

Phase 1 Guidance and Support for Providers 24th May 2017

Response to Manchester Arena Terror Incident

Who is this for?

This guidance is for all health, education and social care providers including 3rd and voluntary sector organisations on how to provide psychosocial support for all those affected by the terror incident on the 22nd May. More targeted general advice and support for the general public can be found [here](#).

Scope of the briefing; Immediate Response (first 2 weeks)

A wide range of general information around the incident can be found using the following Government link.

<https://www.gov.uk/guidance/manchester-attack-may-2017-support-for-people-affected>

This is a systems wide initial response to the tragic events in Manchester on the evening of 22nd May 2017 describing how agencies can support and provide assistance to children and young people, their families, adults and professionals affected by the incident. The impact of this incident will be far reaching and it is not immediately known which areas outside of the Manchester area will be impacted. We will be providing further information on how this is to be co-ordinated across GM but all those affected can access additional information through the website above.

This is to assist services over the next few days in supporting young people, families and the wider community in the immediate aftermath of this incident. A plan to support individuals experiencing more significant and longer term needs will be developed and communicated.

Principles

Unprecedented large scale traumatic events will have an impact both directly and indirectly, across families, professionals and our diverse communities. It is important to ensure that we can provide coordinated accessible information and support to all of those who may be affected. Most localities and services have already started to respond to the acute impact of the event. Across GM we are keen to ensure that there is a coordinated response, visible leadership, accessible, evidence based support across the region/system.

A GM steering group is currently helping to coordinate a system wide response both in the short term and to identify appropriate longer term resources required.

Acknowledging response to trauma

It is important to acknowledge that everyone reacts differently to a traumatic event. Initially it is

important that all those affected have access to someone to talk to or to listen informally and that those more significantly affected are identified over time and signposted to individual or 1:1 support.

Key messages for all:

1. Normalise responses to traumatic events
2. Communicate effectively and regularly
3. Make space and time to talk
4. Leaders should be visible
5. Keep messages consistent.
6. Immediately after a traumatic event both CYP and adults **benefit most** from general support and **do not benefit** from psychological therapy including counselling; as this could impair resilience building.
7. **Do not encourage** people to relive their experience. Evidence shows this leads to worse outcomes this is different from allowing people to talk spontaneously about their experience.
8. Identify those most vulnerable to developing post traumatic mental health needs and provide additional support and monitoring
9. Many children and adults do not go on to develop mental health conditions and recover naturally, however, if symptoms are severe or continue beyond 4 weeks further specialist mental health advice should be sought (guidance for professional will follow)
10. Specialist interventions should only be considered when symptoms are staying the same or getting worse.

Guidance for specific groups is below:

Information for parents, children and young people

Children and young people will respond to trauma in different ways over time dependant on their level of involvement in the traumatic event, their age and level of development, certain personal factors that influence their resilience, the availability or otherwise of social support and the degree of disruption to the world in which they live.

There are approaches that support children and young people through this time more effectively which include:

- Let them know that you understand their feelings.
- Listen to children, give them the opportunity to talk if and when they want to.
- Be consistent and reassuring.
- Continue to keep routines and normal daily activities.
- Keep in touch with school/college about supporting a consistent approach.
- Keep them from seeing too much of the traumatic pictures of the event.



Information for CYP
and FamiliesV1.0.doc

There is a variety of information that children & young people can access directly in their own right or with support of an adult / parent / carer.

Please see links below for helpful websites and information leaflets. This information should be made accessible for CYP and parents through locality networks including websites, leaflets, and service information. Consider third and voluntary sector partners in supporting dissemination of advice and support.

Advice if you're upset or made anxious by the news:

(Appropriate for children and young people primary school age and upwards)

<http://www.bbc.co.uk/newsround/13865002>

(Appropriate for older young people 13-25 years)

www.themix.org.uk

Coping after a traumatic event:

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/copingafteratraumaticevent.aspx>

Supporting children after a frightening event: for parents/carers/professionals

<http://www.gosh.nhs.uk/medical-information-0/procedures-and-treatments/supporting-children-after-frightening-event>

<https://childbereavementuk.org/wp-content/uploads/2016/05/1.4b-Supporting-children-after-a-frightening-event.pdf?noredir=true>

Talking about terrorism- Tips for Parents

<https://www.nspcc.org.uk/what-we-do/news-opinion/supporting-children-worried-about-terrorism/>

Information for adults affected

Many of the issues facing children are common to adults too. What is important is to recognise that these are normal responses to trauma and whilst they can be incredibly distressing, many of these symptoms will reduce over time. These responses can also take many forms including physical such a fatigue and emotional including fear, anxiety and anger. Support from family and friends can be powerful solutions to managing these difficult but normal experiences. It is also possible for a trauma such as this to trigger previous traumatic events such as the Manchester bombing that took place in 1996 and again the same principles apply.



GM Information for
Adults.docx

Please see links below for helpful websites.

<http://www.nhs.uk/Conditions/Post-traumatic-stress-disorder/Pages/Introduction.aspx>

https://www.psychology.org.au/publications/tip_sheets/trauma/

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/copingafteratraumaticevent.aspx>

Information for GPs and community services

The emotional effects will be felt by survivors, bereaved families, friends, rescue workers, health care workers, and our diverse communities. Distress is very common. It is likely to be strongest in

those closest to the incidents, who directly witnessed the aftermath, and who were involved in rescuing and caring for victims and survivors.

The following responses are normal and to be expected in the first few weeks:

- Emotional experiences (shock and numbness, fear and anxiety, helplessness and hopelessness, irritability, reduced confidence and self-esteem, fear of recurrence, guilt)
- Social experiences (regression, withdrawal, interpersonal conflict and avoidance)
- Cognitive experiences (distressing thoughts and images, impaired memory and concentration, confusion and disorientation, hypervigilance)
- Physical experiences (poor sleep, headaches, somatic symptoms, reduced appetite and energy)

Commonly distress should subside over time. In the early stages, psychological professional help is not usually necessary or recommended. Many people recover naturally from these events.

Please provide children, young people and adults who have been affected or are at risk of being affected with advice and information from the web links attached on this briefing paper or through the government website.

Some people may need additional support to help them cope. For example, young children, people who have experienced other traumatic events happen including secondary additional stresses and people with previous mental health difficulties may be more vulnerable and would benefit from additional support and monitoring.

For most, symptoms will start to resolve after 2 weeks. If symptoms persist beyond this time, additional monitoring should be provided. If symptoms continue after 4 weeks, or are severe, further specialist mental health advice should be sought (please see contact information regarding local specialist mental health services at the end of this document.) Further detailed guidance will follow.

Information for Education settings (including independent, academies, faith schools, universities)

Education settings are key support and communication networks for children and young people and their families following traumatic events such as this. It is the role of the senior management teams within education settings to disseminate information and guidance to ALL staff. Please see attached guidance to assist educational staff in responding and supporting students.



Coping Following
Involvement in a Major



Advice To Staff In
Education Settings.doc

Information for Service Providers

Staff from a wide range of services will be involved either directly or indirectly with the incident itself and the aftermath. It is essential to support staff wellbeing and resilience by having visible leadership (leaders and managers should be available for staff present on the ground to **listen**, support and guide as necessary). It is important to create spaces for staff to talk through and

debrief, peer to peer support is key and preferable to sources external. This needs to be in place for staff directly and indirectly affected, and where appropriate providing quick access to occupational health / staff wellbeing.

It is the responsibility of all senior management teams to ensure this information and advice is communicated and implemented across their workforce.

Some key principles are included in the graphic to the right.

Please see PDF attachments for further guidance around supporting teams.



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REMEMBER:

- Work within a team.
- Protect survivors from harm.
- Be calm and compassionate.
- Listen and be flexible.
- Respect culture and diversity.
- Give clear and reliable information.
- Know local available resources.
- Help survivors help themselves.
- Know your limits.
- Take care of yourself.

As required staff working with children young people and adults who could be effected by the attack can see advice and consultation and advice from Specialist Mental health Services via the below telephone numbers

Contact details for specialist mental health services across Greater Manchester

Child and Adolescent Mental Health Services

| | |
|--|---------------|
| North Manchester CAMHS | 0161 203 3250 |
| Central Manchester CAMHS | 0161 701 6880 |
| South Manchester CAMHS | 0161 902 3400 |
| Emerge Service (16-17 years old) | 0161 226 7457 |
| Salford CAMHS | 0161 211 7260 |
| Bolton CAMHS | 01204 390659 |
| Wigan | 01925 579405 |
| Bury Healthy Young Minds | 0161 716 1100 |
| Oldham Healthy Young Minds | 0161 716 2020 |
| Heywood, Middleton and Rochdale Healthy Young Minds | 01706 676000 |
| Tameside and Glossop Healthy Young Minds | 0161 716 3600 |

Stockport Healthy Young Minds

0161 419 2053

Trafford Healthy Young Minds

0161 716 4747

Adult Mental Health Services

Bolton

01204 483101

Salford

0161 358 2424

Trafford

0161 495 9096.

Manchester

0161 882 2499

Bury

0161 716 1080

Oldham

0161 716 2757

Heywood, Middleton and Rochdale

01706 676100

Tameside and Glossop

0161 716 4247

Stockport

0161 419 4678

Wigan

01942 264051