the event, the employee's line manager will provide support to help them to reflect, learn and move on.

Where a member of staff is experiencing difficulties associated with an event, a number of options are available for consideration to support them such as adjusting work duties, hours or location and re-training. HR will provide advice to line managers in selecting and implementing appropriate interventions.

6 Overall Responsibility for the document

The Director of People has overall responsibility for the dissemination, implementation and review of this policy.

7 Consultation and ratification

The design and process of review and revision of this policy will comply with The Development and Management of Trust Wide Documents.

The review period for this document is set as five years from the date it was last ratified, or earlier if developments within or external to the Trust indicate the need for a significant revision to the procedures described.

This document will be approved by the Policy Sub Group of the Joint Staff Negotiating Committee and will be ratified by the Director of People.

Non-significant amendments to this document may be made, under delegated authority from the Director of People, by the nominated author. These must be ratified by the Director of People and should be reported, retrospectively, to the Policy Sub Group of the Joint Staff Negotiating Committee and HR and OD Committee.

8 Dissemination and Implementation

Following approval and ratification, this policy will be published in the Trust's formal documents library and all staff will be notified through the Trust's normal notification process, currently the 'Vital Signs' electronic newsletter.

Document control arrangements will be in accordance with The Development and Management of Trust Wide Documents.

The document author(s) will be responsible for agreeing the training requirements associated with the newly ratified document with the Director of People and for working with the Trust's training function, if required, to arrange for the required training to be delivered.

9 Monitoring compliance and effectiveness

The following outlines the department responsible for the implementation and monitoring of each Policy or SOP that is supported by this Policy.

- Management of and Prevention of Contamination Incidents – Occupational Health and Wellbeing.
- Security Manual - Violence & Aggression - Estates and Facilities.
- Stress –Occupational Health and Wellbeing.
- Harassment & Bullying – Human Resources.
- Adverse Events – Patient Safety and Effectiveness.
- Incidents – Patient Safety and Effectiveness.
- Claims – Legal.
- Complaints – Patient Safety and Effectiveness.
- Inquests – Legal.
- Mediation at Work –Occupational Health and Wellbeing.

Each responsible department will collate information relating to the numbers of staff involved in their supportive process i.e. affected by a traumatic or stressful event and will provide this information to the HR and OD Committee on an annual basis. This will be accompanied by an assessment of compliance with, and effectiveness of, this policy, based on a representative sample of feedback from staff involved.

This feedback will be obtained through completed evaluation forms (Appendix 2), given to the member of staff by their line manager following the event, and returned to the responsible department.

Each responsible department will ensure that continuous improvements are made in the support available to staff.

Ongoing review and implementation of recommendations and actions will be overseen by the HR and OD Committee and will be managed in accordance with the severity and priority of the issue arising.

Support available to staff

Appendix 1

1. Procedure / Purpose	2. Immediate support available	3. Ongoing support available	4. Advice to staff if called as a witness	5. Action for managers or individuals to take if the staff member is experiencing difficulties associated with the event
<p>Harassment and Bullying Provides a framework for employees who believe they are being harassed, bullied, victimised or discriminated against to raise a complaint</p>	<p>Line Manager / person in charge (or next in the management chain if appropriate)</p> <p>HR for advice re procedure tel: 01752 437253</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>	<p>As column 1, and;</p> <p>Professional bodies for personal support</p> <p>Spiritual and Pastoral Care for personal support tel: 0845 1558172</p> <p>Appendix 1 of Harassment and Bullying Procedure also outlines other ongoing support available</p>	<p>HR tel: 01752 437253</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>HR tel: 01752 437253</p>
<p>Stress This sets out the Trust's proactive approach and</p>	<p>Line Manager / person in charge</p>	<p>As column 1, and;</p> <p>Professional bodies for</p>	<p>HR tel: 01752 437253</p>	<p>HSE Stress Assessment as advised by Staff Health and Wellbeing</p>

reactive responses for staff experiencing stress	<p>HR for advice re procedure tel: 01752 437253</p> <p>Occupational Health and Wellbeing for personal support such as counselling tel: 01752 437222</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>	<p>personal support</p> <p>Spiritual and Pastoral Care for personal support tel: 0845 1558172</p>		<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>HR tel: 01752 437253</p>
<p>Management and Prevention of Contamination Incidents</p> <p>The aim of this SOP is to ensure individuals who are subject to a contamination injury receive effective and appropriate care</p>	<p>Line Manager / person in charge</p> <p>Emergency Department for medical treatment tel: 01752 439091</p> <p>Occupational Health and Wellbeing for personal support such as counselling tel: 01752 437222</p>	<p>As column 1, and;</p> <p>SHIP for expert clinical advice</p> <p>H&S Executive</p> <p>Infection Prevention and Control Microbiologist</p>	HR tel: 01752 437253	<p>HSE Stress Assessment as advised by Occupational Health and Wellbeing</p> <p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>HR tel: 01752 437253</p>
<p>Security Manual Violence and Aggression</p> <p>This sets out the Trusts position, principles and practise for the provision and maintenance of security arrangements so that those who are employed by the Trust are given adequate</p>	<p>Line Manager / person in charge</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p> <p>Hospital Security tel: extension 3333 / Police tel:</p>	As column 1.	<p>Local Security Management Specialist tel: 01752 439738</p> <p>Legal Department tel: 01752 431055</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>Provision of appropriate training to support the individual in building their confidence and skills to</p>

protection from harm, theft and fraud	<p>999 in an emergency or 101 to report a crime</p> <p>Emergency Department for medical treatment tel: 01752 439091</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>			<p>manage any future events.</p> <p>HR tel: 01752 437253</p>
<p>Claims</p> <p>The claims handling procedure describes the arrangements for the management of claims to ensure that claimants and their representatives receive an appropriate and timely response. It ensures staff involved will be supported and any necessary improvement in standards will be made.</p>	<p>Line Manager / person in charge</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p>	<p>Legal Department for advice re process tel: 01752 431055</p> <p>Professional bodies for personal support</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>	<p>As column 1 and;</p> <p>If appropriate Trust solicitors via tel: 0870 1941000</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>Re-training may be appropriate.</p> <p>HR tel: 01752 437253</p>
<p>Inquests</p> <p>This procedure describes the arrangements for the management of inquests, which is a judicial inquiry into the cause and circumstances of a death. It assists the Coroner with their enquiry and ensures staff involved will be supported and that</p>	<p>Line Manager / person in charge</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p>	<p>Legal Department for advice re process tel: 01752 431055</p> <p>Chief Nurse for nursing staff tel: 01752 432088</p> <p>Director of Clinical Professions tel: 01752 439658</p>	<p>As column 1 and;</p> <p>If appropriate Trust solicitors via tel: 0870 1941000</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>Re-training may be appropriate.</p> <p>HR tel: 01752 437253</p>

<p>any necessary improvements in standards will be made.</p>		<p>Medical Director for Medical Staff tel: 01752 439491</p> <p>Trade Union representatives for personal support tel: 01752 439276</p> <p>Professional bodies for personal support</p>		
<p>Incidents / Adverse Events The Trust is committed to encouraging and enabling the prompt reporting of all adverse events throughout the organisation including incidents, complaints and claims. A non-punitive approach to reporting is essential to strengthen and support the development of an organisational safety culture.</p>	<p>Line Manager / person in charge</p> <p>Patient Safety & Effectiveness Manager tel: 01752 439692</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p> <p>HR tel: 01752 437253</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>	<p>As column 1, and;</p> <p>Patient Safety Team tel: 01752 439692</p> <p>Professional bodies for personal support</p> <p>Spiritual and Pastoral Care for personal support tel: 0845 1558172</p>	<p>Patient Safety Team tel: 01752 439692</p> <p>Legal Department (where appropriate) tel: 01752 431055</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>Re-training may be appropriate.</p> <p>Revision of procedures</p> <p>HR tel: 01752 437253</p>

<p>Complaints</p> <p>The Trust is committed to encouraging and enabling the prompt reporting of all adverse events throughout the organisation including incidents, complaints and claims. A non-punitive approach to reporting is essential to strengthen and support the development of an organisational safety culture.</p>	<p>Line Manager / person in charge</p> <p>Patient Experience Manager tel: 01752 439695</p> <p>Occupational Health and Wellbeing for personal support tel: 01752 437222</p> <p>HR tel: 01752 437253</p> <p>Trade Union representatives for personal support tel: 01752 439276</p>	<p>Patient Experience Team (Complaints) tel: 01752 439298</p> <p>Professional bodies for personal support</p> <p>Spiritual and Pastoral Care for personal support tel: 0845 1558172</p>	<p>Patient Experience Team (Complaints) tel: 01752 439298</p> <p>Legal Department (where appropriate) tel: 01752 431055</p>	<p>Consideration may be given to temporary adjustments to duties, working hours, work location and redeployment.</p> <p>Re-training may be appropriate.</p> <p>Revision of procedures</p> <p>HR tel: 01752 437253</p>
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The Trust recognises the importance of providing timely interventions and support during times of specific need.

To help us improve the support we provide for staff, please complete this evaluation form if you have been involved in a traumatic or stressful work incident, complaint or claim (as below).

TYPE OF INCIDENT/EVENT (Please tick relevant box)

Contamination Incident	
Incident of Violence or Aggression in the workplace	
Harassment or Bullying	
Involvement in a Claim	
Involvement in a Complaint	
Involvement in an Inquest	

IN ANSWER TO QUESTIONS 1-4 PLEASE TICK RELEVANT BOX BELOW:

Questions	Yes	No
1) Were you made aware of the Staff Support Policy by your manager at the time of the incident/event?		
2) Do you feel you were adequately supported by your line manager?		
3) Were you offered immediate support following the event/incident?		
4) Where you made aware of ongoing support following the event/incident?		

If you answered 'No' to any of the above, please would you provide further information:

.....

.....
.....
How do you feel support to you could have been improved?

.....
.....
Name (optional)

Department (optional)

Please return this evaluation form to the appropriate address, as below:

For Contamination Incidents: Fred Allen, Staff Health and Wellbeing Department, Kingstor House, Derriford Hospital.

For Incident of Violence or Aggression in the workplace to: Andrew Davies, Estates Department, Derriford Hospital.
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For Harassment or Bullying to: Rebecca Osborne, HR, NU Building, 2 nd Floor, Derriford Business Park, Brest Road, Plymouth, PL6 5YE
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For Involvement in a Claim to: Laura Joynes, Legal Department, Central Records Library, Bush Park, Estover, Plymouth, PL6 7RG

For Involvement in a Complaint to: Jayne Glynn, Patient Experience Department, Level 7, Derriford Hospital
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For Involvement in a Trust Incident to: Steve Mumford, Patient Safety and Effectiveness Department, Level 7, Derriford Hospital.
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For Involvement in an Inquest to: Laura Joynes, Legal Department, Central Records Library, Bush Park, Estover, Plymouth, PL6 7RG
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Core Information				
Document Title	Staff Support Policy			
Date Finalised	September 2016			
Dissemination Lead	HR Business Partner			
Previous Documents				
Previous document in use?	Yes			
Action to retrieve old copies.	By Document Controller			
Dissemination Plan				
Recipient(s)	When	How	Responsibility	Progress update
All Staff	August 2012	Vital Signs	Document Controller	

Review and Approval Checklist

Appendix 4

Review		
Title	Is the title clear and unambiguous?	Yes
	Is it clear whether the document is a policy, procedure, protocol, framework, APN or SOP?	Yes
	Does the style & format comply?	Yes
Rationale	Are reasons for development of the document stated?	Yes
Development Process	Is the method described in brief?	Yes
	Are people involved in the development identified?	Yes
	Has a reasonable attempt has been made to ensure relevant expertise has been used?	Yes
	Is there evidence of consultation with stakeholders and users?	Yes
Content	Is the objective of the document clear?	Yes
	Is the target population clear and unambiguous?	Yes
	Are the intended outcomes described?	Yes
	Are the statements clear and unambiguous?	Yes
Evidence Base	Is the type of evidence to support the document identified explicitly?	Yes
	Are key references cited and in full?	Yes
	Are supporting documents referenced?	Yes
Approval	Does the document identify which committee/group will review it?	Yes
	If appropriate have the joint Human Resources/staff side committee (or equivalent) approved the document?	Yes
	Does the document identify which Executive Director will ratify it?	Yes
Dissemination & Implementation	Is there an outline/plan to identify how this will be done?	Yes
	Does the plan include the necessary training/support to ensure compliance?	Yes
Document Control	Does the document identify where it will be held?	Yes
	Have archiving arrangements for superseded documents been addressed?	Yes
Monitoring Compliance & Effectiveness	Are there measurable standards or KPIs to support the monitoring of compliance with and effectiveness of the document?	Yes
	Is there a plan to review or audit compliance with the document?	Yes
Review Date	Is the review date identified?	Yes
	Is the frequency of review identified? If so is it acceptable?	Yes
Overall Responsibility	Is it clear who will be responsible for co-ordinating the dissemination, implementation and review of the document?	Yes

Core Information	
Manager	Lisa White, HR Business Partner
Directorate	HR & OD
Date	23 rd July 2012 (reviewed June 2016)
Title	Supporting Staff Policy
What are the aims, objectives & projected outcomes?	<p>The aim of this policy is to set out the organisational commitment to supporting staff involved in traumatic or stressful incidents, complaints or claims.</p> <p>The Trust recognises and accepts its responsibilities, under relevant legislation.</p> <p>This Policy supports the Health and Safety at Work Act 1974 to provide safe conditions and ensure that all activities are conducted in a manner which promotes the health and safety and wellbeing of all concerned. This legislation makes no distinction between physical and mental wellbeing.</p>
Scope of the assessment	
Collecting data	
Race	<p>There could potentially be an impact on staff whose first language isn't English, so this policy can be made available in alternative formats.</p> <p>Data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate</p>
Religion	<p>There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate</p>
Disability	<p>There is potentially an impact on people with a disability. Those who are disabled in any way should be supported through the process and reasonable adjustments should be put in place as appropriate. Staff Health & Well Being will support all staff as necessary, regardless of disability.</p> <p>Data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate.</p> <p>The policy can be made available in alternative formats</p>

Sex	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate
Gender Identity	There is currently no data collected to show the impact in this area, however, this will be monitored via feedback, staff support evaluation and incident reporting as appropriate.
Sexual Orientation	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate
Age	There is no evidence to show an impact in this area, however data will be monitored through workforce data reporting, Staff Support Evaluation forms, datix reporting and analysis of all data will be undertaken as appropriate
Socio-Economic	There is currently no data collected to show the impact in this area, however, this will be monitored via feedback, staff support evaluation and incident reporting as appropriate.
Human Rights	There is currently no data collected to show the impact in this area, however, this will be monitored via feedback, staff support evaluation and incident reporting as appropriate.
What are the overall trends/patterns in the above data?	No trends or patterns identified at this stage. However, data will be monitored and any trends or patterns will be identified and appropriate actions will be put in place.
Specific issues and data gaps that may need to be addressed through consultation or further research	There is currently no data to monitor the impact on gender identity, socio-economic and human rights.
Involving and consulting stakeholders	
Internal involvement and consultation	Business Partners, Senior Management and JSNC.
External involvement and consultation	No external consultation undertaken
Impact Assessment	

Overall assessment and analysis of the evidence	<p>There could potentially be an impact on staff whose first language isn't English, so this policy can be made available in alternative formats.</p> <p>There is potentially an impact on people with a disability. Those who are disabled in any way should be supported through the process and reasonable adjustments should be put in place as appropriate.</p>
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Action Plan				
Action	Owner	Risks	Completion Date	Progress update
Provide document in alternative formats and languages if requested	Healthcare Clinical Governance Office	Potential cost impact	ongoing	This action will be addressed as and when the need occurs.
Monitoring of workforce data on a regular basis	HR Business Partner		On-going	Action will be taken as and when required.
Monitoring of datix data on a regular basis	Leah Brooks/Jayne Middleman		On-going	Action will be taken as and when required.
Monitoring of data from staff support evaluation	Dependant on owner of SOP			Action will be taken as and when required.