

Peer Support Workers

Surrey and Borders NHS Foundation
NHS Trust

North East Hampshire and Surrey
Heath Home Treatment Team

Mental Health
Services

For a better life

Peer Support Worker Team

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What is peer support

- ▶ Peer support is “offering and receiving help, based on shared understanding, respect and mutual empowerment between people in similar situations”.
- ▶ ImROC Briefing No 5: Peer Support Workers: Theory and Practice
- ▶ Peer support includes support or services provided to people with mental health problems by other people who have experienced mental health problems themselves. (Davidson et al 2006)
- ▶ “Peer support is a system of giving and receiving help founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful.
- ▶ Peer support is not based on psychiatric models and diagnostic criteria.
- ▶ It is about understanding another’s situation empathically through the shared experience of emotional and psychological pain.” (Mead 2003)

Raising the profile of peer support workers

- ▶ 'No Health Without Mental Health' (Department of Health, 2011)
- ▶ 'No Health Without Mental Health Implementation Framework' (Department of Health 2012)
- ▶ MIND (2013) Mental health peer support in England: Piecing together the jigsaw. London, MIND.
- ▶ Mental Health Crisis Care Concordat (Department of Health, 2014)
- ▶ Mental Health Foundation (2012) Peer Support in mental health and learning disability. London, Mental Health Foundation.
- ▶ Together (2010) Lived Experience Leading The Way Peer Support in Mental Health. London, Together.



Surrey and Borders Partnership NHS Foundation Trust

- ▶ SABP has seven standards of involving people who use services
 - ▶ People who use services and carers are actively involved in person-centred care
 - ▶ There is effective and appropriate communication and information sharing
 - ▶ People who use services and carers are involved in proposals for change
 - ▶ People who use services and carer involvement is promoted and supported at all levels in Trust business
 - ▶ People who use services and carers are involved in the monitoring and evaluation of services
 - ▶ There is supported involvement of people who use services and carers in the recruitment and selection of staff
 - ▶ There is monitoring and evaluation of people who use services and carer involvement



CORE STUDY PHASE 3

- ▶ CORE stands for Crisis resolution team Optimisation and RElapse prevention
- ▶ This is a National Institute of Health Research funded programme directed by Professor Sonia Johnson (UCL), and managed by Camden & Islington NHS Foundation Trust.



My personal recovery plan.

Name

Date



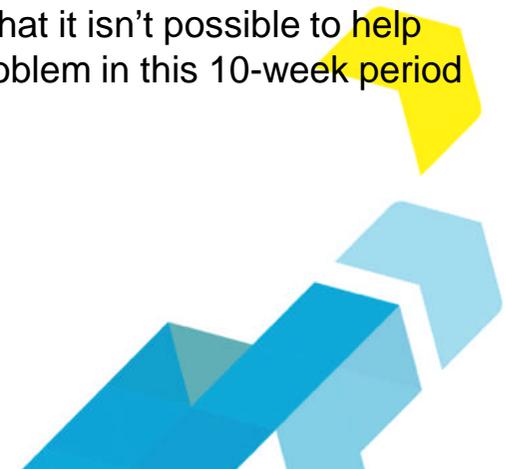
What was involved

- ▶ **LENGTH:** 10 weekly meetings (approx. 1hr) in addition to their standard care
- ▶ **WHAT:** Structured activities workbook (Julie Repper & Rachel Perkins) – flexibility in delivery covering four sections
- ▶ Moving on after a crisis
- ▶ Keeping Well
- ▶ Managing ups and downs
- ▶ Goals and Dreams



Our challenges

- Completing NHS jobs application forms!
- Recruitment and admin systems should be as streamlined as possible
- Induction was too intense – it needs to take into account the specific difficulties experienced by people who use services
- The expectation of a 5 day induction was too much
- Induction material should be sensitive and tailored to the role. It could have taken into account prior experience.
- Lots of jargon in use at induction
- Staff should be able to challenge stigma
- No focus on Recovery during induction
- Beginnings – going into someone’s home for the first time
- Endings – very difficult for both peer and PSW
- Boundaries between peer support and friendship can become blurred and difficult to maintain
- Emotional challenges of coping with life experiences faced by peers
- Acknowledging that it isn’t possible to help resolve every problem in this 10-week period of support



Successes



- ▶ Peer support worker training was useful and essential
- ▶ Group weekly supervision was essential
- ▶ Knowledge that there was easy access to the team and supervisor
- ▶ Feedback from participants was encouraging
- ▶ Peer support is now part of what can be offered to people leaving CRHTT
- ▶ Peer support has been built into Safehaven Services business case
- ▶ SABP is aiming to recruit more peer support to provided structured intervention for those presenting in crisis
- ▶ Peer support has been well received by the inpatient units
- ▶ Peer support has now got support from senior clinicians –consultants and ward managers



Peer Support Workers achievements

- ▶ Of the 35 participants recruited for the CORE project phase 3
- ▶ 18 participants were in the peer support group 2 relapsed needing input from acute care services
- ▶ 17 participants were recruited to the control group 9 relapsed needing support from the acute care services
- ▶ Peers were satisfied with our service and gave us positive feedback
- ▶ Participants felt at ease with us and felt they could communicate more easily with us.
- ▶ Reduced loneliness for peers
- ▶ Participants were linked into volunteering as part of their goals they had set with the peer support workers
- ▶ 'You guys have the time to sit down and listen '
- ▶ Improved social networks for peers
- ▶ Role model – You can do it and therefore so can I!!
- ▶ Improved problem solving skills
- ▶ PSW described as non-judgemental, flexible & reliable, supportive & encouraging.
- ▶ We were easy to talk to, friendly & nice and understanding



FUTURE PLANS

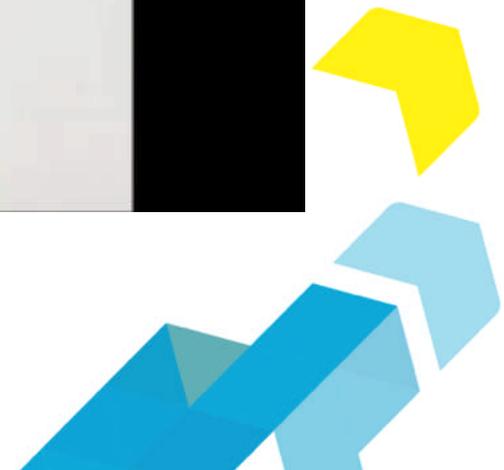
- ▶ Repper (2013): Various studies indicate that if peer workers are well trained and supported and employed in a recovery focused service where peer to peer supervision is available, they have the potential to bring a range of benefits help service users plan responses to future crises
- ▶ a digital format of the workbook may be helpful for some and allow easy changes to the plan.
- ▶ Help convince senior managers and commissioners of the case for extra resources or organisational changes
- ▶ Implement a training programme for PSW
- ▶ Build a pool of peer support workers within the trust who can be supported into roles within the trust



Feedback from people who have had peer support



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Thank you!! Any questions?



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