

## Working with teams and promoting people's rights

### Able to work as part of a team

An ability to draw on knowledge that working effectively as a team is important as it can have a positive impact on the experience of people using mental health services

An ability to draw on knowledge of the team's remit, shared goals, values, culture and practice

An ability to draw on knowledge of the roles and responsibilities of other team members

An ability to work as part of the service or organisation while retaining the perspective and ethos of peer support

An ability to work effectively with colleagues to:

enhance existing services and the care and support they offer

identify and resolve potential conflict or disagreement regarding the support or care provided to a person

improve their knowledge and understanding of the PSW role and:

how they fit within the team

the values and principles underpinning peer support

An ability to be aware of team dynamics that challenge effective working within the team, for example, when:

there are unhelpful power relationships

the PSW role is not recognised as a distinct and valued position

PSWs are not given the same status as those of other members of the team

tensions develop because of the PSW's dual role (being a member of the team and having a relationship with the person being supported)

An ability to consider how best to respond to these challenges, usually through initial and ongoing discussions with (and support from) a supervisor, and holding in mind basic conflict resolution strategies, such as:

presenting a case calmly and clearly

identifying when (and when not) to challenge problematic team behaviours

focusing on the problem (rather than on personal issues)

listening to the point of view of other team members

identifying potential strategies for resolving the issues

An ability to raise concerns about unsafe staff practice by following the service's policies and procedures

### Communication with others in the team

An ability for the PSW to communicate effectively with the team (both verbally or in writing) about the support they are currently providing to people (based on a 'need to know' basis), and to:

record what information has been shared, with whom and for what purpose

seek advice (for example, from a supervisor) when in doubt about sharing information

An ability to discuss challenges to team communication (with a supervisor) and to consider how these can be best managed, for example by:

- identifying when (and when not) to challenge problematic team behaviours
- presenting a case calmly and clearly
- focusing on the problem (rather than on personal issues)
- focusing on the future rather than the past
- listening to the point of view of other team members
- problem solving (identifying potential strategies for resolving the issues)

### Documentation

An ability to understand how work is documented in the setting in which the PSW is working, and to maintain a record of contacts with the people they support (in line with service guidelines and policies)

An ability to understand that in statutory (and many other) settings an up-to-date record of progress for each person being supported should be entered into the person's clinical record (usually after each contact with the person being supported)

An ability to write a record of progress that:

- is person-centred, providing a sense of the person or their experience
- reflects on the person's wellbeing
- addresses the goals and objectives set out in the person's care plan (where possible)
- is concise, legible, written in a style that is accessible, and signed and dated
- summarises the activities that have taken place to date with each person being supported
- identifies any significant issues or concerns that have arisen

### Care meetings

An ability to contribute to meetings on planning, coordinating, maintaining and evaluating a person's care or care plan

## **Able to work with other organisations and services**

### Working with other organisations or services

An ability to draw on knowledge that collaborating with other organisations or services will directly benefit the person's care and wellbeing

An ability to identify and connect with organisations or services that are already involved with a person, or their family members or carers (where appropriate), and:

- an ability to identify the roles and responsibilities of other organisations and services in relation to the range of care and support a person receives

An ability to contribute to meetings with other organisations or services to support the planning and coordination of a person's care

An ability to recognise challenges when working with other organisations and services (including those that reflect differences in values and principles), and to work with colleagues, a supervisor or team leader to plan how these challenges can be managed

### Communication with other organisations and services

An ability to recognise when it is appropriate to share information with other organisations or services

an ability to share relevant information with the appropriate agencies (based on the principle of a 'need to know')

An ability to maintain effective communication (both written and verbal) with professionals in other organisations when it is relevant to the person's care and support

An ability to identify potential barriers to effective communication and, where possible, to develop strategies to overcome these

### **Able to offer a personalised recovery perspective**

*(See supporting document, Section 2.4)*

An ability to offer a personal recovery and person-centred perspective, for example working with staff to:

help them understand the PSW's role and remit

improve their awareness of the importance of treating people with dignity, respect, kindness and consideration

discuss (and possibly challenge) their attitudes and perceptions about mental health

improve their understanding of recovery-focused approaches (and especially the distinction between personal recovery, clinical recovery and service-defined recovery)

understanding the importance of people defining, owning and leading their own personal recovery (rather than having recovery defined for them by professionals or the service)

explore ways to work in a recovery-oriented way with people

help them avoid unhelpfully technical language or jargon

understand the importance of co-production (involving people with lived experience of mental health difficulties in planning, developing, delivering and evaluating services), social inclusion and equality

An ability to help mental health professionals, organisations and services keep well-informed about the perspectives and concerns of people being supported, for example through:

developing guidance for staff on how to talk with people in a person-centred and recovery-oriented way about diagnosis, medication or interventions

reviewing and updating risk assessment documentation to support co-produced safety plans developed with people

developing guidance for staff on how to use their lived experience in practice

An ability to support co-production in service development and evaluation, and:

an ability to work with services to co-produce and co-deliver staff training

An ability to work with staff to make reasonable adjustments and ensure that environments are culturally sensitive and free from discrimination

## **Able to promote the rights of people being supported**

*(See supporting document, Section 5.3)*

An ability to draw on knowledge of an individual's right to manage their own health and wellbeing

An ability for the PSW to help people:

- navigate the services and organisations with which they are in contact
- understand the choices and options they may have over the care they receive
- be aware of their rights in the mental health care system
- understand the policies, processes or legal structures that might affect them

An ability for the PSW to amplify the voice of the person they are supporting, so that they:

- feel listened to
- have their voice heard, especially with regard to decisions about their care

An ability to help people raise and discuss questions and concerns about their care with relevant professionals (for example, regarding their diagnosis, medication or psychological interventions)

- an ability to help people plan (and rehearse) how they could raise concerns about their care (for example, with whom and in what settings)

An ability to speak on a person's behalf to promote their inclusion and rights in situations such as treatment team meetings, with organisations and services, and with family members (where necessary) by:

- ensuring people are involved in jointly developing their care plan, and that they remain involved in further discussions about their care
- providing people with the skills and knowledge to advocate for their own rights
- facilitating access to health and social care services, other organisations, information, or alternative sources of support, such as advocacy services

An ability to work with people being supported to address challenges with, or barriers to, accessing organisations and services, or infringements of their rights

An ability to listen to a person's complaints or concerns about their care or treatment and respond in a prompt, open and constructive way, by:

- helping them to think about possible next steps, and what actions they would like to take
- seeking advice or support from a supervisor or team leader regarding the appropriate next steps
- following the service's complaints procedures (for example, referring concerns to independent mediators where appropriate)