

NHSE Liaison Pilot Peer Support Worker

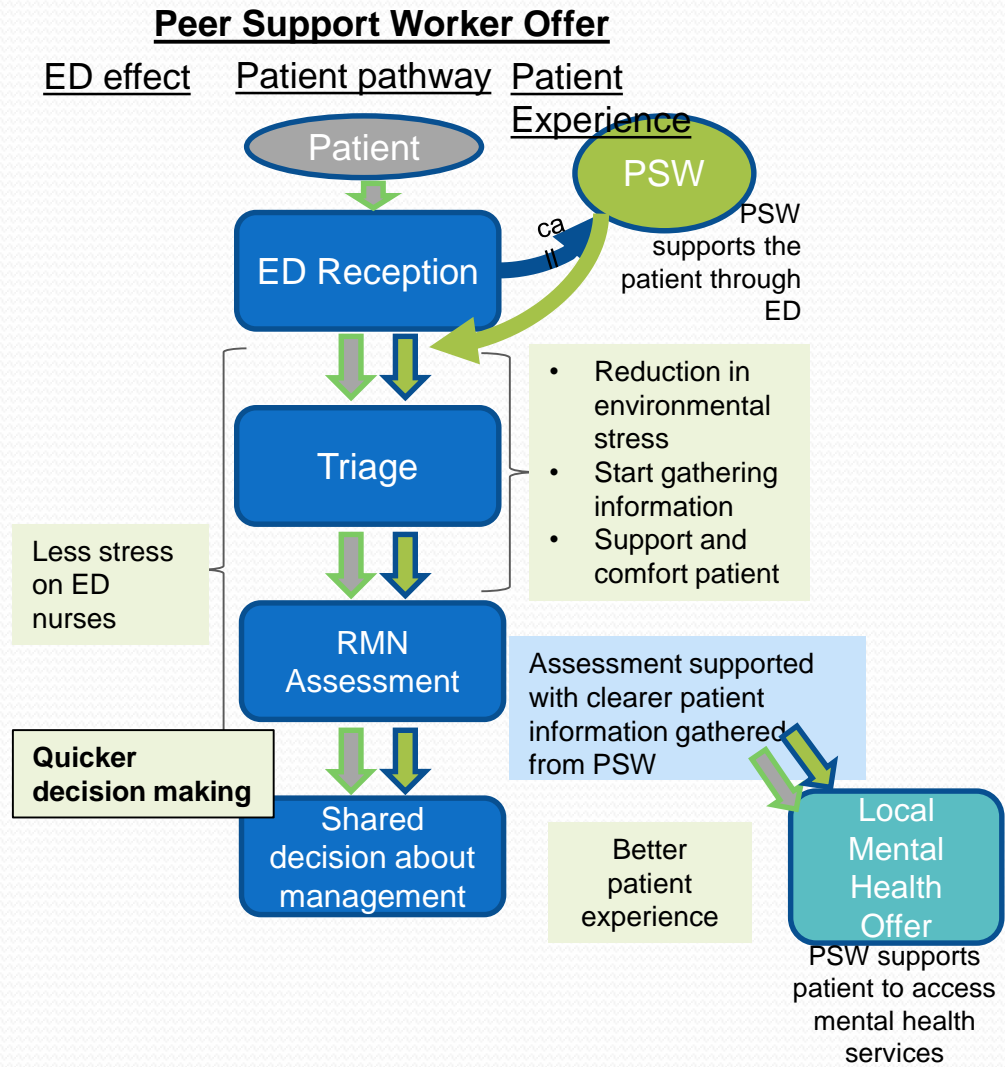
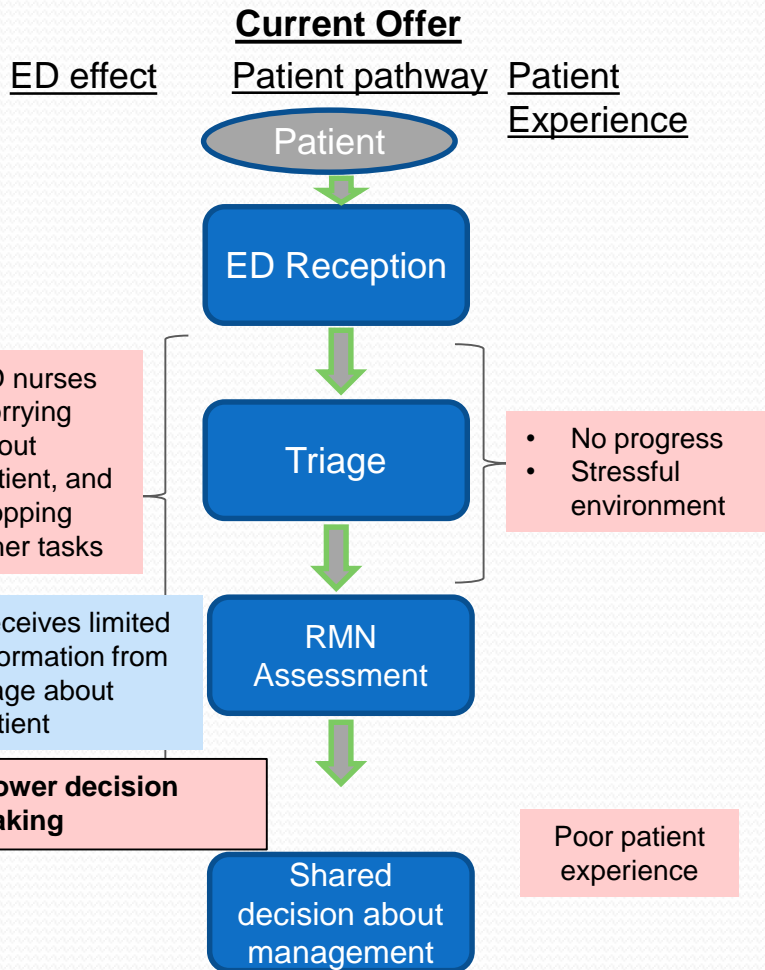
Barnet Enfield & Haringey Mental Health Trust

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



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



PSW

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....