



London Ambulance Service
NHS Trust



Managing Mental Health in the Control Room Environment

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What our EMD's provide...



- ✓ Dedication to their role
- ✓ An answer to someone's call
- ✓ Support when a Patient is in need of help
- ✓ Compassion – in many ways
- ✓ Instructions and guidance until help arrives
- ✓ Care – when they may have no one else
- ✓ Words of comfort - when they can't wipe away the tears

What do 'we' offer our EMD's?



- ✓ Intensive Training and as much preparation as possible
- ✓ A Career Pathway
- ✓ Development Opportunities
- ✓ Motivation and Support
- ✓ Job Security
- ✓ Support network of friends and peers that understand

What we really offer is...



- ✓ Exposure to Traumatic Events
- ✓ Exposure to Abusive Callers
- ✓ Exposure to Conflict and Obstructive callers
- ✓ Exposure to Emotional and Personal Situations
- ✓ An Expectation to be Resilient
- ✓ A Chair to sit on for every shift

Take a moment to think...



- ✓ What if that chair was empty?
- ✓ Where is that person?
- ✓ Are they OK?
- ✓ Did something happen?
- ✓ Who will answer those calls?
- ✓ Could I have done something?

What should we do...?



- ✓ Allow our staff the safe space to share their experience
- ✓ Ensure we respect their confidentiality
- ✓ Make visible internal and external Support Networks
- ✓ Promote Occupational Health Support
- ✓ Encourage them to talk/share open and honestly
- ✓ Don't be afraid to ask....“Are You OK?”

How can we support our staff?



- ✓ Know how to respond to each other in a time of need
- ✓ Ensure there are Support Networks available
- ✓ Engage with staff and ask 'what would help them'
- ✓ Empower them to have the confidence to report issues
- ✓ Offer Training and Awareness of raised issues/concerns
- ✓ Feedback/Share outcomes on reported/raised issues

What we should always remember ...



- ✓ We offer so much help to others, what about us?
- ✓ Emotions can impact each and everyone of us
- ✓ We can always turn to a colleague
- ✓ The voice a caller hears is one they will never forget
- ✓ The uniform we wear with pride, it is not “our suit of armour”

What did I do...



Take a moment to think...



Who or What can look after you?

Friends and Families

Mindfulness



For better
mental health

Colleagues

time to change

let's end mental health discrimination





**Remember – There is an
emotion behind every
emergency call**