



Culture of Care

Peer Support

Implementation Space

Thursday 24 July 2025, 14:00 – 16:00



Mark Allan

Peer support lead, CofC delivery team
Head of peer work, TEWV
Hearing Voices Network England, Vice Chair
mark.allan1@nhs.net



Tom Ayers

Director, National Collaborating Centre for
Mental Health

Tom.ayers@rcpsych.ac.uk

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

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	Introductions
14:50	Break
15:00	Summary of Feedback and Proposal Outline
15:20	Discussion Space
15:50-16:00	Closing

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

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

Suggestion 1: Structure

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

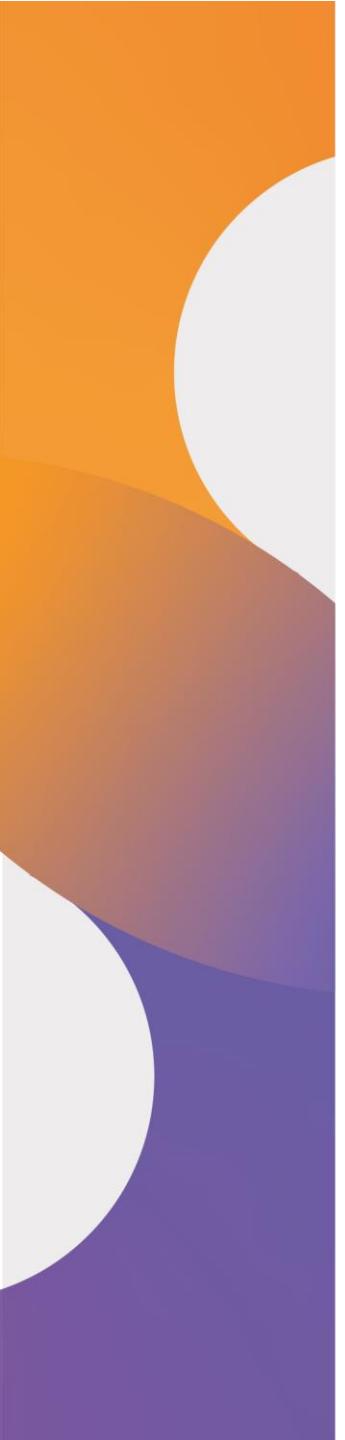
First Hour:

- Pre-agenda topics to share best practice

(short break)

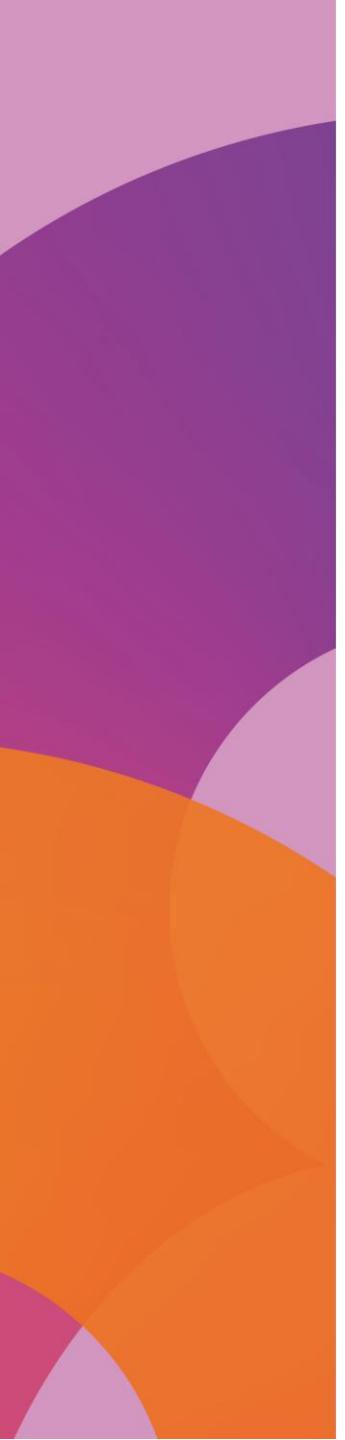
Second Hour

- Open forum for collective problem solving



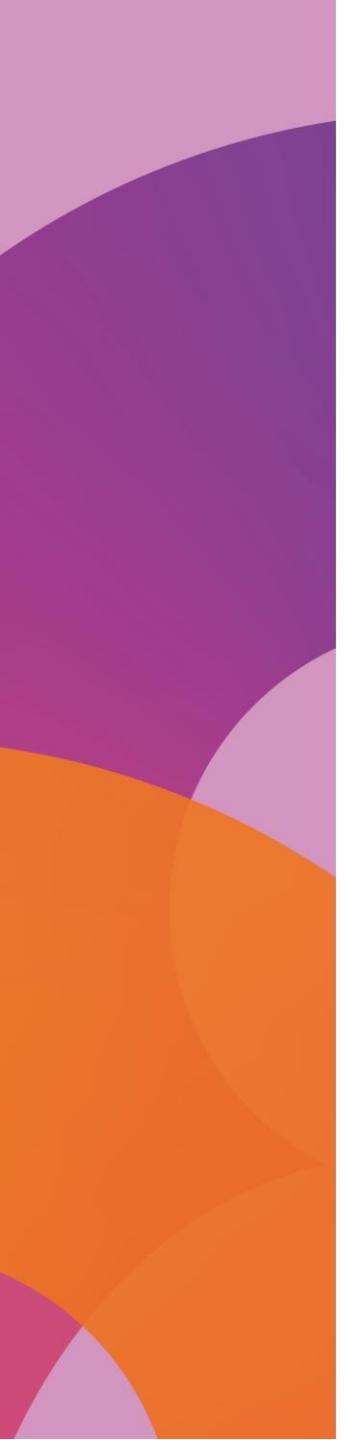
Key Topics from Feedback: Getting Peers In

- 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
- 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/37PPRsCt54>