



## Debriefing after an Incident

### Evolve Housing + Support

At Evolve we work across multiple London boroughs providing supported housing. We see incidents within our accommodation that can cover a range of areas, such as mental and physical health, self-harm, suicidal ideation and attempt, violence and abuse.

To support our colleagues' wellbeing, staff support and retention, we wanted to develop a debriefing strategy to ensure everyone who works with us is given the opportunity to process these incidents. We created a debriefing structure involving seven stages that can be worked through in a team setting; assessing the impact of the incident, colleague safety, ventilation of thoughts and feelings, predictions of possible future symptoms, closure, re-entry to work (including actions around safety and security), and what follow up is planned.

Quarterly debriefing training is available for all accommodation service team managers, team leaders, health and wellbeing team, area managers and any other interested staff. Guidance is issued for colleagues and group facilitators, some of which can be shared before debriefing sessions for colleague use.

In writing this strategy, it has also influenced changes in our Incidents policy, we created an incident checklist for managers to use, and it has been visited in various areas within our PIE strategy.

The strategy has been supplemented by our work with [BGPS](#) psychology services who provide Evolve with reflective practice for accommodation service teams, clinical supervision for our health and wellbeing team, and training on complex trauma. As further support to our colleagues we also offer an Employee Assistance Programme service and have trained 30 colleagues as mental health first aiders through MIND.

It has sometimes been difficult to coordinate a full team for a group debrief when there are shift patterns involved. In response we have tried to facilitate as big a group as possible, with anyone outstanding being given a 121 debrief.

There has been some resistance in managers making time for a formal debrief, giving colleagues notice for it, and sending out resources beforehand. We have encouraged Area Managers to support in coordinating this, in them reaching out to the health and wellbeing team and other service managers in case they are able to dedicate time to coordinate and run a debrief instead, while the manager in question concentrates on other factors around the incident.

We have also encouraged individuals from every service team to join our PIE strategy group so that there is wider sustainment of knowledge of trauma informed practice and increased understanding on why debriefs are important to be carried out.

The outcomes of the strategy have included increased emotional and physical safety of colleagues, increased team cohesiveness and trust, increased awareness of trauma and its impact and resources for processing it. Running the debriefing training has increased the confidence of debriefing facilitators on how to work with a group within a structured framework.

You can view our [Incident Support Checklist and Incident Policy and Procedure here.](#)

Commented [VA1]: Link when able

**For more information contact: [jenna.soame@evolvehousing.org.uk](mailto:jenna.soame@evolvehousing.org.uk)**