



# Culture of Care

## Peer Support Implementation Space

Thursday 24 July 2025, 14:00 – 16:00

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 chat function within the meeting
- If you experience any technical difficulties, please email: [cultureofcare@rcpsych.ac.uk](mailto: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 the storyteller. 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
14:10	<b>Introductions</b>
14:50	<b>Break</b>
15:00	<b>Summary of Feedback and Proposal Outline</b>
15:20	<b>Discussion Space</b>
15:50-16:00	<b>Closing</b>



# Introductions

Round of introductions:

- Name
- Provider
- Current picture for inpatient peer support where you are
- What would you like from this space

# Break





# Feedback: Current Picture

## 1. Mature Implementations:

- Established peer workforces (including inpatients) with dedicated leadership roles, progression pathways, and support frameworks

## 2. Transitioning to Inpatients

- Established community presence and are now implementing (or seeking to implement) into inpatient services.

## 3. Early Stage Initiatives:

- Beginning to implement peer roles and develop peer support frameworks





# Feedback: Current Strengths

- Strong leadership commitment
- Structured supervision systems
- Career development pathways
- Training and support frameworks
- Successful integration with ward services



# Feedback: Current Challenges

- Lack of senior buy-in
- Absence of peer leadership structures
- Absence of ward roles
- Tokenism / communication gaps with service



# Feedback: What You Would Like from the Space

- **Focus on practical issues / guidance**
- **Knowledge sharing / sharing best practice**
  - Recruitment (role structure, job descriptions, banding)
  - Workforce development
  - Specifics of embedding & supporting inpatient PSW
  - Developing career structures

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- **Networking and peer connection**
  - **Collective problem solving**



# Suggestion 1: Structure

Split the time (2 hours) into 1 hour slots:

First Hour:

- Pre-agenda topics to share best practice

(short break)

Second Hour

- Open forum for collective problem solving



# Key Topics from Feedback: Getting Peers In

- Recruitment
  - Models
  - Values and Role Fidelity
  - Role structure on wards
  - Job descriptions
- Preparation
  - Team Readiness
  - Team Preparation
  - Team induction process



# Key Topics from Feedback: Keeping Peers In

- Workforce Development
  - Training
  - Supervision
  - Wellbeing Support
- Developing Career Structures
  - Peer Leadership Structures
  - Career Development Pathways



# Other Topics from Feedback:

- Cultural Competency
- Peer Support Commissioning
- Evaluation
- Developing Peer Leaders
- Peer Networks

# Suggestion 2: Schedule

Session	Hour 1	Hour 2
1	Opening the Space (this session)	
2	Recruitment	Open problem solving / sharing successes
3	Preparation	Open problem solving / sharing successes
4	Workforce Development	Open problem solving / sharing successes
5	Cultural Competency & Peer Support Commissioning	Open problem solving / sharing successes
6	Developing Career Structures	Open problem solving / sharing successes
7	Evaluation	Open problem solving / sharing successes
8	Developing Peer Leaders & Peer Networks	Reflections & what next?



# Feedback / Discussion





# Checking Out

- Thank You!
- Please share your reflections and suggestions
- We have a QR code for feedback on the next slide
- Please contact me to let me know which sessions you would be prepared to share at:  
[mark.allan1@nhs.net](mailto: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](mailto: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/37PPRsCt54>