



Family Nursing & Home Care

Standard Operating Procedures

**Sustaining Resilience at Work
Peer Support Programme
(StRaW)**

4 August 2021

Document Profile

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Date	Version	Summary of changes made

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Introduction

Sustaining Resilience at Work (StRaW) is a peer support system to identify and support staff who may be experiencing symptoms of psychological distress. It is not a counselling service and StRaW practitioners are not mental health experts. It is appropriate when:

- A colleague has prolonged exposure to a highly challenging role
- A colleague displays consistently 'out of character' behaviour
- There has been an unexpected change in work performance for no clear reason
- After significant adverse life events
- A colleague is experiencing a crisis

StRaW is not a HR or performance management process and is provided to support employees wellbeing. A StRaW assessment is confidential between the StRaW Practitioner and the person who receives the support and that confidence will only be broken where there is a serious concern for safety. StRaW practitioners may discuss cases confidentially with a StRaW manager with consent from the employee.

Family Nursing & Home Care (FNHC) has 4 StRaW managers and 4 StRaW Practitioners who must abide by the StRaW Standards (below) and Code of Conduct (appendix 1).

The organisation will support practitioners and managers to maintain competence and abide by the standards by arranging and providing ongoing continuous professional development and update opportunities.

StRaW Standards:

StRaW Practitioners will:

- » Have completed a recognised StRaW Practitioners training course;
- » Comply at all times with the StRaW code of conduct;
- » Seek supervision from a StRaW Manager or other suitably qualified person (e.g. healthcare professional) where they are not clear about any StRaW related work they carry out
- » Stay 'in date' by:
 - Carrying out less than three StRaW interviews per year and undergoing annual refresher training;
- » OR
 - Carrying out more than three StRaW interviews per year and completing a refresher training package every two years

StRaW Managers will:

- » Have completed a recognised StRaW Practitioners Course and StRaW Managers course;
- » Ensure StRaW Practitioners within their organisation receive the supervision they require as they carry out their StRaW duties;
- » Ensure that StRaW Practitioners within their organisation meet the standards as above and comply with the StRaW code of conduct;
- » Continue to develop their knowledge and experience through continuous professional development (CPD) by attending, as a minimum, one occupational-health related event/training course during each two-year period in addition to a StRaW Manager refresher training once per two years;
- » Ensure they receive StRaW Manager refresher training from a reputable, evidence-based StRaW training provider every two years.

SOP 1 Referral process

Purpose

To set out how employees may access StRaW.

Scope

StRaW is available to all employees of FNHC.

Core Requirements

Information about StRaW will be available to staff on notice boards, leaflets and in Central Filling (will move to new website when possible)

- ✓ Staff can self-refer if they feel that StRaW may help them.
- ✓ Line managers or colleagues may suggest that staff seek a StRaW assessment or offer to arrange a StRaW assessment. Staff do not have to engage with the process if they do not wish to and can leave the process at any point.
- ✓ Staff can contact the StRaW Coordinator directly to arrange a StRaW assessment
- ✓ Colleagues/line managers can refer a staff member with their consent by contacting the StRaW Coordinator
- ✓ Any StRaW manager or practitioner can be approached to arrange a StRaW assessment, they will contact the StRaW coordinator to confirm arrangements.

The StRaW Coordinator will allocate a StRaW practitioner or manager to provide the assessment based upon availability and preference of the employee (where possible). Basic information including the name of the practitioner/manager, initials of employee and dates of meetings will be held on a confidential database by the StRaW Coordinator.

The StRaW practitioner/manager will then make arrangements directly with the employee. Arrangements will include the time and date and location of the meeting which should be private and comfortable. The wellbeing room at Le Bas Centre is ideal and can be booked for StRaW meetings through the StRaW Coordinator.

Alternatively, if face to face meetings are difficult to arrange then StRaW assessments may be carried out virtually if agreed by both parties.

SOP 2 StRaW Assessment

Purpose

To provide an explanation of the StRaW Assessment meeting.

Scope

This is for all employees of FNHC.

Core Requirements

StRaW assessment meetings should be carried out in a private location free from interruptions.

There are five phases to the meeting:

1. Introduction
2. Before
3. Now
4. Planning
5. Exit

The StRaW practitioner/manager will use StRaW materials as aide memoirs to support the assessment and they will take some notes on FNHC's StRaW assessment form (appendix 2).

In most cases a follow up meeting will be arranged and agreed during the StRaW assessment meeting.

Notes are taken so that there is a record of actions that can be discussed at any follow up meetings and to help the StRaW practitioner/manager recall the initial discussion.

Notes will be held confidentially by the practitioner/manager and submitted to the StRaW Coordinator in a sealed envelope with the dates of the meetings for safe storage upon the completion of the assessment and any follow up meetings.

A copy of the notes may be shared directly with the employee receiving the assessment.

The notes will be securely disposed of 12 months after the final StRaW meeting takes place.

Appendix 1

StRaW Code of Conduct

Sustaining Resilience at Work (StRaW) is a process which aims to support people who have been exposed to occupational pressure and/or stress and may be experiencing a mental health impact as a result. It is not a medical initiative; however, StRaW Practitioners and Managers should abide by this code of conduct in the same way that medical practitioners abide by the rules of good medical practice

- » StRaW interventions, including but not limited to risk assessments, should only be undertaken by individuals who have successfully completed a StRaW course delivered by a suitably qualified and current StRaW instructor according to the StRaW standards below
- » StRaW 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 StRaW work should be maintained at all times. StRaW workers should only speak about their StRaW work to StRaW colleagues or supervisors who 'need to know'
- » StRaW Practitioners and Managers should ensure that they inform people they support with a StRaW intervention about their approach to confidentiality and ensure they are aware of the sorts of situations in which confidentiality might be broken
- » StRaW interventions should ensure that conversations that might increase occupational mental health issues in individuals are avoided wherever possible
- » Appropriate notes relating to StRaW 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, StRaW Practitioners ensure that they complete any appropriate follow on actions such as provision of advice or mentoring or where appropriate following up to check on progress Where appropriate follow on actions cannot be completed for whatever reason, the Practitioner should ask their StRaW Manager to ensure that another StRaW Practitioner can be assigned to complete the required follow on actions

- » Where a StRaW Practitioner/Manager does not feel able to carry out StRaW work, for an emotional or other reason, they should tell their supervisor about the limitation as soon as they can and should, under no circumstances, continue using StRaW to help others until they have recovered a good state of personal wellbeing themselves
- » All StRaW work should be carried out with the aim of helping others whilst avoiding causing harm
- » StRaW Practitioners and Managers should ensure they access appropriate supervision where they feel unsure about an issue

Appendix 2

StRaW Assessment Documentation

Introduction – Before – Now – Plan - Exit

Date and time	
Name of StRaW Practitioner	
Name of person receiving StRaW assessment	
Introduction	
Welcome Time Focus Confidentiality Option to leave Format Plan Documentation Questions	
Before	
How were things when they were going well? Length of time at FNHC Typical day/week...	
Now	
What is happening now? Refer to risk assessment and Distress Checklist	
Score and colour	
Plan	
What do they think is the answer? Plan Signposting Referral	
Exit	
Reassure Summary Consent to share Rebook Leaflets	
Date of follow up	

Please complete this form including relevant information and send to the StRaW Coordinator. Please ensure any other notes are placed in confidential waste bins.

This information will be kept in line with Data Protection Requirements. It will be held securely by the StRaW Coordinator and disposed of securely after 12 months from the date of the last meeting.

Services in Jersey
Recovery College (self-refer) Listening Lounge (self-refer) Occupational Health (referral by line manager) – telephone counselling x6 Jersey Talking Therapies (GP referral) Jersey Citizen's Advice Bureau (Advice)