

Professional Support Unit

Health Education and Improvement Wales (HEIW), Tŷ Dysgu

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Team Support (5)

3 Step Team Procedure (including STOP for 15)

As managers, from time to time, you may notice increased anxiety in staff members, and you may be concerned about how to support staff around work based distress, loss and broader coping.

This document is part of a series of resources for managers, put together by the PSU, offering tips and tools to support you to support your colleagues. Some of these may also be useful for you to think about yourself too – **your wellbeing is paramount as you care for others.**



We've got this – we're making a difference

Professional Support Unit

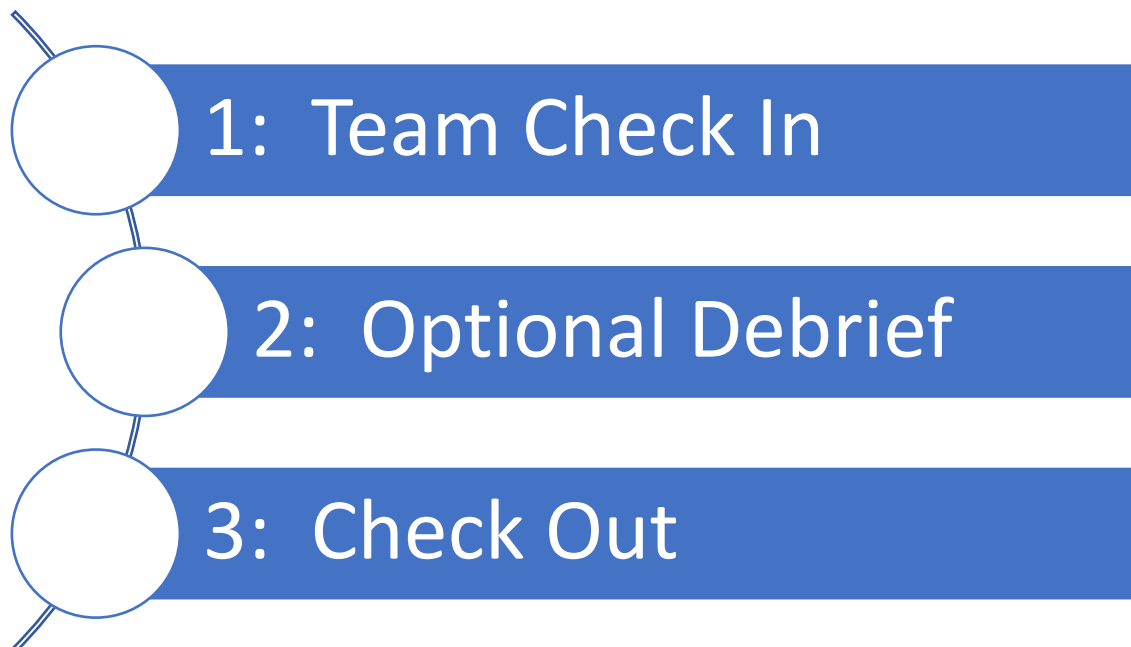
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3 STEP TEAM PROCEDURE

It's recommended that all teams follow each of the 3 steps below everyday:



adapted from Emma Carver, Rachel Royston, Anna O'Brien, and the Staff Wellbeing Psychology Team, North Bristol NHS Trust

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STEP 1: Team Check-In

Allocation

- Allocate today's roles and places of work; identify supervisors
- Ensure clear name / role labels for all

Beds

- How many empty beds on the ward?
- Who is where?
- Identify patients requiring 1:1

Colleagues

- Last minute adjustments to the rota

Deaths

- Anticipated or actual deaths and extra support needed for these

Disasters

Debriefs

2: Stop 15 – Hot Debrief)

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Equipment

- Update on medication shortages
- Equipment problems and solutions

Feel Safe to Speak Up

- Need a Hot Debrief
- Are not OK or worried about a colleague
- Are concerned about something happening on the ward
- Need alternative support



Finally: TOP TIP
Set your alarms for 30 minutes
before the end of the shift to
carry out STEP 3: Check Out

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STEP 2: Optional Debrief - STOP for 15 (hot debrief)

When

that involve risk of harm or death to a patient) the team is **strongly advised** to carry out a debrief for the wellbeing of colleagues and patients. **STOP for 15.**

Why

- To maintain and increase communication and connection within teams, particularly around challenging circumstances.
- To reduce the cumulative impact of working in a demanding setting such as ours
- To check in with colleagues own wellbeing, and consider self and team care.

What

notice any unhelpful thoughts (e.g. around blame, shame) and reactions, gather learnings.

- Summarise
- Things that went well
- Opportunity for learning
- Promote wellbeing

Who

Everyone involved should be invited (including witnesses) but the session is voluntary

- **Facilitator:** should ideally be a senior member of staff who was nominated **at STEP 1 Team Check in**. If the nominated member of staff feels they cannot lead it they need to hand it over and join the debrief as a participant.

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Leading the "STOP for 15" debrief

Guidance

The debrief needs to happen on the day. It only needs to take 15 minutes.

Due to clinical pressures may not be immediate but at the earliest opportunity, make a moment.

Ideally away from the main clinical area. Sit down together if you can.

Ask all those involved in the event to STOP for 15.

Starting

Facilitator says:

"Thanks for coming together. Is everyone ok? We're going to have a 15 minute debrief. The purpose is to maintain good communication, a sense of belonging and efficacy. All information discussed is confidential."

Ground Rules - please read the following to the group

"Debriefs must be safe, supportive, inclusive and collaborative."

"We encourage everyone to speak but this is NOT compulsory. There is NO place for arguments, accusations or criticism."

"Everyone needs to feel able to share experiences of the event without judgement, regardless of your role."

"This debrief needs to be empowering... We are working together towards the same, shared goal... When it's finished we need to feel better not worse!"

- **"Kindness and encouragement needs to be at the centre of this process"**

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The Process: "STOP for 15" debrief

Summarise what has happened (3 minutes)

One individual (facilitator or a team member) should be invited to add their person) to summarise what has happened. This is done by inviting input from rest of the team to fill in the gaps like completing a jigsaw puzzle so that everyone is on the same page. The focus should be on the facts not judgement

Let's focus on the facts,
not judgement

Remind as needed:

respect that

Things that went well (3 minutes)

Facilitator to lead discussion on things that went well, highlight the strengths as a team, and what made a difference today; encourage team input throughout.

Things you can say:

"What were some of the things that went well and why?"

"What were some of our strengths as a team?"

"What made a difference today?"

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Opportunity for learning (3 minutes)

Facilitator to draw upon what has been learned that can help the team tomorrow, any strengths and resources the team have noticed in the event.

Things you can say:

“What have we learned as a team that we can draw upon tomorrow?”
“What strengths and resources have we noticed in this event? And others?”

Promote wellbeing (3 minutes)

“Is there anything you need to offload?” And
“These difficult feelings are likely to settle over time.”
“Let’s think about what will be helpful now?” “Is there anything we need to do to promote wellbeing as a team?”

Advise &

“Finally, additional support is available from PSU and:
Health for Healthcare Professionals: <https://www.hhpwales.co.uk/> or call 0800 058 2738 or email - Monday to Friday 9am to 5pm
BMA Doctors-for-Doctors: <http://bma.org.uk/practical-support-at-work/doctors-well-being/about-doctors-for-doctors> or call 08459 200 169 (landline: 01455 254 189) - 24 hours a day, 7 days a week.”

Close by **thanking everyone for attending, reminding them of their strengths** and then note key learning points from the session.

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STEP 3: Daily End of Shift Check List

Our work is demanding, and our current climate makes it more so. We are human beings, and we are doing our best. It's important we can look after ourselves, and each other, to enable us to look after our patients.

30 minutes before the end of our shifts – with a colleague or in your teams – go through this daily checklist:



are there any outstanding jobs our colleagues need help with?



what went well?



what have we learned that will help us tomorrow?



are you ok? are your colleagues ok?



is there anything to offload before you go?



who can we thank before we leave?



what one thing will you do to take care of yourself?

Now it's time to focus on
life outside of work – it's
important to rest and
recharge

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Your own wellbeing as a manager

It is really important to remember that '**it is ok not to be ok**'.

It's common to focus on the wellbeing of others first but as managers we must look after ourselves and each other as best we can, so that you can be well resourced to support others. As the saying goes 'We need to put our own oxygen masks on before helping others'.

Support and resources available to all (including you as a manager):

A selection of open access, supportive, resources and tools, including playlists, resources and tools available for download here:

<https://psu.walesdeanery.org/support-services/resource-locator>

Wellbeing Resources from Health Boards and Trusts across NHS Wales:

<https://leadershipportal.heiw.wales/go/cp92la> -

Health for Healthcare Professionals: <https://www.hhpwales.co.uk/> or call **0800 058 2738**
or email - Monday to Friday 9am to 5pm

BMA Doctors-for-Doctors: <http://bma.org.uk/practical-support-at-work/doctors-well-being/about-doctors-for-doctors> or call **08459 200 169 (landline: 01455 254 189)** - 24 hours a day, 7 days a week.

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The resources in this series:

1: Supporting staff: 5 levels of care

2: Psychological safety: How managers can help foster this key area

3: Psychological first aid: How to respond to distress in your colleagues

4: How to support staff with acute anxiety or panic – a brief grounding exercise

5: 3 Step team procedure (including STOP for 15)

6: Team / peer to peer psychological debriefing

7: Other tips for supporting your team