

Critical Incident and Trauma Support

Funded by your Licenced Trade Charity (LTC)



Need support? Call the LTC Incident Line:

0808 801 0550

Critical Incident and Trauma Support

Raising Awareness and providing expert care when it matters

Trauma can affect you or your team at anytime.

From aggression, assaults and fights to accidents and serious illness affecting staff or cherished customers. These experiences can leave your team feeling vulnerable and even traumatised. Often resulting in long-term absences and deterring great people from careers in our sector. **Your LTC is here to help.**

We offer a rapid response, on-site interventions, and long-term clinical support through our expert partner, CiC. Our on-site support after a critical incident guides managers and team leaders, helping them understand the psychological impact, plan communications, and identify team members who need support. Managers can also rehearse conversations, talk in confidence, and get reminders about existing support, including our 24/7 helpline.



Benefits: We support people facing tough, traumatic events at work. **24/7** Access to onsite or online help, including group sessions and individual counselling. We provide ongoing support after critical incidents, with a dedicated manager to guide pub managers.



Customised Response:

Our specialists help you understand and manage trauma. Any pub, bar, or brewery can face traumatic incidents, so immediate response is crucial. We offer tailored support remotely or onsite, in any language, including group sessions, individual counselling, wellbeing check-ins, and critical incident support.

Clinically Facilitated Training:

Offering proactive training and resilience for employees who regularly face emergencies, difficult customers, and aggressive behaviour.

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Onsite Visit:

Our onsite work supports individuals and managers with both personal and organizational concerns. We offer group and individual support, often combining both for the best results.

Group Work:

Covers general info like trauma reactions, emotional concerns, family impact, and available resources.

Individual Sessions:

Include personal risk assessments and private discussions about concerns. Focus on what the incident means to the individual, assess mental health, and provide referral recommendations. This is often seen as the first phase of recovery.

Specialist Support:

Our specialist counsellors and psychotherapists, experienced in work-related issues, use a coaching approach when needed. Onsite support after a traumatic incident shows best practice, supports employees and managers, and demonstrates the PubCo's commitment to staff welfare.

Opportunity for Support:

Available for those directly involved, witnesses, and anyone vulnerable or with similar past experiences.



Contact us for more information and support.

Phone: 0808 801 0550

Email: ltc@wellbeing.com

Website: licensedtradecharity.org.uk