



Culture of Care Peer Support Implementation Space: Meeting Chat Overview

Friday 21 November 2025, 14:00 – 16:00 | MS Teams

1. Access to Notes / Resources

- Participants asked whether a repository of notes from previous sessions exists.
 - The group currently shares slides and there is a web page where resources can be posted.
 - *Suggestion:* Create a compendium of learning from past sessions.
- Mark Allan offered:
 - To talk through previous session content with those who missed it.
 - To share and collect job descriptions for peer support roles (email: mark.allan1@nhs.net).

2. Peer Support Worker (PSW) Supervision & Support

- Several trusts highlighted their models of supervision:
 - Resilience-Based Supervision (RBS) used monthly by some trusts; training available via *With You*.
 - New PSWs receive weekly support groups and Shared Learning Events twice yearly.
 - Some PSWs have supervision within their clinical teams, while others benefit from supervision by senior peer workers or lived-experience-specific facilitators.
- Concerns raised:
 - Some trusts have removed senior PSW roles, which participants felt harms retention and weakens the support structure.
 - The risk of PSWs being misunderstood or misused, such as being expected to carry out tasks outside their role (e.g., restraint or HCA duties)

3. Role Clarity & Integration into Teams

- Role clarity remains a widespread issue:
 - Teams often misunderstand what PSWs are meant to do, leading to obstructed practice.

- Placing peer support roles within therapy teams (rather than nursing/HCA structures) was identified as a key factor in maintaining role integrity, enabling PSWs to perform their intended function successfully.
- “Warm handovers” and close collaboration between services were emphasised as valuable for patient care.

4. Banding & Job Evaluation

- Banding varies significantly between trusts:
 - Many trusts use Band 3–4, though some start all roles at Band 4.
 - Some peers remain on Band 2, which participants described as unfair and undermining.
- Banding challenges:
 - Lack of Agenda for Change (AfC) recognition for lived experience.
 - Importance of advocacy at board level to move to fairer banding structures.
- Useful resource shared:
 - NHS Job Evaluation Handbook
<https://www.nhsemployers.org/publications/nhs-job-evaluation-handbook>

5. Training, Workforce Development & External Providers

- Trusts discussed:
 - Training PSWs through Open Awards Level 2 qualifications.
 - Commissioning training from organisations such as With You, which several participants recommended and said they continue to use in practice.
- Workforce development is a priority for multiple trusts, with interest in:
 - Establishing Peer Support Facilitator roles.
 - Structured induction programmes.
 - Weekly or daily opportunities for debriefing.

6. Networking & Collaboration Requests

- Many participants shared emails to continue collaboration on:
 - Job descriptions
 - Banding advocacy
 - Setting up supervision structures
 - Implementation of Culture of Care workstreams
- Multiple people expressed interest in ongoing networking between trusts.

7. Useful Links Shared

- NHS Job Evaluation Handbook:
<https://www.nhsemployers.org/publications/nhs-job-evaluation-handbook>