

A Critical Incident Happens:

Who to contact if you feel you need support?

CTM Chaplaincy Service:

Chaplains are available at all inpatient sites 24/7 for you. We provide spiritual, pastoral and religious care (if required). You do not need to be religious to use our services.

We may not be able to give you answers but we can support staff, patients and carers who may wish to reflect, talk things over or try and make sense of their experience.

Email: CTUHB_ChaplaincySpiritual@wales.nhs.

We will forward any requests for visits to the respective Chaplains working in Ysbyty Cwm Cynon, Ysbyty Cwm Rhondda, and Glanrhyd hospitals.

<p>Chaplaincy URGENT and OUT OF HOURS REQUESTS</p> <p>This is via the respective switchboards</p> <ul style="list-style-type: none">• Prince Charles Hospital 01685 721721• Princess of Wales Hospital 01656 752752• Royal Glamorgan Hospital 01443 443443 <p>NB: please advise switchboard if a Roman Catholic priest is required</p>	<p>For NON-URGENT REQUESTS please call the chaplaincy offices below.</p> <ul style="list-style-type: none">• Prince Charles Hospital 01685 728427• Princess of Wales Hospital 01656 754033• Royal Glamorgan Hospital 01443 443443 ext. 7407 <p>Core hours are Monday to Friday 8:30am to 4:30pm. For urgent requests please call via switchboard.</p>
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CTM Bereavement Clinical Lead:

Covering community and inpatient services, providing bereavement support and signposting for families and staff during end of life or after death.

Support provided for pregnancy loss, losing a child or any adult death where you may feel bereavement support is required, or any difficult case that you would like to discuss.

Email: ctm.bereavementsupport@wales.nhs.uk

CTM Employee Wellbeing Service - Trauma First Aid Pathway:

For all staff to obtain support whether in the community or on hospital sites. When a department experiences an incident or sudden bereavement that might be traumatic or upsetting for staff, the Wellbeing Service provide an evidenced based Trauma First Aid response.

This involves:

Providing support and guidance to managers on how best to support staff. The most effective form of support immediately following a traumatic incident or bereavement is peer / manager support.

1. **Providing psychological education to staff (1-3 days post incident)** on what to expect in the first few days and weeks immediately following a trauma and how to manage the impact.



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2. **Instigate watchful waiting for 4 weeks.** Most people will recover naturally from a traumatic experience, and it is important to allow this natural recovery period to take place. Asking people in depth questions about their emotions or experiences at this point is re-traumatising and unhelpful.

The Wellbeing Service will revisit the team after 4 weeks and assess and signpost anyone who is still experiencing distressing symptoms. This could include referral to Work Related Therapy - 6 weeks of therapy for those who feel extremely distressed by a traumatic work-based event.

Email: CTM.WellbeingService@wales.nhs.uk

CTM Paediatric Psychology Services:

Providing psychological support for staff working in Acute and Community Paediatrics.

We can support staff working in Paediatrics who may wish to talk things over or try to make sense of their experience when a child dies in hospital. We can help you reflect and process your emotions at this time, and signpost to relevant support organisations.

We are able to offer emotional debriefs for groups of staff following critical incidents across CTM

Email: CTM.Paediatric.GeneralPsychology@wales.nhs.uk

CTM ICU Family Support Service / ICU Staff Support Service:

Providing psychological support for all ICU (Intensive Care Unit) patients, their families and staff working in ICU.

ICU Family Support Service:

Supporting families at admission and through their toughest days with a critically ill loved one.

Providing **end of life and bereavement support**, both in hospital and for up to 3 months post bereavement.

Bereavement Family Clinics are offered to all ICU bereaved families to help answer questions and understand their loved one's journey through ICU and provide bereavement support.

ICU Staff Support Service:

Providing a **staff wellbeing framework** to proactively support ICU staff with their day-to-day wellbeing.

Training and supporting **ICU Wellbeing Champions** to support their teams when a stressful or distressing event occurs at work.

Supporting teams to respond to critical incidents.

ICU staff can access 1:1 support directly or via their manager through the in-house Psychology Team, as well as through any of the above services.

All services follow the same trauma first aid pathway as outlined above.

Email: CTM.ITUPsychologyReferrals@wales.nhs.uk (ICU referrals only)

Tel 01443 443475 (Monday - Friday, office hours)