



Culture of Care

Peer Support Implementation Space

Thursday 23 October 2025, 10:00 – 12:00

NATIONAL
COLLABORATING
CENTRE FOR
MENTAL HEALTH



Neurodiverse
Connection



NCISH



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Housekeeping

- Please mute your microphone unless you are speaking.
- Cameras on or off, whatever is comfortable.
- We will not be recording today's session
- If you would like to ask a question or leave a comment, please use the raise hand or chat function within the meeting
- If you experience any technical difficulties, please email: cultureofcare@rcpsych.ac.uk

Shared principles



Collaborative learning – *Make the most out of the session, whatever that looks like for you.*



Respect privacy – *Protect carefully the privacy of people's stories. Ask what parts, if any, you can share with others.*



Approach with kindness and curiosity – *We've all been through stuff so let's look after each other in this space.*



Diversity of views – *respecting different viewpoints and experiences and being okay with sometimes disagreeing.*



Language is important – *If you want to improve culture, the way you speak to and about the people around you needs to support the building of trusting relationships.*



Be kind to yourself – *take breaks if needed, use our quiet space*

Schedule of Events

Time	Event
10:00	Housekeeping
10:10	Introductions
10:20	Information Sharing
10:55	Break
11:05	Discussion Space: Problem Solving and Sharing Successes
11:50-12:00	Closing

Schedule is based on feedback on what people wanted from these sessions.

Two key themes emerged:

1. Knowledge sharing about practical issues and good practice
2. Space for connection and problem-solving discussions



Introductions

- Name
- What provider / organisation with?
- How does your organisation recruit peers?
- Aspects of recruitment you are most interested in covering today?



Areas of Interest from Feedback:

- Obtaining funding
- Job descriptions
- Online application (or alternatives to Trac)
- Recruitment events & group interviews
- Dealing with resistance from colleagues who don't appreciate how paralysing interview anxiety can be
- Sending questions in advance of the interview
- Issues around Occupational Health
- Access to work assessments
- Supporting service users who want to become Peer workers in the future

Recruitment: Key Resources

- HEE - Competence Framework for Mental Health Peer Support Workers (Org Comps)
- ImROC - Peer Support Workers: A Practical Guide to Implementation
- Scottish Recovery Network – Let's Develop Peer Roles
- Peer Hub – Peer Support Implementation Guide

Recruitment: Themes

Values, Role Fidelity and Job Descriptions

- Why this is important / Job Descriptions & Banding / Role Structure

Advertising Roles & Application Process

- Supporting applicants through this stage / Trac system

Interviews

- Group Interview / 1:1 Interviews
 - Selecting the panel
 - Reasonable adjustments (receiving questions in advance & additional time)

Post interview

- Supporting applicants: DBS / Occupational Health / Access to work

Building Capacity / Supporting Development to Apply for Posts

- Interest lists / Follow up and signposting / Pre Employment Training

Values and Role Fidelity

- Peer support is all about relationships and values. Excellent examples of peer support values can be found at:
 - [Peer Support Charter - NSUN website](#)
 - [Peer values - Scottish Recovery Network](#)
- Research on new posts clearly defines peer support as about innovation not re-tasking ([New Roles in MH](#))
- Research on peer support shows where roles have a higher fidelity to peer values then engagement in peer support by SU is higher ([Relationship between engagement with peer support and fidelity | Download Scientific Diagram](#))
- In short: Peer roles are an innovation that is about adding peer support to teams that don't have it. It is not about bringing in LE to do (often cheaply) more of that which is already done!

What Inpatient PSW Do

1:1 Peer Support

- Reaching out to connect and show compassion
- Mutually agreed emotional & practical support
- Support to navigate and engage with services
- Support people to access resources available to them

Facilitate Peer Support Groups

- Bringing people together to connect with and support each other

Work into Team Processes

- Bring lived experience & peer expertise to the skill mix
- Bridge the gap between care teams and service users
- Support service users to have their voices heard in meetings
- Service Development: Crucial to embedding Culture of Care standards



What Inpatient Peer Support Workers Don't Do:

- Control and restraint
- Observations
- Personal Care
- Persuading Compliance (or non-compliance)

PSW roles are not 'lived experience' HCA roles

Peer Support Workers must not be included in inpatient staffing numbers



Job Descriptions

- Inpatient PSW roles usually Band 3
- Supervisor roles usually Band 5
- Developing locally is recommended
- Remember the advert forms a key part of the JD
- If people send us their JDs & Adverts, we will share among the group

Please let us know things you feel are important about job descriptions!



Advertising Roles & Application Process

We've found the following helpful:

- Recruitment only advertise if we authorise posts
- Interest List
- Building strong networks to help us promote outside of NHS Jobs / Trac
- Peer roles + manager being points of contact
- Open days / Webinars
- Signposting to IPS

Please let us know things you've found helpful!

Interviews

Model: shortlist -> recruitment day & shortlist -> 1:1 interview

We've found the following helpful:

- Peer Work service leads the process
- Selecting helpful panels
- Inviting requests for reasonable adjustments
- Sending out warm & detailed info beforehand
- Recruitment days are good prep for candidates for the 1:1 interview
- Values based recruitment approach
- First question sent out in advance
- Printed questions available for all candidates

Please let us know things you've found helpful!

Results

- Prior to lived experience leading our recruitments a couple of LE roles were advertised and not able to be appointed to!
- 2018: 217 applications for 6 roles in Teesside community services
- 2021: *120 lived experience applications* for 12 inpatient roles across the Trust
- 2025: 236 applications for 6 Secure Inpatient Services roles

Post interview

- Occupational Health
 - Ideally forge a relationship with them (harder when outsourced)
 - Their feedback is advisory
- DBS
 - Asking for this can be questioned
 - <https://www.gov.uk/find-out-dbs-check>
- References, DBS & Qualifications:
 - Relationship build with recruitment to create accessibility
- Access to work: Quicker the better!
 - [Access to Work factsheet for employers - GOV.UK](#)
 - [Access to Work: get support if you have a disability or health condition: What Access to Work is - GOV.UK](#)



Post Interview

- Maintain contact & offer individual support
- Arrange a visit to wards after job offer but before setting a start date
- Meet your peers sessions

Please let us know things you feel are helpful!



Supporting Interest

- **Follow Up & Signposting**

- Interest List – highly recommended!
- Engagement Volunteering
- Involvement and Engagement
- Recovery Colleges
- Opportunities w/ Partners
- IPS (Individual Placement and Support)

- **Training**

- Peer Support training
- Designed bespoke pre-employment peer training

Please let us know things you feel are helpful!



Other Possibilities Space

- Please do share either verbally or chat any additional steps taken in your services!
- Is there anything people would like to explore further?

Break



Whole Group Discussion:
Problem solving & sharing successes
Can be recruitment related or not



Upcoming Schedule

Session	Hour 1	Hour 2
1	Opening the Space (this session)	
2	Preparation	Problem solving / sharing successes
3	Recruitment Thursday 23 October, 10.00 – 12.00 pm	Problem solving / sharing successes
4	Workforce Development	Problem solving / sharing successes
5	Cultural Competency, Peer Support Commissioning & Workforce Diversity	Problem solving / sharing successes
6	Developing Career Structures	Problem solving / sharing successes
7	Evaluation	Problem solving / sharing successes
8	Developing Peer Leaders & Peer Networks	Reflections & what next?



Upcoming Sessions

Further Info

- We're in discussion with external experts to support the following sessions:
 - Cultural Competency
 - Evaluation
- Please do fill in the feedback form via the next link – it really helps us understand what's most important to you



Checking Out

- Thank You!
- Please share your reflections and suggestions
- We have a QR code for feedback on the next slide
- Please contact us to let us know which sessions you would be prepared to share at: mark.allan1@nhs.net
- Looking forward to hearing from you
- And to the next session!

With gratitude

- Thank you so much for coming today and for the work you continue to do to influence services and try to improve things for patients and families.
- If you could kindly scan the QR code and provide your feedback.
- You can also email mark.allan1@nhs.net with feedback or suggestions or to volunteer to be part of the sharing at a session



<https://forms.office.com/e/ijG32hWDkr>