

Monitor your stress reactions and activate your Coping Plan (Step 2) early to maximise your resilience in highly stressful or traumatic events. Use the check list below to at the end of your shift each day.

Colleague Self Checklist		
Please check if you've experienced any of the following more than usual today:		
1	Witnessed severe suffering	
2	Exposure to patients who are frightened	
3	Witnessing unusually high numbers of patient deaths	
4	Having to prioritise patient(s) over another patient(s)	
5	Responsibility for triage decisions	
6	Being unable to meet patient(s) needs (such as a patient surge or reduced standard of equipment)	
7	Experiencing a shortage of resources	
8	Asked to perform duties outside of current skills	
9	Illness or death of colleagues, family or friends	
10	Difficult working conditions (long shifts, temporary work areas)	
11	Unable to return home	
12	Feeling that you are in danger	
13	Health concerns for oneself due to potential exposure to elevated risk	
14	Worry about safety of family members, significant others or pets	
15	Unable to communicate with family members or significant others	
16	Insufficient support from others	
17	No factors identified	

If you have any of the stress factors present then:

- Review your Social Support Plan, your Positive Coping Plan and Your Resilience Factors in your Coping Plan (Step 2). If you haven't already done so, consider your co-workers as part of your Social Support Plan. Know who you can call in your department to talk to, and others such as the Colleague Support Line or the Employee Assistance Programme (EAP).

If you find that you are dealing with a particular stressor(s) or your reactions are intense, disruptive, or lasting a long time, seek some support.

Helping your colleagues with psychological first aid.

Listen:

- Let them know you are there for them to listen;
- Make the first move and take time to talk. Silence is OK;
- Share reactions and check back often.

Protect:

- Help them locate the basics, such as food, drink and rest;
- Support their action towards recovery;
- Limit exposure to distressing scenes;
- Encourage healthy behaviours and the use of their Coping Plan.

Connect:

- Reach out and provide support;
- Who needs assistance?

Useful contact details:

Employee Assistance Programme,
0800 032 9857, 24 hours a day, 7 days a week or
email: wellbeing@somersetft.nhs.uk

Colleague Support Line 0300 124 5595
colleaguesupport@somersetft.nhs.uk

Stewart, L. (2020). Somerset NHS Foundation Trust
Adapted from Schreiber, M. D. (2010-2011)



Your personal resilience plan

anticipate

deter

plan



**Maximising resilience
for healthcare workers**

Step 1 – Anticipate

Understand your stress reactions

There are two main kinds of stressors you can expect. Planning your response to these stressors will maximise your resilience in highly stressful or traumatic events.

“**Traumatic response stressors**” can include exposure and loss factors associated with traumatic events, such as:

- Witnessing people suffering;
- Witnessing unusually high numbers of patient deaths;
- Responsibility for triage decisions;
- Experiencing a shortage of resources;
- Illness or death of colleagues, family or friends;
- Feeling that you are in danger.

“**Cumulative response stressors**” can include factors such as:

- Exposure to patients who are frightened;
- Having to prioritise patient(s) over another patient(s);
- Being unable to meet patient(s) needs (such as a patient surge or reduced standard of equipment);
- Asked to perform duties outside of current skills;
- Difficult working conditions (long shifts, temporary work areas);
- Unable to return home;
- Worry about safety of family members, significant others or pets;
- Unable to communicate with family members or significant others;
- Health concerns for oneself due to potential exposure to elevated risks.

Both of these stressors may also be ‘trauma triggers’ which activate memories of past experiences or losses.

Step 2 - Plan Plan for your challenges



Your work will be for you: List what you think the most stressful aspects of your work will be for you:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Your expected stress reactions: List your stress reactions. These may include thoughts, feelings, behaviours and physical symptoms:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

Your social support plan: Who is in your social support system? List people who can support you during and after a stressful event:

1. _____
2. _____
3. _____

Step 3 – Deter

Your positive coping plan: Everyone has different ways of coping with stress. What positive ways of managing stress works best for you every day? What will work best for you during this stressful time? Strategies you might consider include: limiting your exposure to media reports, focussing beyond the short term and taking frequent short breaks. List your healthy and positive coping plan here:

1. _____
2. _____
3. _____

Your resilience factors: People often find that there are some positive things about working in challenging situations. For example, you might feel you can ‘make a difference’ when your community needs you most. Positive resilience factors help healthcare workers cope better with stressors. List positive factors that might give you a sense of mission to hold onto afterwards:

1. _____
2. _____
3. _____

