



## Culture of Care Peer Support Implementation Space: Meeting Chat Overview

Thursday 23 October 2025, 10:00 – 12:00 | MS Teams

---

### **Recruitment & Interview Practices**

- We're moving towards 'Insight Days' with equal scoring on interview, roleplay, and group discussion. Clinicians and Peer Support Workers are involved.
- It's hard to roll out unless recruiting multiple roles at once.
- We had 400 applicants in 5 days, few were suitable.
- I share interview questions 24 hours before, and provide detailed info (location, parking, etc.).
- Pre-recruitment workshops help filter applicants.
- Using closed links for recruitment—only accessible after attending workshops.
- Emails from TRAC are unwelcoming and confusing.
- Info sessions during live ads help explain roles and readiness.
- AI can help scan applications but must be used with compassion.
- We ask candidates to present 'My Recovery Journey' - those without lived experience often withdraw.
- AI is useful but personal experience must be evident.
- Many applications are duplicated or lack relevant experience.

### **Team Preparation & Integration**

- How do we involve ward managers and ensure they understand peer principles?
- We deliver team integration sessions to explore anxieties and myths.
- Can share team readiness training - many requested it.
- Peer supervision highlights team education needs.
- Developed team charters to embed peer support.
- Shared research showing PSWs reduce restrictive practices, especially benefiting global majority groups.
- Team prep should be ongoing due to staff turnover.
- Peer roles need continuous support and education.

- Continuous education is vital due to high turnover.
- Team prep should be ongoing due to staff turnover.
- Clinical teams often act independently, not consulting peer support teams.

### **Use of AI in Recruitment**

- AI should not be dismissed - some applicants may have dyslexia or lack confidence.
- Compassion is key.
- AI has helped her learning.
- Caution: Home Office had 10% error rate using AI for asylum claims.
- Emails from TRAC are unwelcoming and confusing.

### **Peer Support Worker Roles & Banding**

- Only one PSW supervisor for 11 PSWs.
- Board support for increased pay is lacking.
- Peer roles in inpatient areas are demanding - Band 4 agreed.
- Supervisor roles are Band 6.
- 'Grow your own' approach with volunteers and foundation training.
- Created new job descriptions and plans for banding—requires HR support.

### **Challenges & Solutions**

- Clinical teams often act independently, not consulting peer support teams.
- Discovering peer roles post-hiring without prior involvement.
- Need better coordination and visibility.
- PSWs should ideally work across wards with peer-led referral systems.
- Incidental interactions build trust.

### **Training & Resources**

- Offers pre-employment training: 'Principles of Peer Support'.
- Can upload resources to Futures platform.
- Research on PSWs supporting debriefs post-restrictive practices.
- Advocates for qualitative data to support funding and development.

### **General Reflections**

- This group is a lifeline - thank you all!
- Continuous education is vital due to high turnover.
- 'Push what moves' - a motivating quote.



- Access to Work is transformative - should be prioritised.