



Culture of Care Peer Support Implementation Space: Meeting Chat Overview

Friday 12 December 2025, 14:00 – 16:00 | MS Teams

The discussion focused on the implementation and development of peer support roles within inpatient and community mental health services, with particular emphasis on practical challenges, effective approaches, and sustainability.

Participants shared experiences of using group-based activities, especially music appreciation groups, as a way to build connection, equity, and engagement between staff and service users. Music was highlighted as a powerful, accessible medium that can open conversations and foster bonding, particularly in inpatient and PICU settings. It was stressed that clarity is needed to ensure such groups are understood as non-therapeutic when they are not led by therapists.

A key theme was the importance of consistency and patience in group work. Attendance naturally fluctuates, and participants cautioned against prematurely judging initiatives as unsuccessful. Allowing groups time to develop, even when this conflicts with target-driven cultures and outcome measures, was seen as essential.

There was discussion about funding constraints and workforce models. Some services rely on a mix of permanent peer roles alongside fixed-term roles funded for specific projects. Successful projects can then be used as evidence to secure longer-term funding.

Participants valued the equity that peer-led or co-produced groups can create, noting how these spaces reduce traditional staff–service user hierarchies and strengthen relationships.

Networking and collaboration were also emphasised, with offers to connect attendees to established peer support leads managing large peer workforces, highlighting the benefit of shared learning across trusts.



Overall, the session reinforced that effective peer support implementation depends on clear role definitions, sustainable funding, consistent presence, and valuing relational outcomes alongside formal metrics.