



Description

This document provides Fire Service Personnel with information on the Trauma Risk Management (TRiM) Process.

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Introduction

- Hampshire & Isle of Wight Fire and Rescue Service (HIWFRS) personnel are routinely exposed to traumatic incidents or events as part of their working environment. Regular exposure to incidents of this nature can potentially damage their effective defences and they may suffer from stress related problems as a result.
- The stress induced by such events can cause deterioration in performance at work, disruption of work patterns, sickness absence, relationship breakdown, anxiety states, personality change, grief reaction and depression. The events that cause such reactions are called “traumatic incidents” and this can lead to a “traumatic stress reaction”.
- Traumatic stress needs to be managed positively to ensure that appropriate interventions are put in place to support those affected. The traumatic stress reaction, if it becomes established, may lead to the far more serious conditions including, Post-traumatic stress disorder (PTSD), anxiety or depression disorders.
- Trauma Risk Management (TRiM) is a voluntary, non-clinical early intervention program designed to assist and support individuals or teams, to allow them to continue ‘normalisation’ or identify if further support may be required.

- TRiM is an offer sent to individuals to voluntarily attend a peer-peer support process which in normal circumstances is activated 3-7 days post incident/event & should not be confused with an initial post incident 'defusing/welfare' briefing (see definitions below) which is normally undertaken by line managers, Incident Commanders or Officers).

Definitions

This section outlines the terminology used in TRiM.

Traumatic Incident

A traumatic incident is any event that is considered to be outside of an individual's usual experience and has the potential to, & can cause physical, emotional or psychological harm.

Defusing/welfare briefing

Defusing, or a welfare brief is a simple, informal process, which is regarded as the first phase of post incident welfare. It allows individuals to talk about the incident, express their feelings and put things into perspective. It allows for those most affected to be identified and offered further support, and for a decision to be made on the requirement for a TRiM assessment.

Defusing/welfare briefing can be completed in groups or individually & should be completed after each critical incident, or where there are likely individuals could be affected by exposure to traumatic events.

TRiM Assessment

A TRiM assessment is a meeting with an individual(s) to see how they are coping following a traumatic incident. All individuals impacted by a traumatic incident, including those not at the scene (such as Fire Control or Investigators), should be considered for TRiM. It is recognised that individuals may be affected by an incident even when not present at the scene. Attendance of a TRiM assessment is purely voluntary.

The assessment process (conversation) consists of three phases: before, during and after the incident. Each phase aims to achieve a progressive understanding of the incident in order, to normalise the reactions, to identify risk factors and to finally determine and ensure support or signposting is provided, or appropriate.

During the process, the TRiM assessor will undertake a trauma risk assessment. This is an indicator of the extent to which an individual is experiencing reactions to the event and includes acute stress factors. In

cases where it is indicated that the individual is displaying significant risk factors, or an acute stress reaction, an early referral to Occupational Health and Wellbeing (OHW) for support should be made & signposting to EAP (employee assistance programme) provider or other identified support/assistance providers.

TRiM assessments will be recorded and managed by the TRiM coordinator, or TRiM Managers, but sit outside personal OHW files. OHW may be informed if an individual has been assessed and scored at a level which meets a referral criteria.

TRiM Review

Approximately 28 days after the initial TRiM assessment, a TRiM review will be conducted on a one-to-one basis with those involved in the process. The TRiM practitioner will complete a further trauma risk assessment, which when compared with the initial assessment will indicate whether the individual is coping with the reactions to the traumatic incident (normalising), or whether further signposting or a referral to OHW for additional support is required. The TRiM assessor can opt to complete this via a phone call. This will depend on the initial assessment and the assessor's judgement.

If, after the initial assessment, the person displays enough risk factors to cause some concern but they are not significantly high enough to warrant an OHW referral the TRiM practitioner can conduct a 'catch up' before the 28 days to see how the person is coping. If such a catch up is conducted the 28-day follow up must still be completed.

Following the 28-day review, if the person still causes some concern that again does not warrant OHW referral a further follow up could be considered. In such circumstances the TRiM practitioner should seek guidance from the TRiM Co-ordinator or a TRiM Manager.

Identifying Traumatic Incidents

Criteria for automatic TRiM intervention offer (**appendix A**)

- Any incident involving serious injury or death of a colleague
- Any incident, charged with profound emotion, such as the death of child, certain sudden deaths, suicides / murders
- Any incident considered as a serious physical or psychological threat to the staff involved
- Any incident, which follows extraordinary and prolonged expenditure of physical and emotional energy, e.g. a prolonged rescue attempt or resuscitation

- Serious injury or death of a member of the public, resulting from Fire Service operations.
- Incidents involving animal deaths.

This is not an exhaustive list of incident types that may need TRiM input. Individuals are all affected by different incidents in different ways.

HIWFRS personnel are to be encouraged to monitor their own and colleague's reactions following traumatic incidents or events. Self-referrals can be made via the TRiM email. Individuals who self-refer are encouraged to do so within 10 days following the incident/event. Individuals & managers can also contact the TRiM team for general advice at anytime (via email).

Identification

Identifying traumatic incidents and initiating an offer for TRiM is achieved as follows:

- Criteria for TRiM intervention met.
- Recognition by those involved in the incident that there may be a need for TRiM intervention.
- Recognition by managers that TRiM should be offered.

The Process

The TRiM process following a traumatic incident has a number of phases (Appendix B).

Shortly after the incident, line managers/Commanders or Fire Control should be approaching the team or individuals and make them aware of the TRiM process. A list of all those that are involved (particularly those exposed) in the incident will be compiled by managers & with the assistance of Fire Control and emailed to the TRiM Mailbox (trim@hantsfire.gov.uk) within 24 hours of the incident. The TRiM team will offer individuals the opportunity for a TRiM assessment, individuals voluntary propose themselves or decline the offer. This offer is aimed to be made within 3-4 days of the incident/event.

Initial TRiM Assessment

The purpose of the TRiM assessment is to identify the extent of 'trauma stress reaction' individuals have as a result of the incident. The one-to-one assessment provides the opportunity for the individuals to gain reassurance about any reactions they may be experiencing. The TRiM practitioners will undertake a process of completing a trauma risk assessment. This information is confidential and will be retained by TRiM Team.

The initial assessment should normally take place 4 -7 days post event, but no more than 10 days. It is not completed immediately after an incident as the following 72 hours+ allows for the initial shock to dissipate and normalisation to commence.

28 Day Review

A further TRiM review will be undertaken by anyone who attends an initial TRiM assessment. Dependent on the outcome of the initial risk assessment, this will be done either by telephone or in person. The purpose of this is to check on how people are coping and their normalisation journey. After the 28-day review is completed and if there is cause for concern, then further support or signposting may be offered. In some cases, where normalisation is not happening, or other concerns are identified, then an OHW referral may be required or signposting to employee assistance, GP or other support networks.

Whilst rare, a further review can be offered if deemed appropriate (usually 3 month).

Criteria for Trauma Risk Management

Post-incident psychological trauma is identified as a health risk. TRiM provides an opportunity for prevention and protection to employees involved in dealing with incident, but it is purely voluntary attendance.

TRiM supports legislation

- Health and Safety at Work Act 1974.
- Management of Health and Safety at Work 1992
- NICE Guideline 26

TRiM is early intervention and seeks to assist in preventing the onset of longer-term mental health issues or impacts to individuals following attending or dealing with traumatic incidents/events. TRiM provides non-clinical support to the individual with the aim of assisting with normalisation or identifying if further support or signposting. Whilst offers are made for TRiM assessments, attendance is voluntary for individuals.

Availability of TRiM Assessments

The provision of TRiM assessments is available to all HIWFRS employees and attendance is voluntary.

Confidentiality

All TRiM Assessors, TRiM Managers and Administrators adhere to a strict code of confidentiality. After completing an assessment, the TRiM assessor

will submit a risk score via email only, which will then be administrated by the TRiM Co-ordinators/administrators. The process is confidential, and assessors will not discuss their assessment with anyone else except where they need to take advice from OHW or the TRiM Co-ordinator or TRiM managers.

The TRiM assessment details will remain confidential unless an individual gives express permission (recorded) to share details. The only caveat to breaking confidentiality is where it is identified that an individual is likely to cause harm to themselves, or others, or they intend, or are at risk of breaking the law.

TRiM Assessors

When there is a recognised need to recruit, TRiM Assessor vacancies will generally be managed by a process agreed by the TRiM Lead (normally taken from a list of those shown previous interest or advertised internally and voluntary applications submitted to a selection panel). Potential candidates will be required to complete an application form and meet with the TRiM Lead, Coordinator or Managers.

Whilst a voluntary role in principle, TRiM Assessors will be able to claim time & travel expenses when undertaking a assessment duty. TRiM Assessors should communicate with their primary line managers and have agreements regarding availability during working hours, & commitment and availability. TRiM is fully supported by HIWFRS.

All TRiM practitioners will be bound by the code of conduct (**Appendix C**).

Training for TRiM

Specialist training is required for the role of TRiM assessors, initially consisting of an initial 2-day foundation course. These courses will be provided by appropriately trained members of staff or recognised providers, who are specialists in Trauma Risk Management.

TRiM practitioners will be required to attend programmed refresher training courses/CPD days to maintain competency & qualification. The organisation, evaluation and monitoring of this will be the responsibility of the TRiM Co-ordinator & Lead.

There may be a need to upskill some Assessors to undertake a 'TRiM Advanced' qualification. This allows TRiM briefings and assessments of teams to be undertaken. This qualification requires an additional 2 days and is for experienced foundation assessors.

Co-ordination of TRiM Assessors

There is an electronic register, detailing name, area/department and contact numbers of practitioners. This can be accessed by the TRiM Co-ordinator and TRiM Managers. This information is recorded electronically.

It is the responsibility of the TRiM Assessors to notify the TRiM Co-ordinator or TRiM Managers of any changes in their details.

It is the responsibility of the TRiM Co-ordinator to organise regular "in-house" debriefing sessions for TRiM practitioners, who have conducted a TRiM risk assessment. The purpose of these sessions is to provide a 'health check' for the staff involved.

The TRiM Co-ordinator will administrative support report to the TRiM Lead. Their role is to coordinate TRiM, manage the TRiM email account, keeping of records, arrange and maintain all TRiM training (CPD & events), ensure continuity and familiarisation of the procedure & support the TRiM Lead and Managers.

The TRiM Co-ordinator will be supported by nominated TRiM administrators, managers, who will assist in administration tasks & support the TRiM Assessor network. The TRiM coordinator & managers will also hold Assessor status. Access to the TRiM email account will be authorised only to the TRiM coordinator and support managers.

Recording TRiM Assessments & Provision of Statistics

Records of TRiM assessments that have been offered & taken place will be kept on the electronic register; this will be the responsibility of the TRiM co-ordinator & administrators (supported by TRiM Managers).

The TRiM coordinator will be responsible with administrators for producing statistics (and regularly reported on) of all assessments that have been offered & taken place to identify trends, frequency and type of incident being referred, to allow for improvements and management of the service.

Annual Licence

HIWFRS have an annual operating licence for delivering TRiM. This is currently issued by TRiM Training & Development (service provider). This licence is a requirement to maintain practicing & a requirement to attend an annual national conference is a stipulation.

Major Incident

During a major incident or opening of a Service Incident Room, TRiM should form part of the wellbeing considerations/cell at the earliest opportunity to provide assistance & advice.

Appendix A - TRiM Criteria (HIWFRS)

The TRiM procedure should be implemented if an incident or event meets any of the following criteria.

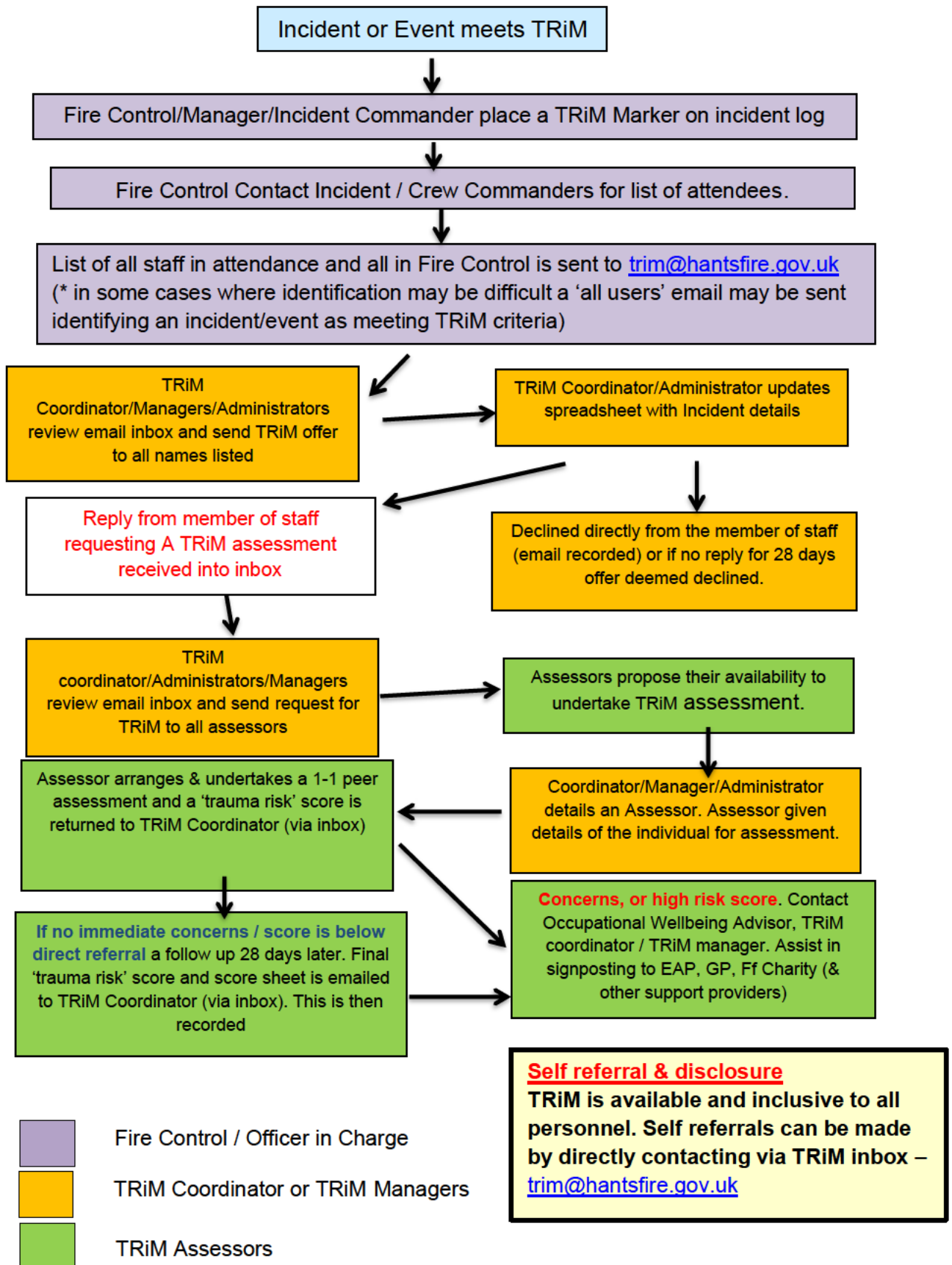
- Any incident involving serious injury or death of a colleague
- Any incident, charged with profound emotion, such as the death of child, certain sudden deaths, suicides / murders
- Any incident, which follows extraordinary and prolonged expenditure of physical and emotional energy, e.g. a death or resuscitation
- Serious injury (e.g. life changing) or death of a member of the public
- Any incident considered as a serious physical or psychological threat to the staff involved
- Incidents involving animal deaths.

Whilst there is an element of discretion, Managers and Incident Commanders should be aware of these criteria and with Fire Control ensure that the those attending are offered TRiM by forwarding lists of all attendees to trim@hantsfire.gov.uk

Stop messages should include detail which will also assist Fire Control with identifying potential TRiM criteria incidents. Any correspondence to TRiM should include station or department, the incident number, location & description of the event.

In addition to the criteria above, individuals can also make a personal request for a TRiM assessment, or advice by contacting TRiM inbox directly with details. This may be useful for anyone who may feel they have been unable to normalise events or have/are experiencing psychological trauma from attending an incident outside the criteria which has had an impact on them.

Appendix B – TRiM Flowchart



Appendix C – Code of Conduct and TRiM Standards

TRiM Code of Conduct

Trauma Risk Management (TRiM) is a process which aims to support people who have been exposed to traumatic situations. It is not a medical initiative; however TRiM Practitioners, Managers and Instructors should abide by this code of conduct in the same way that medical practitioners abide by the rules of good medical practice.

- All TRiM Assessors, Managers and Coordinators are to abide by the following code:
- TRiM interventions, including but not limited to risk assessments, should only be undertaken by individuals who have successfully completed a TRiM course delivered by a suitably qualified and current TRiM instructor according to the TRiM standards below.
- TRiM interventions should only be carried out if the person doing so is comfortable with the duty and considers that the role they are undertaking is consistent with their personal levels of training, expertise, education & experience.
- Confidentiality about TRiM work should be maintained. TRiM workers should only speak about their TRiM work to TRiM colleagues or supervisors who 'need to know'.
- TRiM Assessors and Managers should ensure that they inform people they support with a TRiM intervention about their approach to confidentiality and ensure they are aware of the sorts of situations in which confidentiality might be broken.
- TRiM interventions should ensure that conversations that might re-traumatise individuals are avoided wherever possible.
- Any appropriate notes relating to TRiM interventions should be recorded and stored securely paying appropriate attention to data protection requirements and respecting the need to maintain confidentiality.
- It is imperative that having conducted an initial assessment, the TRiM Assessor completes the 28 day/1 month follow up or informs a TRiM Manager they are unable to do it so that another TRiM Assessor can be assigned to complete the follow-up.
- Where a TRiM Assessor/Manager does not feel able to carry out TRiM work, for an emotional or other reason, they should inform the TRiM Coordinator, Lead or Manager, under no circumstances, continue using TRiM to help others until they have recovered a good state of personal wellbeing themselves. Breaks for undertaking TRiM work is acceptable and encouraged.

- All TRiM work should be carried out with the aim of helping others whilst avoiding causing harm.
- TRiM Assessors and Managers should ensure they access appropriate support or guidance where they feel unsure about an issue.
- TRiM Assessors, Managers should remain up to date with how TRiM has evolved and should not carry out TRiM work or instruction if they consider their experience is lacking or their skills are out of date. In particular TRiM work should be conducted in accordance with the TRiM standards below.

TRiM Roles

TRiM Assessors will:

- Have completed a recognised TRiM Practitioners training course.
- Comply at all times with the TRiM code of conduct.
- Seek supervision or guidance from a TRiM Manager, Coordinator or Lead where they are not clear about any TRiM related work they carry out.
- Remain 'competent' by: Carrying out a least one assessment per year (or training assessment) and undertaking programmed (CPD) refresher training.

TRiM Managers will:

- Will have completed a recognised TRiM Course.
- Ensure TRiM Assessors within their organisation receive the supervision they require as they carry out their TRiM duties.
- Ensure that TRiM Assessors within their organisation meet the standards as above and comply with the TRiM code of conduct.
- Ensure they undertake TRiM refresher training

TRiM Coordinator will:

- Have completed and be qualified in TRiM Practitioner & Advanced (and may develop into TRiM Instructor/trainer to provide CPD training).
- Have experience of carrying out TRiM interventions (in an Assessor role). Experience of working with personnel and organisations that have experienced traumatic events.
- Be suitably experienced to assist the TRiM Managers & team members with advice and support, also provide a link to OHW.
- Maintain the TRiM communication network.
- Record TRiM activity.
- Provide statistics and be responsible for maintaining confidential TRiM log/spreadsheet.

TRiM Lead

- The organisational overall TRiM lead and representative, responsible for TRiM, the Team, Budget. Must be TRiM foundation & advanced and with in-depth experience of TRiM & Trauma. Normally middle manager level.

Updates

Section	What's been updated and why	Date updated	Who updated
All	Transferred to new template	22.05.2020	P&P
All	General update (HIWFRS post CFA)	July 2021	████████
All	Pages 3-6 updated to provide clarification.	February 2022	████████
All	Sign off at POD	Aug 2022	POD
All	Review date extended to Jan 25	17.05.2024	████████ ████████ ████████
All	Review date extended until 31.07.2025	15.10.2024	████████ ████████