



Trauma Risk Management (TRiM) Policy

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1 Statement of Aims and Objectives

- 1.1. South East Coast Ambulance Service NHS Foundation Trust (The Trust) recognises the paramount importance of the well-being and psychological health of its personnel. This Trauma Risk Management (TRiM) policy is established to outline the framework and procedures for the implementation of TRiM within The Trust.
- 1.2. Our commitment is to safeguard the mental and emotional health of our employees and create an environment whereby early intervention and support is readily available to those who may experience trauma or acute stress in the course of their duties. TRiM is an integral part of our commitment to fostering a culture of psychological well-being.
- 1.3. To proactively identify and provide support to individuals who may have been exposed to traumatic events or significant stressors within the workplace.
- 1.4. To reduce the risk of long-term psychological harm by offering timely and appropriate interventions.
- 1.5. To encourage peer support and open communication amongst colleagues, fostering a supportive work environment.
- 1.6. To ensure compliance with all relevant legislation and regulations pertaining to the management of psychological well-being and trauma risk.
- 1.7. To establish clear procedures for the training, competency, assessments, support, and monitoring of personnel involved in TRiM within The Trust.
- 1.8. This policy applies to all employees and personnel within The Trust who are involved in the implementation of TRiM. It defines the principles and responsibilities that guide our approach to Trauma Risk Management, ensuring that the psychological well-being of our workforce remains a priority.
- 1.9. The Trust is committed to continuous improvement in the field of TRiM, and this policy will be regularly reviewed and updated to reflect best practices, changes in legislation, and the evolving needs of our workforce.

2 Principles

- 2.1. **Confidentiality and Privacy:** The Trust places paramount importance on safeguarding the confidentiality and privacy of individuals engaged in the TRiM process. All information shared during TRiM assessments will be handled with the utmost discretion, adhering to applicable privacy laws and regulations.



- 2.2. **Voluntary Participation:** Participation in TRiM assessments is entirely voluntary. Employees retain the right to decline TRiM assessments.
- 2.3. **Voluntary Participation (practitioner):** Practitioners also reserve the right to withdraw their services if they wish at any time for their own wellbeing. Practitioners must still meet the requirements set out in the TRiM code of conduct.
- 2.4. **Assessment Duration:** TRiM assessments are structured as follows:
- 2.4.1. The first TRiM assessment should take a maximum of 120 minutes. Inclusive of paperwork an initial assessment should take no longer than two hours. (There is always a risk on occasional circumstances this may be extended, however this should be by exception and not routine).
- 2.4.2. The second or subsequent TRiM assessments, referred to as the one month follow up should take a maximum of one hour. Inclusive of paperwork a maximum of one hour and fifteen minutes to complete.
- 2.5. **Use of TRiM:** The use of TRiM is solely for the purpose of identifying those suffering from acute stress following exposure to a traumatic event, providing support, and signposting to onward care where appropriate,
- 2.6. TRiM practitioners within The Trust are trained to ensure that individuals receive timely and appropriate interventions to mitigate the risk of long-term psychological harm.
- 2.7. **Consent Requirement:** All individuals being referred/self-referred express consent at the time of referral. An individual can withdraw from the service at any time.
- 2.8. **Mutual aid:** Mutual aid in terms of a TRiM response can be offered and provided to partner organisations with permission of the Chief Executive Officer (CEO). This enables partnership working and staff support for those involved in larger scale or prolonged incidents.
- 2.9. **Major Incidents:** TRiM can also assist in psychological safety of staff involved in a major incident and assist with the support of staff both during and after an event.

3 Definitions

- 3.1. **TRiM (Trauma Risk Management):** TRiM refers to a systematic approach adopted by The Trust for the identification, assessment, and support of individuals who may have been exposed to traumatic events. It aims to mitigate the risk of long-term psychological harm and foster a culture of psychological well-being within the workforce.



- 3.2. **A Traumatic Event:** A traumatic event, within the context of TRiM, encompasses any incidents or situations that may have the potential to cause emotional distress to an individual. Such events may be experienced directly or indirectly and may include, but are not limited to, critical incidents, incidents where a death has occurred, incidents where a threat to a persons safety has been perceived/experienced, resulting in symptoms of acute stress.
- 3.3. **TRiM Practitioner:** A TRiM Practitioner is an individual within The Trust who has undergone specialised training qualifying them to conduct TRiM assessments. TRiM Practitioners are expected to confirm to a code of conduct in order to ensure their skills are maintained and validated yearly/bi-annually. TRiM practitioners play a crucial role in the early identification and assistance of individuals who may need support.
- 3.4. **TRiM coordinator:** This is a TRiM practitioner who has undergone further training in order to become a TRiM Manager. These individuals are responsible for the allocation and management of the referrals within their area of work, the practitioner's welfare who are undertaking assessments and ensuring the process is kept in line with the licensing agreements at a local level.
- 3.5. **TRiM Trainer/Lead:** This is an individual who has been through both the Practitioners course, Coordinators course, and a Train the Trainer course. The Trainers/Lead's are responsible for supervision, support, advice, of all the TRiM team, with oversight of the coordinators. The leads are overall responsible for TRiM, its delivery, the implementation of the service and any improvements. The Leads are regularly validated to ensure competency and compliance.
- 3.6. **Psychological Well-being:** Psychological well-being, in the context of TRiM, pertains to the emotional and mental health of individuals within The Trust.
- 3.7. **TRiM Assessment:** This refers to the structured process conducted by TRiM Practitioners to recognise the symptoms of acute stress in individuals who have been exposed to traumatic events. A TRiM assessment is comprised of a two-part process – with an initial TRiM assessment as close to 72 hours as possible (not before). The assessment aims to identify signs of distress, provide support, and facilitate access to appropriate interventions when required.
- 3.8. **TRiM one month follow up:** this is a second assessment done 4-6 weeks after the first meet, to see how the staff is coping in the weeks since the event.
- 3.9. **Supportive Measures:** Supportive measures encompass the various forms of assistance and interventions available for individuals undergoing



TRiM assessments. These measures range from peer support to onward further treatment aimed at promoting psychological recovery.

- 3.10. **Consent:** Consent, within the TRiM context, refers to the voluntary agreement of individuals to participate in TRiM assessments. It involves individuals providing informed permission before undergoing assessments, acknowledging their rights and options.
- 3.11. **TRiM Record:** A TRiM record is a documented report of the TRiM assessment. This details the event causing concern, signs of acute stress present at the meeting and an overall score system. It serves as a confidential record of the meeting for review of a person's symptoms during the TRiM process.
- 3.12. **TRiM Program:** The TRiM Program encompasses the comprehensive framework and procedures established by The Trust in conjunction with March on Stress to implement Trauma Risk Management effectively. It includes training, assessment process, support mechanisms, and ongoing evaluation processes.
- 3.13. **Major incident:** Declared incident requiring a larger or more prolonged response.
- 3.14. **Mutual aid:** providing support to other partnership organisations in times of increased difficulty.

4 Responsibilities

- 4.1. **Chief Executive Officer (CEO):** The CEO, on behalf of The Trust's Board of Directors, holds overall legal responsibility for the well-being and trauma risk reduction of Trust employees, ensuring suitable support and interventions are pursued.
- 4.2. **TRiM Lead:** The TRiM Leads oversee the TRiM program within the Trust, including the training, staffing levels and budget control. This role involves strategic planning, program development, and effective implementation of TRiM practices Trust-wide.
- 4.3. **TRiM Coordinator:** The TRiM Coordinator operates at a local level, providing support and coordination for TRiM activities within the Operating Units. This includes facilitating TRiM assessments and interventions within specific areas or teams.
- 4.4. **TRiM Practitioners:** TRiM Practitioners are at the forefront of TRiM implementation. They are responsible for conducting TRiM assessments, identifying signs of distress, providing support, and facilitating access to appropriate well-being interventions when required.



4.5. **Trust Board:** The Trust Board, in collaboration with the CEO, holds ultimate responsibility for ensuring compliance with TRiM policies and procedures. They oversee the effectiveness of TRiM in promoting well-being and reducing acute stress amongst Trust employees.

4.6. **TRiM Users:** TRiM Practitioners and users are responsible for adhering to this policy and the TRiM Procedure, ensuring the well-being of Trust employees is a primary focus in TRiM assessments and support.

5 Procedure

5.1. **Requesting a TRiM Assessment:** Any staff member who has experienced a traumatic event or believes they may benefit from a TRiM assessment can request this themselves through the Trust's MARVEL system or via their line manager on their behalf.

5.2. **Organising a referral:** Once the referral/self-referral has been made via Marvel. A TRiM coordinator will make contact with the individual requiring assessment via email. The individual will be provided with a list of trained Practitioners for them to select who they feel comfortable talking with. This is to ensure the welfare of the practitioners and oversight of the referrals.
Once selected the coordinator will inform the chosen practitioner of the details of the referral, to ensure an appraisal of safety occurs.

5.3. **Timing of TRiM Assessments:** TRiM assessments can be completed for staff members either in their own time or during working hours recorded, ensuring flexibility to accommodate at the earliest opportunity, recognising the importance of early intervention in promoting well-being. Abstractions should be kept to the assessment time only, to minimise the impact operationally.
A TRiM assessment should not be initiated in the first 72 hours following an incident, welfare during the first 72 hours should sit with the individuals line manager.

5.4. **TRiM Practitioner Involvement:** TRiM Practitioners, trained individuals within The Trust, are responsible for conducting TRiM assessments. Upon receiving a request, a TRiM Practitioner will contact the individual to arrange the assessment, providing necessary information and support. In the event an individual goes straight to the practitioner for support (rather than accessing MARVEL) the practitioner may undertake a TRiM assessment, providing the initial 72 hours from the incident have lapsed.

5.5. **First TRiM Assessment (Initial Meeting):** The first TRiM assessment, often referred to as the initial meeting, involves a one-on-one discussion between the TRiM Practitioner and the individual. The practitioner will hold a structured conversation designed to assist in reprocessing the



traumatic event/events. This meeting will be followed up with a leaflet detailing further advice.

- 5.6. **Second TRiM Assessment (Follow-up Meeting):** A second TRiM assessment, known as the follow-up meeting, occurs a minimum of 4 weeks after the initial assessment. This is based on the NICE guidance of active monitoring for Post Traumatic Stress Disorder. This session allows for a continued assessment of the individual's well-being and indicates the need for onward referral.
- 5.7. **Follow up assessments:** Although not standard practice a further follow up meeting can be arranged depending on the circumstances.
- 5.8. **Fluid Timeframes:** While this document outlines average timeframes for the first and second TRiM assessments, it's important to recognise that the nature of assessments may vary, and some assessments may take longer than others. Flexibility is encouraged to ensure comprehensive support and intervention tailored to the individual needs.
- 5.9. **Confidentiality and Data Management:** Throughout the TRiM assessment process, strict confidentiality is maintained. All TRiM records and any data collected is handled in accordance with The Trust's data protection policies and procedures, ensuring the privacy and security of individuals undergoing TRiM assessments.
- 5.10. **Supervision:** The TRiM leads will provide supervision sessions post assessments as required by the Practitioners. The Mental health team will provide the opportunity for structured supervision 6 weekly either in person or via teams.
- 5.11. **Mutual aid:** in cases whereby other services require TRiM support, the TRiM leads will hold a planning meeting to in order to understand what response is required. The TRiM leads will make contact with the CEO for expressed permission to carry this out, detailing the level of resource required. Any planned TRiM response will be considerate of the Trusts needs and core services.

6 Education and training

- 6.1. **Training for TRiM Practitioners:** Education and training are essential components to ensure the effective implementation of the TRiM program within The Trust. The following training requirements are established to equip TRiM Leads and Practitioners with the knowledge and skills needed to fulfil the responsibilities outlined in this policy:
- 6.2. **TRiM suitability:** Rank and skill set are irrelevant in the TRiM process and as such any staff member can apply to be a practitioner. The uptake is high and as such it is expected that line manager suitability is provided at the time of application. The code of conduct for TRiM does advise that



due to the types of scenarios a practitioner is exposed to and possibly on repeated occasions, that a year free of any distress (personally) to the Practitioner is advised.

- 6.3. **TRiM availability:** TRiM is available to all staff and students employed by the Trust. This is inclusive of volunteers. Onward care and referrals however will need to be reviewed and passed to the relevant partner agencies.
- 6.4. **TRiM Practitioner Training:** Individuals wishing to become TRiM Practitioners in order to undertake TRiM assessments, are required to complete a comprehensive 2-day TRiM Practitioner training program. This training program is designed to provide Practitioners with the necessary knowledge and skills surrounding TRiM and how to conduct TRiM assessments effectively. This course is run internally by the Trust TRiM Leads.
- 6.5. **TRiM coordinator Training:** Individuals wishing to take on the TRiM manager aspect, managing the referrals at a local level and providing oversight of the process and procedures are expected to attend a further 2-day TRiM Manager training course. This comes with a level 5 BTEC in Trauma Risk Management. This also provides the TRiM coordinator with further skills on how to support in larger scale events/major incidents.
- 6.6. **TRiM Lead Training:** The Trust TRiM Leads are individuals responsible for overseeing the entire TRiM program, including budget control. The Trust TRiM leads have completed both the above courses as well as a Train the Trainer package which enables the Trust to retrain in the event of practitioners standing down or leaving. The TRiM leads are required to be re-validated bi-annually by March on Stress – the owner and founder of TRiM. This training program equips Leads with the strategic and leadership skills needed to manage and support the TRiM program at an organizational level.
- 6.7. **Ongoing Education and Updates:** To ensure proficiency and with current with best practices, TRiM Practitioners and coordinators are required to attend an annual refresher course to ensure their skills are maintained and any relevant industry developments are passed on.
- 6.8. **Compliance Monitoring:** The TRiM leads will maintain oversight of those who have completed their training and any non-compliance will result in the individual being unable to undertake assessments.
- 6.9. By ensuring that TRiM Practitioners and Leads receive the necessary education and training, The Trust aims to maintain a high standard of care and support for staff members experiencing traumatic events or significant stressors.



7 Monitoring compliance

- 7.1. **Responsibility for Compliance Monitoring:** Monitoring compliance with this TRiM policy and procedure is essential to ensure its effective implementation. The responsibility for monitoring compliance sits with the Trust TRiM Leads.
- 7.2. **Access to MARVEL Database:** Only authorised personnel will have access to the MARVEL database, which is used for recording and managing TRiM referrals and assessments. Access will be granted based on the individual's role and responsibilities within the TRiM program. This is strictly monitored.
- 7.3. **TRiM Referrals and Assessments:** TRiM referrals and assessments will be conducted exclusively by authorised individuals with the necessary training and qualifications.
- 7.4. **TRiM practitioners and coordinators:** will not act outside of the Trust agreed processes or deviate from the agreed structure without the consent of the TRiM leads, to ensure compliance with the licensing agreements set out by March on Stress.

8 Audit and Review (evaluating effectiveness)

- 8.1. **Auditing Compliance and Effectiveness:** The principles and practices outlined in this TRiM policy will be audited regularly to ensure their compliance and effectiveness in meeting their intended aims and objectives by the TRiM Leads.
- 8.2. **Audit Frequency:** Audits of this policy and associated procedures will be conducted at regular intervals, as specified in The Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (also known as the Policy on Policies). Additionally, an initial audit will occur six months after the approval and dissemination of this policy.
- 8.3. **Review Mechanism:** The audit process will employ the tools and criteria outlined in The Trust's Policy and Procedure for the Development and Management of Trust Policies and Procedures (Policy on Policies) to assess the effectiveness and compliance of this document.
- 8.4. **Periodic Comprehensive Review:** This TRiM policy will undergo a comprehensive review every three years or sooner if any of the following conditions are met:
 - Introduction of new legislation, codes of practice, or national standards that impact TRiM practices.



Feedback from employees indicating that the policy is not functioning effectively or needs updates to address emerging needs.

- 8.5. **Governance Route for Changes:** All modifications and revisions to this policy and procedure will follow the governance route for development and approval as outlined in The Trust's Policy on Policies, ensuring transparency and adherence to established processes.

9 Financial Checkpoint

- 9.1. To ensure that any financial implications of changes in policy or procedure are considered in advance of document approval, document authors are required to seek approval from the Finance Team before submitting their document for final approval.
- 9.2. This document has been confirmed by Finance to have financial implications and the relevant Trust processes have been followed to ensure adequate funds are available.

10 Equality Analysis

- 10.1. The Trust believes in fairness and equality, and values diversity in its role as both a provider of services and as an employer. The Trust aims to provide accessible services that respect the needs of each individual and exclude no-one. It is committed to comply with the Human Rights Act and to meeting the Equality Act 2010, which identifies the following nine protected characteristics: Age, Disability, Race, Religion and Belief, Gender Reassignment, Sexual Orientation, Sex, Marriage and Civil Partnership and Pregnancy and Maternity.
- 10.2. Compliance with the Public Sector Equality Duty: If a contractor carries out functions of a public nature then for the duration of the contract, the contractor or supplier would itself be considered a public authority and have the duty to comply with the equalities duties when carrying out those functions.
- 10.3. Reputational and regulatory impact should also be considered, as well as



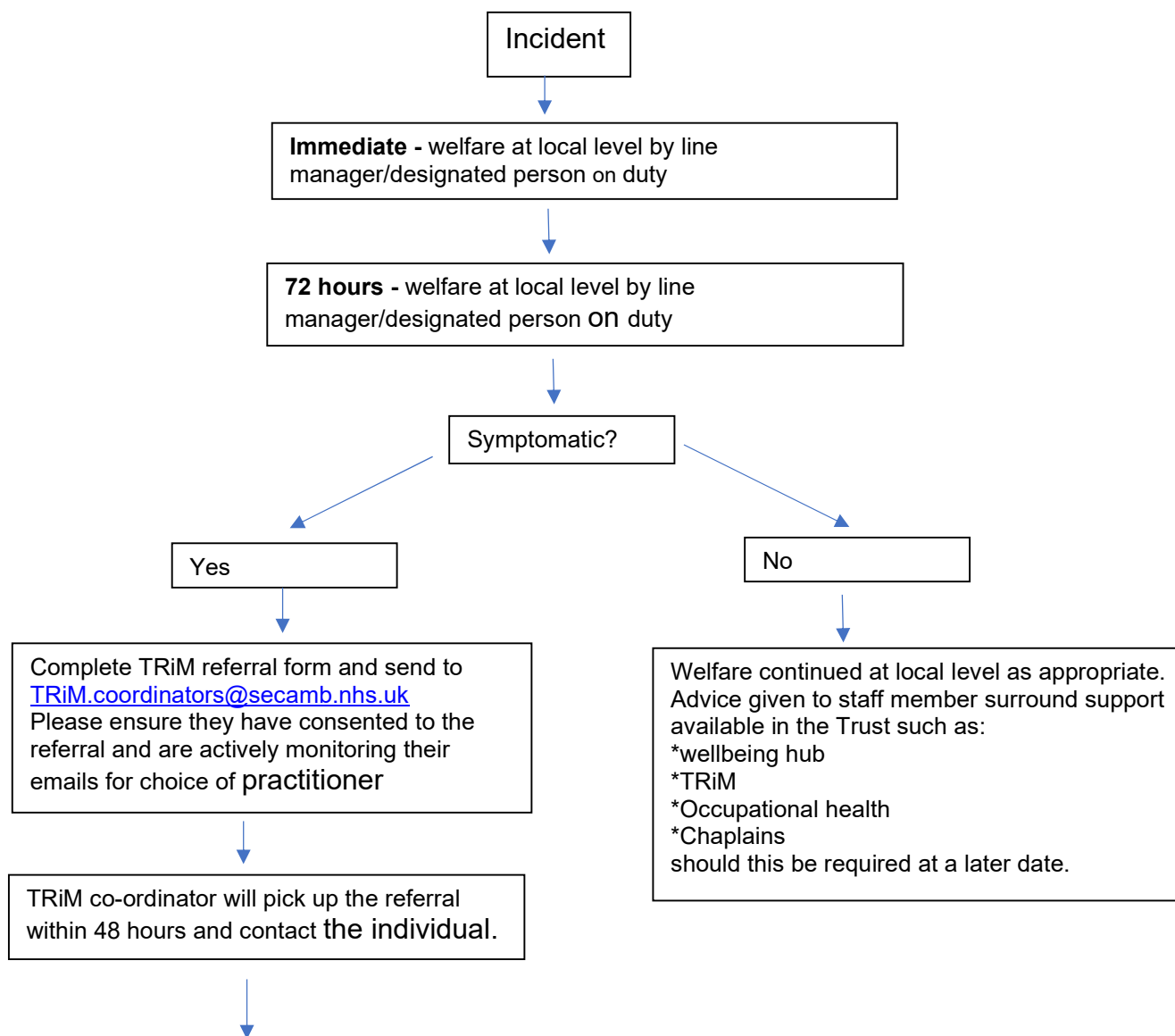
South East Coast Ambulance Service



NHS Foundation Trust



Appendix: TRiM process





Assessment paperwork sent to wellbeinghub@secamb.nhs.uk by practitioner



One month follow up booked by practitioner and wellbeing hub to re-send paperwork back to practitioner



One month follow up completed by practitioner and assessment sent to wellbeinghub@secamb.nhs.uk

Person referred will respond to co-ordinator with choice of practitioner



TRiM co-ordinator will contact chosen practitioner within 24 hours of the receipt of email



TRiM Practitioner will organise date and time with person for assessment



Assessment takes place within 1 week of contact being made with individual requiring assessment