



# Supporting Staff Affected by Safety Incidents

Putting People First - A Guide for Managers



East London  
NHS Foundation Trust

At ELFT, we are committed to ensuring that staff are well supported, especially following a safety incident. Here are some simple things you can do as a manager to support your team:

## CREATE THE RIGHT FOUNDATIONS

- Regular support-focussed 1/1 supervision, team reflective practice groups & Away Days
- Foster a culture of learning, rather than blame, after incidents
- Celebrate speaking up for safety & good practice
- Ensure staff are up to date with relevant training



## PROVIDING SUPPORT AFTER INCIDENTS

- Identify individual & team staff needs
- Signpost to staff support intranet pages for more information and support resources
- Offer 1-1 and team support sessions, as needed
- Check-ins at regular intervals



## INFORMING STAFF OF INCIDENTS

- Identify all staff involved in a timely manner (remember non-clinical staff, bank, trainees\* and those who may have left)
- Provide information on what to expect next

\*For trainees, try to inform the supervisor in first instance, who can contact the trainee to tell them and provide support.

## KEY SUPPORT SERVICES FOR STAFF

- ELFT Employee Assistance Programme - Contact 0800 030 4302
- Occupational Health - [team4@optimahealth.co.uk](mailto:team4@optimahealth.co.uk)
- [NHS Practitioner Health Programme](https://www.nhs.uk/practitioner-health-programme) telephone 0300 0303 300
- NHS Text Support 24/7 service texting SHOUT to 85258
- ELFT Support after Sexual Safety Incidents - [elft.sexualsafety@nhs.net](mailto:elft.sexualsafety@nhs.net)
- Who to contact after violent incidents - [elft.operationcavell@nhs.net](mailto:elft.operationcavell@nhs.net)



It can be helpful to provide this information in written form to staff.

For further information please see our intranet page:



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