

SUPPORTING OUR STAFF (SoS)

PEER SUPPORT TEAM

TERMS OF REFERENCE: abridged and draft

The Trust has agreed to develop a structured staff support programme to provide support to NUH colleagues during and after patient safety incidents and other traumatic events. Part of this structure is to have a cohort of “Peer Supporters” within the Trust to offer a confidential ‘safe zone’ for employees to discuss their responses to events. This team will be developed and governed by the Corporate Patient Safety team. The terms of reference of the “Peer Supporters” are set out below.

1. Purpose of Peer Supporters

1.1 To develop NUH’s culture of openness and support after patient safety incidents.

1.2 To support staff and normalise reactions after patient safety incidents and other traumatic events.

2. Responsibilities of Peer Supporters

2.1 For Peer Supporters to ensure a positive staff experience after incidents by:

- Being accessible to support staff who require it (access routes described on NUH intranet).
 - Planning appropriate support after becoming aware of the need for Peer Support i.e. 1:1 or team support.
 - Providing a confidential ‘safe zone’ for employees to discuss their responses. No meeting notes will be required.
 - See extra information about how to deal with patient safety concerns.
 - Ensuring immediate practical and social support has been offered/ provided (demobilisation/ FIT tool appendix 1).
 - Signposting employees to Tier 3 resources (expert/ external resources) where appropriate.
 - Arranging appropriate follow-up (i.e. 1 or 2 meetings) with individuals or teams.
 - Supporting their own development:
 - To meet and discuss themes/ challenging cases as a group to provide Peer Supporter development.
 - Attending training relevant to Peer Support development at NUH.
 - Engage with assuring high-quality Peer Support is being provided.
 - Working with other Peer Supporters.
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Supporting our Staff at NUH

Staff support after patient safety incidents and other traumatic events

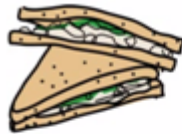
Make sure you and your staff are **"FIT"** before leaving work after
an incident

For advice, contact:

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Providing down time for **FOOD**
and drink gives staff the space to
collect their thoughts and time to
try to make sense of the situation.



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INFORM line manager or
supervisor of events and make
sure you have been given all the
INFORMATION you need before
leaving work.



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You may need help with practical
arrangements like **TRANSPORT**
home or **TELEPHONING** a family
member.