



Shining a light on the future

Northumberland, Tyne and Wear



NHS Foundation Trust

# Peer Support Workers In The Acute Pathway



## Peer Support

Empowering you to  
unlock your potential



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## Introductions

**Sandra Hutton – Head of Patient and Carer Engagement**

**Stephen Frary – Peer Support Worker – HDU / Rehab**

**Lauren Pirt – Peer Support Worker - Acute**



## Peer Support Workers – How it all began

- **DREEM (Developing Recovery Enhancing Environmental Measures)**
- **NTW Transformation**
- **ImROC (Implementing Recovery Organisational Change)**



# Recruitment and Selection of Peer Support Workers

- NHS Jobs
- Patient & Carer Engagement Team
- Team Preparation
- Line managed within teams
- Bi-monthly Peer Supervision and Development Days
- Support from Head of Patient and Carer Engagement





## Peer Support Focuses on Strengths and Recovery

*‘Peer Support is offering and receiving help, based on shared understanding, respect and mutual empowerment between people in similar situations’ (ImROC, 2013)*

*‘Peer support addresses the positive aspects of people and their ability to function effectively and supportively’ (Carter, 2000)*

*‘Peer support is about being an expert at not being an expert and that takes a lot of expertise’ (Recovery Innovations Arizona, 2009)*



# The role of Peer Support Workers in the Acute Pathway

Peer Support Workers can offer :-

- Challenge to acknowledged stigma, discrimination and bias
- The 'gift of hope' for recovery by role modelling
- Promoting coping strategies
- Problem-solving skills
- Understanding, acceptance and empathy
- Promoting recovery-focused practice and language
- Promoting a Peer Perspective of positive risk



# What our Peer Support Workers in the Acute Pathway offer to our Service Users

- The same introduction and approach from PSWs
- An opportunity to simply talk and be listened to
- Holding hope for people
- Accepting people where they are at
- Expressing belief in resilience
- Engagement with potentially distressing experiences
- Self disclose – safely
- Supporting the recovery journey
- Continuity and forged links with PSW colleagues in Community Team and Rehab wards



## Ongoing Management, Supervision & Training

*the necessity of consistent mentoring and supervision for peer support workers cannot be over-emphasised” (Mowbray et al, 1996)*

- Day to day line-management
- Peer Support management
- Clinical Supervision
- Peer Supervision and Development
- Mentoring
- Training
- Continuous Professional and Personal Development





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# A Personal Account of Working on an Acute Ward

Lauren Pirt



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