



Culture of Care

Peer Support Implementation Space

Friday 21 November 2025, 2pm - 4pm

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*

Schedule

Time	Event
14:00	Housekeeping
14:10	Introductions
14:25	Presentation / Info Sharing
14:55	Break
15:05	Discussion Space: Problem Solving and Sharing Successes
15:50-16:00	Closing

This is based on feedback on what people most wanted from these sessions.

1. Knowledge sharing about practical issues and good practice (with some inpatient specificity)
2. Space for connection and problem-solving discussions



Introductions

- Name
- What brings you here today
- What would you most like from the session?

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

- ImROC Supervision for Peer Workers
- Intentional Peer Support Co-Reflection Guide



Themes

Today:

- Peer Support Training
- Induction
- Supervision
- Professional Development
- Wellbeing Support

Upcoming:

- Developing Career Structures [Session 6]
- Peer Worker Networks [Session 8]

Peer Support Training

Key Decision Points:

- Train then Recruit vs Recruit then Train
- Develop training internally vs outsourcing to external providers

National Options

- NHSE PSW Training & Employer Grants
 - ~8 weeks
 - Based on HEE [Competencies Framework for Peer Support Workers](#)
 - Autism specific training based on [Autism Capability Peer Support Framework](#)
 - Places allocated through ICBs
 - Grants received for placing peer support workers on the training
- Peer Worker Apprenticeship (Level 3)
 - 18 months
 - Can use apprenticeship levy to fund
 - <https://findapprenticeshiptraining.apprenticeships.education.gov.uk/courses/682>

Induction – TEWV Approach

1. **Start with our Peer Support Worker Training**

- Section 1: Peer Support History and Values
- Section 2: Peer Support Work in the NHS
- Have an early meet the manager session
- Have added a supporting with Trust IT session!

2. **Join (ward) teams for service induction:**

- Trust mandatory training etc provides time off ward as peers move through to ...
- Service induction
- Shadowing clinical colleagues
- Working into the ward alongside a Senior Peer Worker
- ... to build the confidence to take on full duties alone

Supervision

Types of Supervision:

- **Peer Work (Professional) Supervision**
 - Provided by roles within peer structure
 - Focus: peer practice and lived experience work
- **Management Supervision**
 - Provided by line (ward) manager
 - Focus: day-to-day employment & team integration

Manager & Supervisor Responsibilities

Line Manager:

- Management supervision
- General performance
- Workload management
- Day to day wellbeing at work
- Annual leave

Tripartite:

- Probation
- Sickness Absence
- Returns to work
- Appraisal

Peer Supervisor:

- Peer work supervision
- Peer practice
- Peer work competency & capability development
- Professional development and training needs
- Job planning

Note: Manager and Supervisor do have some remit in the areas led by the other

Peer Work Supervision

Functions:

Restorative

support wellbeing and sustainability

Reflective

thinking deeply about practice

Developmental

exploring opportunities to learn and develop

<https://www.imroc.org/publications/25-supervision-for-peer-workers-zANqw>

Supervision - TEWV Approach

- Monthly 1:1 peer work supervision (more initially)
- Monthly co-reflections
- Peer Work (Professional) Supervision:
 - Wellbeing: Surviving, staying well and thriving in the role
 - Reflective practice: Challenges and Successes
 - Peer work practice
 - Navigating relationships with colleagues and the workplace culture
 - Personal development and progression
 - Strengthening the peer voice (into team and trust)
- Monthly management supervision with line (ward) manager
- Optional additional supervision(s) with clinician from team (usually clinical leads)



Professional Development

Continuous Process:

- Supervisions (& reflective practice)
- Yearly appraisal (& development reviews)

Utilising Available Resources:

- External peer support training offers
- Other training opportunities also sourced

Developing / Commission New Training:

- Yearly feedback & vote by entire peer workforce
- Peer leadership also identify key areas



Wellbeing (1):

Responsible approach to implementation

- **Professional structures: advocate for collective and individual needs**
 - Lead roles enter new service areas first to smooth entry
 - LE leadership bring relational and systems approach to problem solving
- **Preparing the organisation and teams:**
 - People understanding peer roles is important
 - Working to peer values crucial to sustainability
- **Recruitment, training, supervision and development support**
 - Clarity of expectations for those in the role
 - Support for peers to feel confident and competent
- **Resilience and development through connected peer communities**
 - employed in linked roles, training in cohorts, peer supervisors, daily online debrief, monthly co-reflections, monthly chill and chat, connection and development days, director's forum, ongoing training, monthly newsletter, systemwide networks, celebration events

Wellbeing (2):

Individualised Wellbeing Support

- **Restorative function of supervision & supervisor relationship**
- **Peers should have access to all Team and Trust supports:**
 - Access to work, Occupational health, Flexible working arrangements, Reasonable adjustments, Employee support schemes
 - Wellness plans can be *offered*
- **Where policies aren't fit for purpose there an opportunity to improve them for all staff!**
- **Awareness of options for accessing mental health care:**
 - Should be peer preference led: understandably some peers will prefer accessing the place they usually receive care, others will want greater separation form work.
 - Advance statements can capture these wishes in advance
 - Internal flexibility and reciprocal arrangements with other Trusts encouraged
 - Communicating this to bed and ward managers is important

Key Supports:

Workforce Development Essentials

1. Dedicated peer leadership roles
2. Communicate clear role remit and values continuously
3. Provide early access to PSW training
4. Offer ongoing training and CPD (sourcing and integrating peer feedback)
5. Ensure ongoing access to peer work & management supervisions
6. Apply tripartite approach to probation, appraisal and development reviews
7. Connect peers within organisations and across systems
8. Strengthen collective peer voice within services

Supporting Development and Creating Progression Opportunities

1. Facilitate access to development opportunities such as service development & co-delivering peer structures
2. Develop progression structures to meet leadership and supervision needs of peer workforce

Individual Wellbeing Support

1. Ensure adequate debrief opportunities are available to PSW
2. Open up access to organisations and systems training and wellbeing supports
3. Apply tripartite approach to sickness management and returns to work
4. Provide options for peer workers accessing inpatient care



Other Possibilities

- Please share your own good practice!
- What would you most like to explore further?

Break



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



Upcoming Sessions

Session	Hour 1	Hour 2
1	Opening the Space (this session)	
2	Preparation	Problem solving / sharing successes
3	Recruitment	Problem solving / sharing successes
4	Workforce Development	Problem solving / sharing successes
5	Cultural Competency, Peer Support Commissioning & Workforce Diversity Friday 12 December, 14.00 – 16.00 pm Black Thrive Lambeth CAPSA – (Culturally Appropriate Peer Support & Advocacy Service)	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?

With gratitude

- Thank you so much for coming today and for your contributions to this space!
- If you could kindly scan the QR code and provide your feedback. This really helps us shape the session to your needs!
- Please contact mark.allan1@nhs.net if you would like further support, or if you would like to share at a future session.
- We look forward to hearing from you and seeing you at the next session



[Feedback Form - Culture of Care Peer Support Implementation Space - 21 November 2025 – Fill in form](#)