NHSE Liaison Pilot
Peer Support Worker

Barnet Enfield & Haringey
Mental Health Trust

North Middlesex University Hospital
PSWs in Liaison

- Not used much, especially in ED
- Bradford Safer Spaces Scheme
- NHSE Liaison Pilot
- 1 Year funding to reach Core 24 Service
Current Offer

Patient pathway

ED Reception

ED nurses worrying about patient, and stopping other tasks

Triage

• No progress
• Stressful environment

RMN Assessment

Shared decision about management

Shared decision about management

Patient Experience

Slower decision making

Poor patient experience

Peer Support Worker Offer

Patient pathway

ED Reception

PSW supports the patient through ED

Triage

Less stress on ED nurses

RMN Assessment

Quicker decision making

Shared decision about management

Assessment supported with clearer patient information gathered from PSW

Patient Experience

Better patient experience

PSW supports patient to access mental health services

Local Mental Health Offer

ED effect

Patient pathway

Patient Experience

ED nurses worrying about patient, and stopping other tasks

Receives limited information from triage about patient

Poor patient experience

ED effect

Patient pathway

Patient Experience

Less stress on ED nurses

Quicker decision making

Better patient experience

Reduction in environmental stress
• Start gathering information
• Support and comfort patient

Local Mental Health Offer

PSW supports patient to access mental health services
Would it work?

- Too stressful for PSWs
- Not enough time to develop a relationship with patient
- Reduce Stigma in ED
- Better able to engage patients in crisis / offer a different approach
The Plan:

- 8 PSW FTE
- Operating 24 hours a day alongside LPNs
- Training through NIMH
- Readiness day for the existing liaison team
- Recruitment was difficult
Preparation:

- **Role Clarity:**
  Very important for PSWs
  Co-production

- **Support & Supervision**
Initially:

- Confusing / role unclear – PSW, PLNs and ED staff
- Concerns about risk
- Anxiety provoking
- Good experiences with patients
Gradually

- Role became clearer
  - Particularly with risk assessment
  - Relationship with PLNs
- More confidence with patients and staff
Nurse’s Perspective

At the beginning:

- Unsure how to treat PSWs colleagues
- Lack of role clarity:
  - information gathering
  - involvement in decision making process
Nurse’s Perspective

Difficulties / Tensions

- Risk assessment
- Accountability of decision making
- Managing patients expectations in relation to treatment options available
Nurse’s Perspective

Advantages:

- Lived experience leads to different interventions with patients
- Challenges stigma, promotes more social inclusion
- Satisfaction for nurses to be working together
- Involvement in training acute hospital colleagues
- Bridge to service user feedback & involvement
Themes from the PSWs

Expectations:
- Hope
- Recovery
- Support
- Use experience
- Active listening & empathy
- Understanding
- Building trust
Themes from the PSWs

Beginning:

- A lot to learn about hospital - confusing
- Had to shadow / copy nurses
- Role unclear
- Good experiences with patients
- Worried about risk
- ED Staff - questions, ignoring, treated as a nurse
- Not accepted
- Anxiety provoking
Themes from the PSWs

Best bits:
- Positive Patient feedback
- Coping with difficult situations
- Meaningful day
- Teamwork - PSWs and others
- Changing attitudes
- Listen to patients without worrying about risk
- Focus on strengths
- Role model
Themes from the PSWs

Ongoing problems:
- Undervalued
- Unable to help patients sometimes
- Balance between peer and professional stance
- Stigma
Conclusions

- PSWs can have a positive role in ED
- Contact with patients in crisis not “too stressful”
- Risks to PSWs mainly in the health system
- More useful to patients if separated from risk decisions
- We’ve got a long way to go yet….