



Employee Wellbeing Supporting Staff involved in an Incident, Complaint or Claim Policy

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2.1	Sept 17	Matthew Hammonds	s	Extension agreed at TMG Sept 2017. Policy reflects best/current practice
2.2	July 2018	Risk Team	A	July 18 TMG – agreed extension to March 2019.
2.3	April 19	HR Advisor	A	TMG approved 1 year addition to review date. New policy is currently being developed, this one remains fit for purpose until new policy in place.
2.4	Nov 2020	Ruth Parker	D	TMG approved extension of review until Feb 2021
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<p>This document is controlled. If you would like to suggest amendments to this document please contact the document author.</p>				

Contents

STATEMENT OF INTENT	5
INTRODUCTION	5
PURPOSE	6
DEFINITIONS	6
DUTIES	7
Duties within the Trust	7
Consultation and Communication with Stakeholders	9
Approval and Ratification	9
SUPPORT AVAILABLE FOR EMPLOYEES	9
Immediately Following Traumatic Incidents	9
Occupational Health and Counselling Services	11
During Internal Employee Relations Procedures	12
Court Appearances	12
Claims or Complaints	12
ONGOING SUPPORT	12
Actions for Managers if an employee is continuing to experience difficulties associated with an event	12
Actions for Individuals who are continuing to experience difficulties associated with an event	13
ADVICE AND SUPPORT FOR STAFF IF BEING CALLED AS A WITNESS	14
Internal and external advice available to staff in the event of being called as a witness	14
Inquests	15
DATA PROTECTION & CONFIDENTIALITY	15
EQUALITY IMPACT ASSESSMENT	15
IDENTIFICATION OF STAKEHOLDERS	16
CONSULTATION PROCESS	16
PROCESS FOR REVIEW AND REVISION	16
COMMUNICATION AND DISSEMINATION	16
POLICY IMPLEMENTATION	16

MONITORING COMPLIANCE AND EFEFCTIVENESS	17
STANDARDS AND KEY PERFORMANCE INDICATORS	18
ASSOCIATED DOCUMENTATION	18
REFERENCES	18

1. STATEMENT OF INTENT

This policy sets out the framework of support that is in place for staff that have been involved with, or directly affected by incidents, complaints or claims, regardless of the extent of their involvement. This also includes being involved in cases of safeguarding children or adults, in cases of harassment or bullying, or violence and aggression and staff who may experience challenging situations when appearing as a witness, be it at an internal hearing, in a court of law, including an employment tribunal or Coroners Court (Inquest).

2. INTRODUCTION

- 2.1** Yorkshire Ambulance Service (the Trust) has a duty of care to look after the psychological as well as the physical well-being of staff that have been exposed to a traumatic incident to ensure that they are appropriately supported. When a traumatic event occurs, staff need to be aware of exactly what support is available to them both internally and externally, and in the short and longer term.
- 2.2** This policy ensures that adequate support systems are in place for staff that have been involved with, or directly affected by incidents, complaints or claims, regardless of the extent of their involvement. This will also include being involved in cases of safeguarding children or adults, in cases of harassment or bullying, or violence and aggression. The principles of providing support to staff detailed in this policy also extend to staff who may experience challenging situations when appearing as a witness, be it at an internal hearing, in a court of law, including an employment tribunal or Coroners Court (Inquest).
- 2.3** Involvement in a serious adverse event, complaint or claim can have profound consequences on those staff members involved, who may experience a range of reactions from stress and depression to shame and guilt. The high personal and professional standards of most clinicians and other NHS staff may make them particularly vulnerable to these experiences. It should also be recognised in applying this policy that different individuals will have differing responses to the same incident, complaint or claim and will therefore require different levels or types of support. During or immediately after an incident has occurred, it may be necessary to provide support for any staff involved. Staff welfare must be considered, particularly in relation to psychological trauma or stress. Any support offered must remain confidential to the individual.
- 2.4** It is also important for staff to be kept informed of the progress of any incident, complaint or legal investigation in which they have been involved. In particular, staff must be made aware when the investigation has been completed, and the findings, recommendations and any action to be taken should be relayed to them. They must also be provided with an opportunity to ask any questions they may have.
- 2.5** It is important to recognise that the need for support is not a sign of weakness. Although the support of colleagues is essential, the Trust recognises that there may be occasions when any member of staff requires additional support outside this immediate circle.

2.6 In the event of an infection outbreak, flu pandemic or major incident, the Trust recognises that it may not be possible to adhere to all aspects of this document. In such circumstances, staff should take advice from their manager and all possible action must be taken to maintain on-going patient and staff safety.

2.7 This procedure has been agreed between managers and recognised staff side representatives and it demonstrates joint commitment to implementation and support for the principles included.

3. PURPOSE

3.1 The aim of the policy is to ensure guidance is provided to all staff requiring support that have been involved in an incident, complaint and/or claim. The policy aims to reduce the risk of staff failing to receive or being offered adequate support, and will also offer a means of sign-posting staff to both internal and external support mechanisms.

3.2 The purpose of this policy and procedure is:

- To support the Trust's Strategic objective '*Our People*' by ensuring effective implementation and monitoring of this policy and procedure
- Clarify the availability of support to staff, both internally and externally, in the event of them being involved in a traumatic or stressful incident, complaint or claim
- Provide managers with guidance on supporting staff in these situations
- Provide staff with details of how to access the support available regardless of the extent of their involvement or of whether any blame may exist.

4. DEFINITIONS

4.1 A traumatic or stressful incident or complaint is defined as any event that invokes unusually strong emotions, overcoming normal coping abilities.

4.2 Examples of such incidents may include the following, although the list is not intended to be exhaustive:

- Unexpected patient death
- Allegations of gross negligence
- Serious medication / treatment errors
- Dealing with a major incident
- Involvement in cases of safeguarding children or adults
- Cases of harassment and/or bullying
- Involvement in an incident of violence or aggression, whether as a victim or witness
- Any other situation that the member of staff considers to be of a traumatic nature

4.3 JSG – Joint Steering Group. This provides a constructive forum for discussion, consultation and negotiation between Trust management and recognised Trade Unions and Staff-Side representatives.

5. DUTIES WITHIN THE ORGANISATION

5.1 Trust Board and Executive Directors

The Trust Board and Directors are responsible for effective risk management within the Trust and recognise that there is a need to support all staff who may be involved in an incident, complaint or claim or who may be required to appear as a witness in a Court of Law or at an internal hearing. The Trust Board and Directors therefore fully approve and support the principles outlined within this policy.

5.2 Executive Director of Workforce and Strategy

The Executive Director of Workforce and Strategy is responsible for ensuring that support services are available to safeguard the health and mental well-being of employees who fall within the scope of this policy.

5.3 Occupational Health Service

The Occupational Health Service provides access to a confidential, independent and impartial counselling service. Any staff involved in traumatic or stressful events may use the service and can either self-refer or be referred by their manager. The Occupational Health practitioners can also provide support and can signpost staff to appropriate external support where this is thought to be more appropriate.

5.4 Corporate Affairs Department, Complaints Manager and Risk Managers

All the above have a responsibility to provide support either to those staff directly involved or by supporting the managers of the staff directly involved in incidents, complaints, claims, inquests or other court proceedings which may include but is not restricted to:

- Where a serious incident investigation is underway (Clinical/Non Clinical Review or Serious Incident Inquiry) this process has been followed with staff.
- Following a Clinical/Non Clinical Review or Serious Incident Inquiry review all returned feedback forms to inform further improvements in this process.
- Ensuring that staff are provided with the appropriate legal support for inquests and other court attendances, and for clinical negligence/personal injury claims
- Where appropriate ensuring that staff are fully briefed during the Trust investigation of the event and in preparation for front line presentation i.e. attendance at court/ external inquiry
- Providing advice and support to staff asked to prepare witness statements for internal investigations, inquests and claims
- Ensuring that staff involved in a serious incident are provided with copies of all relevant documents including the completed serious incident report

5.5 Organisational Effectiveness and Education

- The Associate Director of Organisational Effectiveness and Education is responsible for developing the action plan as a result of the National Staff Survey and reporting on that to the JSG and Trust Board.
- The Operational HR team has a responsibility to provide support and advice to both staff and managers in the implementation and operation of this policy.

5.6 Communication Centres

Communication centres have an opportunity ensure adequate action is taken to safeguard staff that are called to attend a traumatic or particularly stressful job at an early stage. Action taken may include:

- Referral from the communication centres to the line manager (or manager on duty) to ensure the staff member's well being
- Checks at regular intervals immediately following the event and afterwards if appropriate
- Communication centres standing the staff member(s) down for a period of time following attendance at a job.

5.7 Line Managers will:

- Ensure this policy is communicated and operationalised within their areas of responsibility.
- Be a source of direct support or advice in this process
- Ensure that when employees highlight personal or professional concerns about their ability that every reasonable effort is made to address these concerns and ensure that the employee suffers no detriment as a result of their personal disclosure.
- Ensure adequate action is taken to safeguard employees who may receive calls or have attended a traumatic or particularly stressful job. Action taken should be relevant to that employee(s) and their needs. Examples of appropriate action are detailed in section six.
- Be responsible for supporting those employees during the investigation process and ensuring they are kept informed of its progress and outcome.
- That incidents where appropriate, are recorded on PRISM.
- Managers should be aware if any employees within their responsibility are called to events such as court/coroners hearings and ensure that support and guidance prior and after the event is offered.
- Ensure that each employee within their responsibility receives a Personal development Review (PDR) and that any training or development needs are identified and actioned. However if a development need is identified outside that process, the Manager should act upon it as soon as possible.
- Encourage the existence of an open culture where employees feel confident in their ability to discuss any personal or professional insufficiencies at the earliest opportunity without fear of reprisal or detriment.
- Seek guidance and advice from HR, OHS etc as appropriate

5.8 All Employees

- All employees should be aware of this policy and be prepared to access a source(s) of support if they are having difficulty
- If an employee attends a traumatic / stressful job, or is experiencing any personal difficulty they should raise this with the appropriate person e.g. the communications centre, line manager or colleague in order that preventative action or immediate support be actioned.
- If an employee is engaged in a process with which they are unfamiliar, e.g. disciplinary, attendance at court / coroners hearing, they can seek advice and guidance from their line manager, relevant department e.g. HR, legal etc and Trade Union representative.
- That incident(s) where appropriate, are recorded on PRISM.

- Where employees feel there is a lack of personal or professional knowledge which may affect their ability to discharge their duties effectively or safely, they should draw this to the attention of, and discuss with their manager at the earliest opportunity e.g. work-related stress. Alternatively, in the first instance, employees may wish to contact Occupational Health, the Employee Counselling Service, a member of Human Resources or their Trade Union representative.
- Any staff not involved in the incident, complaint or claim have a responsibility to notify their line manager of any changes in the behaviour or conduct of their colleagues which may indicate that they require support.

5.1 Consultation and Communication with Stakeholders

Senior Managers, Executive Board Members, Union and members of the Joint Steering Committee (JSG), have been formally consulted about the development and review of this policy and procedure through the JSG procedures for consultation.

5.2 Approval and Ratification

This policy has been considered by the following groups shown in the table below.

Committee or Group	Approval or ratification
Employee Wellbeing	Informed
Joint Steering Group	Consulted
Senior Management Group	Approved / ratified

6. SUPPORT AVAILABLE FOR EMPLOYEES

The Trust will ensure that all employees who have been affected by work-related stress or attendance at a traumatic incident are provided with support including counselling services as appropriate. This support will be available internally through the mechanisms outlined below and also externally where appropriate e.g. referral to specialist counselling services.

The following support mechanisms are available for employees to access:

6.1 Immediately Following Traumatic Incidents

- 6.1.1 Any employee who has been involved in a particularly stressful or distressing incident will receive support if required, following the incident from a Manager who is either involved in the incident or who will have been contacted due to the nature of the incident.
- 6.1.2 In a situation where more than one employee is involved in a serious incident, complaint, or litigation claim, employees involved will be given the opportunity to be supported if required as an individual or as a group and the process described below can be adapted accordingly:
 - a. Employees will receive a copy of this policy and a copy of the sources of help to take away and read.
 - b. Post incident care (PIC) – In the immediate aftermath of a stressful or traumatic incident or event, it is important that managers identify employees who are involved and that there is an opportunity for the employees(s) to discuss the event as soon as possible after the event. This

is known as post incident care. The Trust has an established system in place to support post incident care, further information can be found in the Managers Post Incident Care Booklet which should be read in conjunction with this policy.

- c. Where an employee(s) requires post incident care (either by request or by intervention from a manager or other appropriate person) there is opportunity to have a discussion as soon as possible after the event. It is important to note that every individual has a different level of personal coping mechanisms and therefore a post incident discussion may not always be requested or required.
- d. The purpose of post incident care is to:
 - Discuss the event in order to support the employee(s) and normalise the situation
 - Ensure that the immediate support needs of the individual are met and discuss the need for further support for the employee(s) e.g. counselling.
 - Examine the details of the event to assess if immediate actions need to be taken to protect patients, employees, property etc.
 - Provide Information
- e. Where groups of employees have been involved it may be appropriate to conduct post incident care as a group.
- f. Individuals should be fully informed of what is going to happen both immediately and perhaps in the longer term (this may include details about the Complaints Process, Clinical/Non Clinical Review Process, Serious Incident Inquiry process, Inquests and police/legal proceedings)
- g. It is likely that employee(s) involved in an incident, particularly one which is serious in nature, will be traumatised. It is the line manager's responsibility to consider, in conjunction with employee(s) whether they are able to continue to practice in the short term. Occupational Health services should be offered to help employee(s) who may be experiencing difficulty following an incident
- h. The line manager should ensure that the individual is aware of the Employee Assistance Programme and how to access it.
- i. Ongoing support should be planned through the management systems and an agreement reached as to who will provide the support

6.1.3 Examples of other interventions and appropriate action that can be taken by communication centres and Managers immediately following a traumatic event may include:

- Referral from the communication centres to the line manager (or manager on duty) to alert them of a particularly traumatic event and the crew attending

- Checks at regular intervals immediately following the event and afterwards if appropriate to ensure the employee(s) well being
- Communication centres standing the employee(s) down for a period of time following attendance at a job or communication centre employee(s) standing down from taking any further calls for a period of time
- Provision of contact details / referral to Occupational Health and/or counselling providers
- Appointment of a workplace welfare officer.
- Managers should conduct a post incident care discussion with employees who have attended a traumatic incident. Should the Manager identify that the employee(s) is experiencing ongoing problems due to a traumatic incident the Manager should refer the member of staff to Occupational Health.

6.2 Occupational Health and Counselling Services

6.2.1 Employees can request the support from Occupational Health and/or Counselling support services through self or management referral support.

6.2.2 Following a request / referral for structured counselling support following a traumatic incident the employee will be contacted within a maximum of 48 hours of the referral / request being received. This will take the form of initial telephone support with an appointment for face-to-face support offered within three weeks (if the employee so chooses).

6.2.3 Employees ringing the OH services for crises support where a Counsellor is not immediately available will be offered 'Listening Ear' support from the OH Specialist Nurses

6.2.4 Employees who develop and/or are diagnosed with Post Traumatic Stress Syndrome needing specialised counselling support will receive this from Counsellors specifically trained to provide this, or, if indicated, will be referred to specialised counselors external to the Trust. OH services will have access to a network of approved independent Counsellors who can be utilised for employee geographical needs and/or preference and will provide reports to the appropriate counselling provider accordingly

6.2.5 Employees with issues not related to work but which may be affecting their ability to work safely and/or attend work can also receive counselling support, in some instances referral to specialised areas will be offered, e.g. Relate, domestic abuse.

6.3 During Internal Employee Relations Procedures

The HR department and/or Trade Union representatives will provide any employee or their member(s) (including associated witnesses) undergoing or involved in an employee relations process information about the relevant process.

For example this may include:

- Provision or direction where to locate a policy
- Discussing the policy with the employee(s) and explaining the varying stages

- Prior to any formal hearing, explaining the running order and what can be expected.
- Provide support and guidance on how to prepare for a formal process.
- Offer support / debriefs as and where appropriate or requested.

6.4 Court Appearances

The Corporate Affairs department, line manager and/or Trade Union representatives will provide any employee or their member(s) (including associated witnesses) undergoing or involved in a court case information about the relevant process.

For example this may include:

- Provision or direction where to locate a specific policy or procedure.
- Discussing the policy/ procedure with the employee(s) and explaining the varying stages.
- Provide guidance on how to write a witness statement.
- Prior to any formal process, explaining the running order and what can be expected.
- Provide support and guidance on how to prepare for a formal process.
- Offer support and post incident care as and where appropriate or requested.
- A manager or supervisor attending court with the individual.

The Trust Courts and Evidence Policy includes information on support to staff, a Guide to Coroners' Inquests, designed for staff, and Guidance on Writing a Statement.

6.5 Claims or Complaints

As above, the Corporate Affairs department, line manager and/or Trade Union representatives will provide any employee or their member(s) (including associated witnesses) undergoing or involved in a complaint or legal claim process, information about the relevant process. Examples of support are detailed in 6.4 but the list is not exhaustive and will be dependent upon the needs of the individual(s) and the circumstances.

7. ONGOING SUPPORT

7.1 Actions for Managers if an employee is continuing to experience difficulties associated with an event

7.1.1 Ongoing support required by employees will vary depending on the circumstances and the individual involved. If an employee is experiencing difficulties associated with the event, which have not been resolved following the procedures listed above, the following supportive actions should be considered by the line manager in consultation with the employee and HR.

- Regular reviews and one to one meetings with the line manager/supervisor should be available to maintain support until no longer required and also to assess any further support needs
- If not already attended the employee should be requested to attend an Occupational Health appointment by the line manager to assess what

additional support or action can be taken to help the employee. Where appropriate Occupational Health are able to recommend the redeployment of the employee on health grounds to alternative employment within the Trust.

- Any training needs should be identified and actioned in a timely manner through the PDR process
- If a member of staff is still experiencing difficulties following an incident after the investigation has been concluded, they (or their manager) may also wish to re-consider further internal or external sources of help

7.1.2 There may be occasions where, as well as Occupational Health, there is a requirement for involvement from the Operational Human Resources team. This may be specifically the case where a member of staff feels they are unable to return to their post. In such cases the following policies may be used:

- Redeployment Policy
- Attendance Management
- Capability Policy

7.1.3 It is vital that the line manager, employee and HR work together to ensure that all supportive measures are explored and at the earliest opportunity.

7.2 Actions for Individuals who are continuing to experience difficulties associated with an event

7.2.1 It is vitally important that any individual who is experiencing or continuing to experience difficulties associated with an event or situation inform their line manager (if not already done so) in order to enable their line manager to support them directly by facilitating all the support measures documented in this policy.

7.2.2 Any staff not involved in the incident, complaint or claims have a responsibility to notify their line manager of any changes in the behaviour or conduct of their colleagues which may indicate that they require support.

8. ADVICE AND SUPPORT FOR STAFF IF BEING CALLED AS A WITNESS

8.1 Internal and external advice available to staff in the event of being called as a witness

8.1.1 The prospect of having to give evidence in a court of law maybe daunting. Corporate Affairs and the Trust's solicitors (in those cases where they are instructed) will advise and support members of staff who are summoned to give evidence in court for inquests, employment tribunals etc. Support for claims will be provided by NHSLA's Panel Solicitors or solicitors instructed by our insurers, for relevant cases. In all cases, Corporate Affairs are the link between lawyers and the Trust. If there should be a conflict of interest, individual members of staff will be advised to obtain their own separate legal representation.

8.1.2 Where a member of staff is required to attend a court or tribunal as a witness for the Trust, then the Trust will ensure they receive time off without loss of earnings and payment of reasonable expenses.

8.1.3 Staff will also be offered the following support:

Prior to the event

This will include a full briefing of the process with further advice and support given by either the Legal Services Manager, Corporate HR Manager and/or the Trust's or NHSLA Solicitors as appropriate.

During the event

This will include support on the actual day of the hearing where staff are appearing as formal witnesses.

After the event

Support will include a post incident meeting with an opportunity for staff to discuss the events and the outcome of the case.

8.1.4 External organisations can also be used to provide support where necessary.

8.1.5 Should any employee be required to provide statements for an internal Clinical Review/Serious Incident Investigation, a serious complaint investigation, a litigation claim, or the coroner they will be sent guidance notes on how to produce a statement with the request letter.

8.1.6 If an employee is to be interviewed as part of an incident investigation they will be offered the right to be accompanied at the meeting by a representative of their Trade Union or a work colleague.

8.1.7 Employee(s) involved in the incident investigation process will get the opportunity to comment on reports before they are published (in anonymised format).

8.1.8 If employees are to be called as a witness to an external venue e.g. Civil Court as a witness for the Trust they will be contacted by the Trust's Legal Department and offered a preparatory meeting and guidance notes. Employees are welcome to contact the legal department directly for advice at any time if they are called to give witness testimony at other times e.g. at a criminal trial as a professional witness.

8.1.9 Managers should be aware if any employees within their responsibility are called to events such as court/coroners hearings and ensure that support and guidance prior and after the event is offered. Such support may include changing shifts/work days, having a work colleague attend with the individual etc. Any changes to shifts/work days should be in compliance with the working time regulations to ensure the employee has adequate rest. In agreement with their line manager, where an employee is required to attend court on non working days, the shift pattern will be adjusted to accommodate attendance at court as normal working time. Alternatively, the time spent at court will be paid as overtime. Where appropriate, any remaining shift time

after attendance at court may be utilised for CPD purposes. If shift patterns are adjusted to accommodate

8.1.10 The attendance at court on a normal working day, the day at court will be treated as a normal working day, irrespective of the shift that they were stood down from.

8.2 Inquests

8.2.1 When an inquest is scheduled, it may be helpful to arrange a visit to the Coroner's Court. This can be done by individuals or by a group of those who have been asked to appear as witnesses. It may also be helpful to identify people within the Trust who have personal experience of the Coroner's Court. They can relate their own experiences to those faced with the prospect of attending the court for the first time.

8.2.2 The Corporate Affairs department is the link between the Trust and the Coroner's office and will arrange visits, providing advice and support and identifying staff that have had personal experience. It is not appropriate for other managers or individuals to contact the Coroner's office direct.

9. DATA PROTECTION AND CONFIDENTIALITY

Confidentiality will be maintained throughout the process, with all written records being collected, used and stored, in accordance with the Data Protection Act (DPA) and the Trust's Data Protection Policy.

10. EQUALITY IMPACT ASSESSMENT

Yorkshire Ambulance Service NHS Trust is committed to ensuring that the way the Trust provides services and the way in which staff are recruited and treated reflect individual needs, promote equality and does not discriminate unfairly against any particular individual or group.

This procedure embraces diversity, dignity and inclusion in line with emerging Human Rights guidance. We recognise, acknowledge and value difference across all people and their backgrounds. We will treat everyone with courtesy and consideration and ensure that no-one is belittled, excluded or disadvantaged in anyway, shape or form. An Equality Impact Assessment has been completed and is available from the human resource department.

11. IDENTIFICATION OF STAKEHOLDERS (SCOPE OF POLICY)

This policy applies to all Trust staff. Staff will be consulted on its content through the Trust Joint Steering Group. The policy is approved by the JSG and ratified through the Trust Board.

12. CONSULTATION PROCESS

Senior Managers, Executive Board Members, Standards and Compliance team, Trade Union and members of the JSG have been formally consulted about the development and review of this policy and procedure through the JSG consultation procedures.

The final policy will be communicated following ratification by the Trust Board (documented in minutes) through an insert in the Trust’s operational update, manager’s briefings, and update of the Trust intranet and document library.

13. PROCESS FOR REVIEW AND REVISION

This policy will be reviewed in three years’ time unless legislative or other changes necessitate an earlier review.

14. COMMUNICATION AND DISSEMINATION

Once ratified by the Trust Board this policy will replace the old version on the Trust intranet. This policy will then be notified to the target audience named on the front page of the policy as follows:

- Directors. Communication directly by e-mail and discussion at Executive Team meetings
- Associate Directors, senior operational and support managers. Communication directly by e-mail and to notify by Executive or Associate Directors through line management briefing.
- All staff. Trust communications channels including Operational Update.

This policy can be located via the staff library (policies) on the Trust’s intranet, from any Human Resource representative, line manager or staff side representative.

A copy of the supporting staff leaflet will be included in the corporate induction for all new staff.

15. POLICY IMPLEMENTATION

As the Policy is one of straightforward application, training will be given as and when required most likely in the form of one to one guidance to managers and staff. The key for this policy is staff and manager awareness and how this will be achieved is identified in section 14.

This Policy will be effective from the date of implementation but during initial distribution of the Policy, a timescale will be given for all staff to declare any secondary employment after which time any non-declaration may be classed as a breach of the disciplinary policy.

16. MONITORING COMPLIANCE AND EFFECTIVENESS

This Policy has been checked for compliance with the NHS Litigation Authority’s and Auditors Local Evaluation criterion and minimum requirements through an audit process carried out by the Trust’s standards and compliance team.

In the table below duties of key individuals are included within the following monitoring arrangements:

Standard	Monitoring
Duties	<ul style="list-style-type: none"> ▪ The duties of key members of staff noted in this policy and compliance with their obligations is monitored

	<p>through the KSF/PDR process</p> <ul style="list-style-type: none"> ▪ Deficiencies in the applications of and/or adherence to this policy will be reported to the JSG who will note them in their minutes together with any corrective action(s) that need to be taken to ensure compliance. Progress of these actions will be reviewed at subsequent meetings ▪ The HR department will conduct an annual audit to ensure that all such actions have been completed. Confirmation of such will reported annually to the JSG for information
Immediate support offered to staff (internally & externally if appropriate)	<ul style="list-style-type: none"> ▪ The HR, Complaints and Corporate Affairs department will review each case on an individual case by case basis ▪ Where it is identified that appropriate support as per this policy has not been facilitated, the responsible department handling the case will respond by reporting this to the appropriate operational management chain who will ensure that appropriate support is actioned ▪ Continued failure to maintain / continue contact will be reported to the appropriate Assistant Director for action
Ongoing support offered to staff	<ul style="list-style-type: none"> ▪ As above
Advice available to staff in the event of them being called as a witness	<ul style="list-style-type: none"> ▪ As above
Action for managers or individuals to take if the individual is experiencing difficulties associated with the event	<ul style="list-style-type: none"> ▪ As above
Monitoring compliance with the above	<p>On an annual basis by HR in conjunction with the Corporate Affairs and Complaints department will conduct an annual audit of compliance with this policy. The audit will include:</p> <ul style="list-style-type: none"> - Immediate and ongoing support offered to staff internally and externally; - Advice available to staff in the event of their being called as a witness (internally and externally); and - Action for managers or individuals to take if the member of staff is experiencing difficulties associated with the event. <ul style="list-style-type: none"> ▪ The audit and report will be reported to the JSG for information. ▪ Actions to address any identified deficiencies will be noted in the minutes of the JSG and reviewed at subsequent meetings. ▪ The Associate Director of Organisational Effectiveness and Education will through the relevant section of the annual National Staff Survey develop an action plan which will be reported quarterly to the JSG and Trust Board. ▪ Progress on the implementation of the action plan forms will be noted in the said committee minutes and reviewed at subsequent meetings to ensure organisational learning takes place.

17. STANDARDS & KEY PERFORMANCE INDICATORS (KPIs)

Nil

18. ASSOCIATED DOCUMENTATION

This policy supports the Trust's mission of working together for people's health and well being and should be read in association with the following policies and procedures as appropriate:

- Managers Post Incident Care Booklet
- Managing Attendance Policy
- Policy for the Management of Adverse Events and Near Misses
- Claims Handling Policy and Procedure
- Courts and Evidence Policy
- Complaints Management Policy
- Special Leave Policy
- Capability Policy
- Redeployment Policy

19. REFERENCES

Sources of reference material include:

Health and Safety Executive (HSE) (2009) *How to tackle work related stress: A guide for employers on making the management standards work*

National Patient Safety Agency (NPSA) (2009) *Being Open: Saying Sorry when things go wrong*. London: NPSA. Available at www.npsa.nhs.uk

Writing reports and Giving Evidence in Court. Available at: www.medicalprotection.org

Being a Witness. Available at: www.courtservice.gov.uk

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