



Critical Incident Support

Strengthening your organisation in times of crisis

At BHSF, we understand that critical incidents can have a profound impact on individuals and organisations.

Our Critical Incident Support (CIS) services are designed to assist employers in effectively managing and navigating through challenging situations, while prioritising the

mental health and wellbeing of their employees. We provide expert support before, during, and after critical incidents, ensuring a comprehensive and compassionate approach.

[Find out more](#)

Aim: The overall goal of Critical Incident Support is to help individuals and organisations navigate through the aftermath of a critical incident, minimise the long-term impact on mental health and wellbeing, and facilitate the process of recovery and resilience.

What is Critical Incident Support?

A Critical Incident refers to events that pose a significant risk to life, health, or safety, causing stress and feelings of unsafety. It triggers strong emotional reactions and is considered highly uncommon in typical human experiences.

By ensuring that employees' psychological, physiological, and emotional needs are addressed, Critical Incident Support greatly increases the likelihood of their successful return to work or continued effectiveness in their roles. This support service is specifically designed to strengthen employees' inherent resilience and offer specialised assistance to mitigate the effects of trauma, fostering wellbeing and facilitating the recovery process.

Life events that may require such support include:

- ▽ **Workplace accidents:** incidents such as industrial accidents, line of duty death, construction site mishaps, or serious injuries or fatalities.
- ▽ **Acts of violence:** workplace violence, physical assaults, threats, or other violent incidents.
- ▽ **Traumatic life events:** suicides, sudden deaths, knowing the victim of the event.
- ▽ **Serious accidents or near misses:** even incidents that do not result in physical harm but involve significant risk or potential harm can have a lasting psychological impact.
- ▽ **Medical emergencies:** critical incidents within healthcare settings, such as medical errors, unexpected patient outcomes, or traumatic events.

What industries are more at risk?

We recognise that some public sector roles, such as those in the NHS, Military, Emergency Services, Social Workers and Prison Officers have a higher risk of a critical incident occurring. This can contribute to an increased risk of mental health challenges, stress or trauma. Our Critical Incident Support enables employers to identify at-risk employees, implement procedures, and establish accountability for their mental wellbeing.

Delivery options:

- ✓ Pre-incident support and Policy/Process Formulation
- ✓ On-scene support services/Acute Crisis Intervention: Specialists deployed to any location within 24 to 48 hours
- ✓ Immediate post-incident consultancy and support
- ✓ Individual consultations/Group Debriefing: Group debriefings can be provided within 24 hours
- ✓ Follow-up services via specialist trauma counselling and complex case management
- ✓ Management consultancy, reports and information



Contact our enquiry team on **0121 629 1165**
or visit: www.bhsf.co.uk/mental-health-consultancy