



**Healthy London
Partnership**

The infrastructure, leadership and development of peer support roles

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Key considerations to develop peer support and lived experience roles

As Peer support, lived experience and coordinator roles are being developed to help transform the way that community MH is delivered, senior MH leaders need to consider the infrastructure around these roles. The four themes below have been identified as key areas to consider. For more info please see [The Community Mental Health Framework for Adults and Older Adults](#)



Training

- There are different approaches to training across London including different accredited organisations, co-produced with VCSE and service users, assessments and module content.
- Training assures the organisation of the competence and personal development of these roles.
- Training helps to prepare and support a person who may be going into work for the first time.
- Training complements a person's lived experience to ensure that they deliver the role with confidence, certifying their skills, techniques and resilience.



Supervision

- Good supervision structures can help a peer worker feel well supported in a challenging role such as time to explore the feelings of the peer worker when supporting someone in distress. It also helps a person feel valued and prevent burnout.
- Need to consider future structures of peer support roles to ensure there is enough lived experience representation across different levels of seniority to provide sufficient levels of supervision.
- Support and development groups are a good way to share experiences peer-to-peer and creating a safe space to reflect and share experiences within and across roles.



Leadership & Professional development

- Strong leadership can be provided by experience peer workers bringing a robust and authentic values-led approach that has been developed from a professional working experience.
- Career progression can also be developed through working in and developing specialist skills such as home treatment team or working with learning disabilities
- Some Lived Experience Practitioners are developing experience for employment.



Cultural competence

- Peer support workers may have access to social networks that help to connect to and understand local population needs.
- Culturally competent peer workers can help to understand and talk about the barriers that some groups face in accessing care.
- Some Trusts are setting up groups specifically to support more vulnerable groups that face greater inequalities in accessing care such as LGBTQ and BAME communities.

There are different approaches to training across London

There next five slides include a summary of the different training packages and approaches in:

- CNWL
- Oxleas
- Camden & Islington



CNWL Peer Support Worker Training package



11-day training package



Developed in collaboration with individuals with lived experience of health challenges and is aligned to the Health Education England Competence Framework for Mental Health Peer Support Workers



Accredited by London Southbank University at Level 4 called 'Developing Expertise in Peer Support'



There is a strong focus on understanding the changing health agenda and how to sustain their unique role in a multidisciplinary team

The course is designed to:

- ✓ Build on learners' existing experience
- ✓ Equip them with an understanding of the peer support worker role
- ✓ To develop therapeutic skills in promoting recovery



The training includes:

- *Role definition*
- *The wider context and history of peer support*
- *Appropriate use of language and boundaries*
- *Communication*
- *Ethical issues including boundaries*
- *Including range of other topics*



OXLEAS Lived Experience Practitioner Training package



8-week training package - 60 hours class based / 20 hours self-directed learning



Co-produced with Lived Experience Practitioners (LXP) who have been in the Trust and the Lead LXP who has a teaching background



To be accredited from Greenwich University



The training can be delivered face to face or adapted online (delivered over 8 days (1 day per week))

Exploring professional working environments:

- ✓ Trainees have the opportunity to shadow in a clinical environment including inpatient units or wards, this allows them to safely explore their future employment.
- ✓ This part of the training involved time to reflect on this experience and they need to be aware of and how they feel about the environment.
- ✓ All the trainees are assigned a mentor in Oxleas, who helps to guide them and allows networking within the organisation.



The training includes:

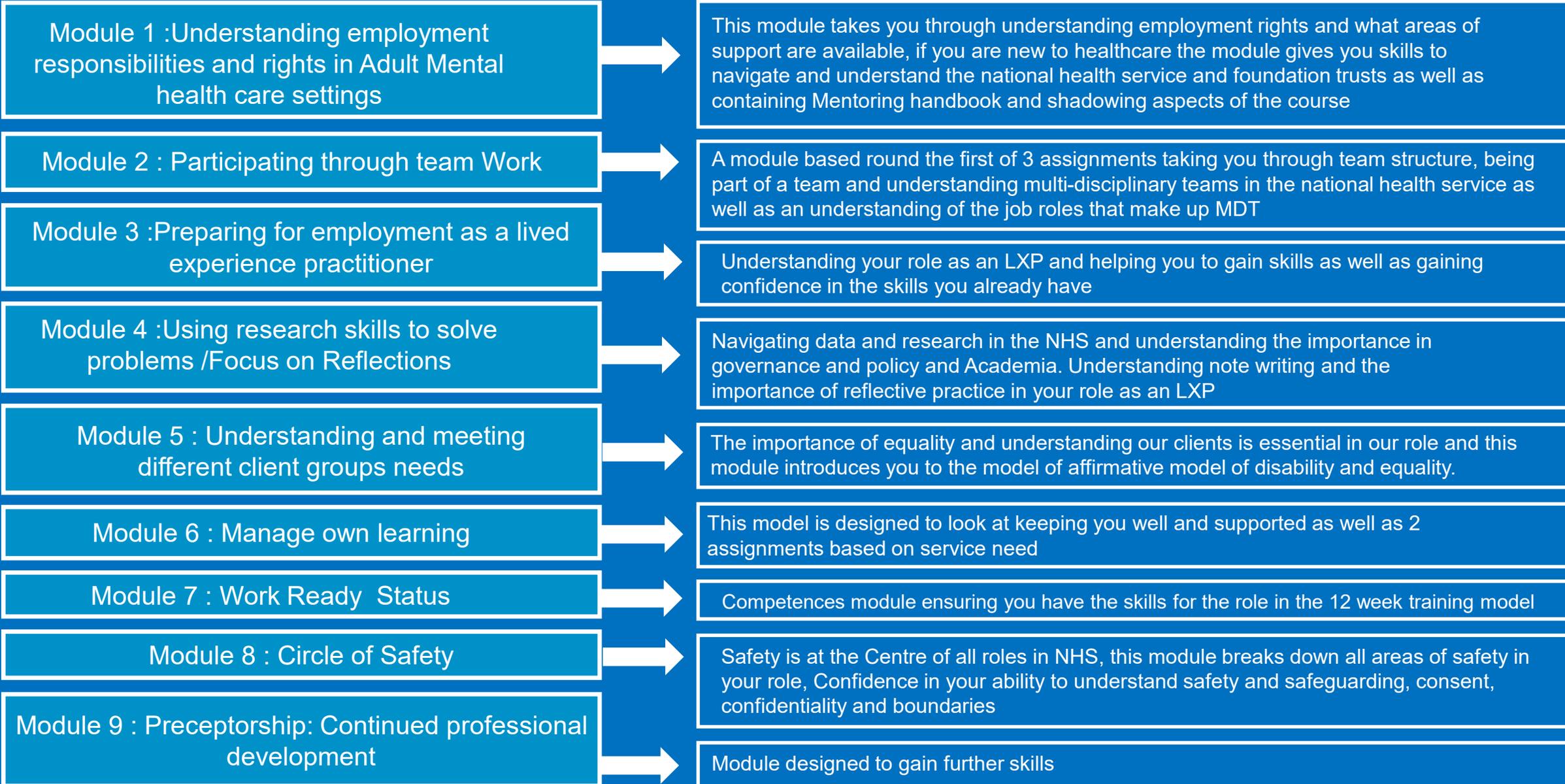
Module based training based on an assessment for learning model. Nine modules and three assessments Assessment as you go through the course / assessing own progress.



A module breakdown can be found on the next slide



OXLEAS Training package – Modules and course content



Camden & Islington Peer Worker Training package



10-week training package (online as part of the HEE Trailblazer programme)



Original package modified by Recovery College trainer, Voluntary Services, lived experience and professional staff member and two freelance trainers. Delivered by professional trainers and other members of the development team



Based on a training delivered by UCLP/Care City when the National Competency Framework was in draft phase.



The course has provided a template for a shorter peer worker basics course that is being coproduced for delivery within the local Recovery College that will assist local service users and Trust staff to find out more about peer working and local opportunities.

Narrative Therapy inspired Tree of Life approach intertwined within the programme:

1. To promote a strength based view of own expertise
2. To encourage skilful sharing of experiences
3. To provide opportunities for utilising communication skills taught within programme
4. To enhance the building of a local community of Peer Workers



The training includes:

Each module reflects key areas of learning from the National Competency Framework:

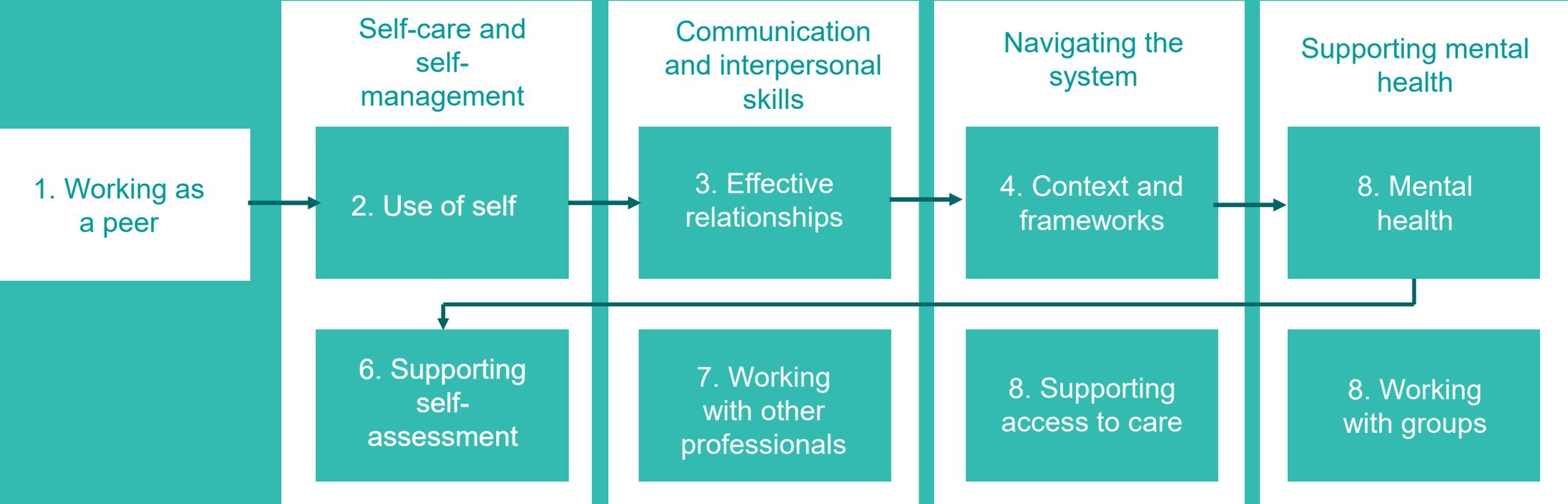
- Understanding the values and principles that underpin peer support- participants reflect on won values and attitudes
- Understanding the use of self within the peer support worker role and the importance of self care
- Communicating effectively with people you support, members of mental health teams, and other relevant agencies
- Exploring how to adapt to the needs of each individual
- Working in a way that is ethically sound



More info on the programme overview can be found on the next slide



Camden & Islington Training package - Programme overview





Supervision should consider line management as well as support structures for health and wellbeing

I receive regular Clinical Supervision, which gives me the opportunity to explore situations and to explore my feelings about helping others in distress.

The LXP project within OXLEAS has set up a Support and Development group which are regular sessions, drop-in session for people to be able to feedback what is going on for them and people come along and present on specific topics. The other thing I like about it is that it's open to not just LXPs in post but also people who might be volunteering or even going through the training, so we get a cross section of people with all different experiences.

– Marie-France Mutti, Lived Experience Practitioner, Oxleas

Examples include:

- Good supervision will consist of a dual approach, professional supervision from a senior peer support worker and a line manager.
- The use of 'Reflective practice' - using a WRAP plan (wellness recovery action planning) - using values of recovery to self-monitor and develop an action plan for managing wellness.
- A peer support and development group is a good way to share experiences peer-to-peer creating a safe space to reflect and share experiences. This is also a way that peer/LXPs can learn about other opportunities in the Trust such as involvement in QI projects.

Examples include:

- Supervision is an important part of ensuring that the Peer Support Worker is supported to do their job effectively and ensure that they do not feel undervalued, lonely and risk burnout.
- Regular clinical supervision allows a peer worker explore their feelings in helping others in distress.

Each team has a clinical supervision structure, so each LXP receives that as part of their team supervision, and it includes various things like.....debriefing.....or when they have a caseload.....discussing things from an LXP's perspective. For example, ED LXPs have a standard item on each team meeting where the LXPs will talk about their own reflections of what perhaps it felt like to engage with a particular client and the feedback I am getting from the team members is that it has been eye opening for them.

In the LXP support and development groups, we provide support to each other and it's a safe space and an environment where people can share, LXPs can openly share about things that might be affecting them directly in their work and how this has an impact on the way they are able to deliver their roles and responsibilities as well.

– Japleen Kaur, Head of Volunteering Services, Lived Experience Practitioner Programme and Service User Involvement Lead, Oxleas



Leadership & Professional development

The key that we found really is about development of infrastructure of peer support roles which provides not only a career trajectory in what has been a notoriously historically kind of glass-ceiling professional group where people have not been able to move beyond quite low bandings with very reduced amounts of autonomy and influence but also we see the kind of movement through and beyond of people into roles that are more reflective of their developing skills set and interest and expertise.

– Mell Ball, Trustwide Lived Experience Practitioner & Peer Support Lead, CNWL

Up until quite recently, a lot of the sort of leadership around peer support, all of the sort of strategic lead would be a post that was held by somebody who had never been a peer support worker and of course that does present significant challenges in terms of credibly supervising, credibly training, providing guidance for lead and understanding what the roles entail, what it might be like to be in those roles, what it might be like to face some of the challenges.

For myself and Fran who are both you know pretty experienced peer support workers by trade if you like we certainly both feel that we are able to bring something that is robust and authentic and values led and very much the real McCoy if you like because of our professional working experience.

– Mell Ball, Trustwide Lived Experience Practitioner & Peer Support Lead, CNWL

Examples include:

- Strong leadership can be provided by experience peer workers bringing a robust and authentic values-led approach that has been developed from a professional working experience.

Examples include:

- Need to consider future structures of peer support roles to ensure that there is enough lived experience representation across different levels of seniority to provide sufficient levels of supervision within this role to allow career progression.
- This is an opportunity to build in career progression into the peer roles with more autonomy and influence.

One thing that's a big challenge is to have enough people with lived experience throughout the organisation. We have one level of senior peer coaches who do a lot of supervision for our current peer coaching team, and they will also be within the new teams but I think we need much more at all levels of the organisation so that there is some career progression.

– Cerdic Hall, Manager of the Choice and Control Peer Coaching Service, C&I



Cultural competence

This programme of transformation offers the opportunity to communicate differently with communities by speaking to those people that are already championing it, so one of the reasons we have a kind of network of peer working organisations is because we are hoping that people who already have lived experience who are working informally within their communities can help to inform what else is needed and we are undergoing a programme of having also BAME and non BAME staff talking to each other.....so that we really understand the experiences of BAME staff and the kind of barriers that they face day to day as a way to set a good foundation for when we go out to communities.....

– Cerdic Hall, Manager of the Choice and Control Peer Coaching Service, C&I

Our LPX trainees are reflective of the geographical population, for example in our last cohort-50% of the trainees were from a BAME background and this included people with traveller backgrounds.

– Japleen Kaur, Head of Volunteering Services, Lived Experience Practitioner Programme and Service User Involvement Lead, Oxleas

Examples include:

- Community transformation offers an opportunity to communicate to local communities differently. Culturally competent peer workers can help to understand and talk about the barriers that some groups face in accessing care.
- Ensuring that staff are reflective of the population it serves.

Examples include:

- Some Trusts are setting up group specifically to support more vulnerable groups that face greater inequalities in accessing care such as LGBTQ and BAME communities.
- Peer support workers may have access to social networks that help to connect to and understand local population needs.
- Being mindful of unconscious biases is a critical element of awareness of services.
- Using tools such as STIG-9 approach to self-assess stigma.

STIG-9 is a self-assessment of stigma and how we perceive ourselves, because I think it's really important to have that self-reflection, reflection and practice, as I said it's crucial and part of that is understanding where our own stigma lies.

– Daniella Harnett, Peer Support Professional Lead, ELFT

Some of our LXP's are speaking 2-3 languages and have access to social networks that I don't have access to as a BAME staff member myself, they have access to this social networks that are specifically about culture of a nationality or of an ethnic minority and this is a benefit.

– Japleen Kaur, Head of Volunteering Services, Lived Experience Practitioner Programme and Service User Involvement Lead, Oxleas