

## Facts about traumatic stress

- **Anyone** can experience psychological distress symptoms.
- Sometimes less significant incidents can cause significant reactions, which may be unexpected. This is not unusual and is not a reflection on you.
- It is not unusual to experience symptoms which may include having recurring thoughts, images or nightmares, feeling numb/detached from the world, feeling 'on edge', feeling irritable or angry for no apparent reason, feeling emotionally overwhelmed or quick to tears. These can be very normal responses to an unusual event.
- If you experience symptoms this does not mean that you will develop PTSD.
- Most symptoms will naturally resolve over a few weeks, however some may persist and can become highly impairing, even years later. What matters is whether the symptoms interfere with your functioning. We are here to support you if this is your experience.
- Trauma is treatable and, if needed, your TRiM practitioner can help you find the right pathway of support for you.

## How to refer to TRiM

Your practice manager may refer you to TRiM following an incident. You can also self-refer via:

**PCNTRIM@NSFT.nhs.uk**

**Your TRiM manager is:**

**Kayleigh Darling**

**Email:** Kayleigh.Darling@NSFT.nhs.uk

**Mob:** 07876 387949

## Need help and advice?

Contact the customer service team for confidential advice, information and support, helping you to answer any questions you have about our services or about any mental health matters.

**Tel:** 01603 421486

**Email:** customer.service@nsft.nhs.uk



If you would like this leaflet in large print, audio, Braille, alternative format or a different language, please contact us.

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### Trust Headquarters:

Hellesdon Hospital, Drayton High Road, Norwich, NR6 5BE

 01603 421421

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## An introduction to Trauma Risk Management (TRiM)

For staff working in primary care



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## Why do we need TRiM?

We know that at times staff may be exposed to potentially traumatic incidents and this can have an impact on our work and lives.

This leaflet describes one source of help; our Trauma Risk Management support (TRiM).

Other support that is available can be found via support at your local practice/PCN, your line manager, or through the Training Hub under the 'Health and Wellbeing' section via [improvinglivesnw.org.uk](http://improvinglivesnw.org.uk).

## What is TRiM?

TRiM is a peer-led process that seeks to identify, assist, support and signpost people (if necessary) for further help when they may be at risk of psychological injury after experiencing a traumatic incident.

Practitioners have undertaken specific trauma training however, it should be noted that they are not counsellors or therapists.

TRiM began in the military and is increasingly used in the support of NHS professionals, the fire service, police, and Royal National Lifeboat staff.

## What do we mean by trauma?

A traumatic incident is one that is often outside your usual experience and has the potential to cause physical, emotional, spiritual, or psychological harm. The person experiencing the distressing event may feel threatened, anxious, or frightened as a result.

We all respond in different ways to any event and traumatic incidents can cause psychological distress in anyone. Talking things through can help people think things through, aid in spontaneous recovery and resolve difficulties. TRiM Practitioners can help by providing a safe and confidential space for support.

TRiM Practitioners are trained to recognise and support those who may be experiencing a trauma response from a single event or those experiencing effects from repeated, often occupationally related, trauma.

We know that individuals often see asking for help as a sign of weakness or failure to cope; we know asking for help is actually a sign of strength.

## What we offer

If you are involved in a traumatic incident at work you would advise your Practice Manager who will contact their local TRiM Manager. You are also able to self-refer via e-mail to your TRiM manager.

The TRiM Manager may arrange to meet with the Practice Manager and those staff involved in an acute incident for a Team Incident Meeting (TIM). The aim is to let everyone know what has happened and provide information on common responses following a potentially traumatic event.

You will be offered a TRiM assessment, which is aimed to take place 3-7 days after the incident. The TRiM assessment is a confidential conversation in which advice is given on the nature of trauma related reactions, how to manage them and what support is available. A one week follow-up phonenumber may be offered, depending on symptoms experienced and the support network of an individual. If you were not offered an assessment but would like one, you can self-refer.

Follow-up assessments are carried out 4-6 weeks after the incident and further support will be signposted to, if required.

## Tips for family, friends and colleagues

- Be open to listening if someone needs to talk, please don't try to problem solve.
- Offer help with routine daily tasks, they may have difficulty focusing on these.
- Spend time with the person, be reassuring but do not pressure them to talk about the event.
- They may be angry or irritable – try not to take it personally.
- Avoid phrases like "At least it wasn't" or "It could have been worse" or "you will get over it".
- Do use phrases like "I am here for you" and "I want to understand and support you"
- Many people will spontaneously recover within 4-6 weeks and we do have further support available beyond this if required.

