

Peer support Relay

Arthritis Research UK

Mind

Mental Health Foundation

Self Help UK

Together For Mental Wellbeing

#NVconf18



Insight into action:

shaping our peer support offer for people with arthritis

Anne Kelleher
Development Programme Manager



Background insight

People
engage in
different
ways

HCPs
primary
touchpoint

Desire for
peer advice

77%
interested in
the offer

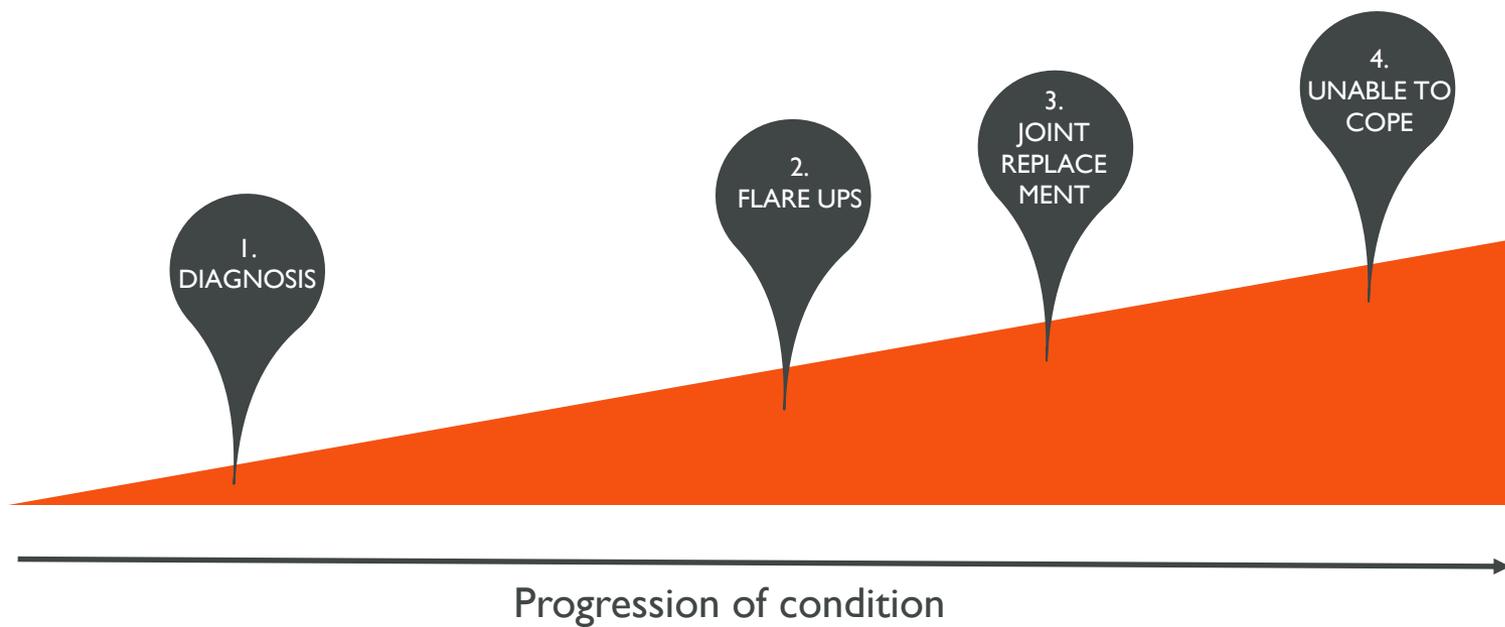
Patient
touch points

Value in
shared
experiences

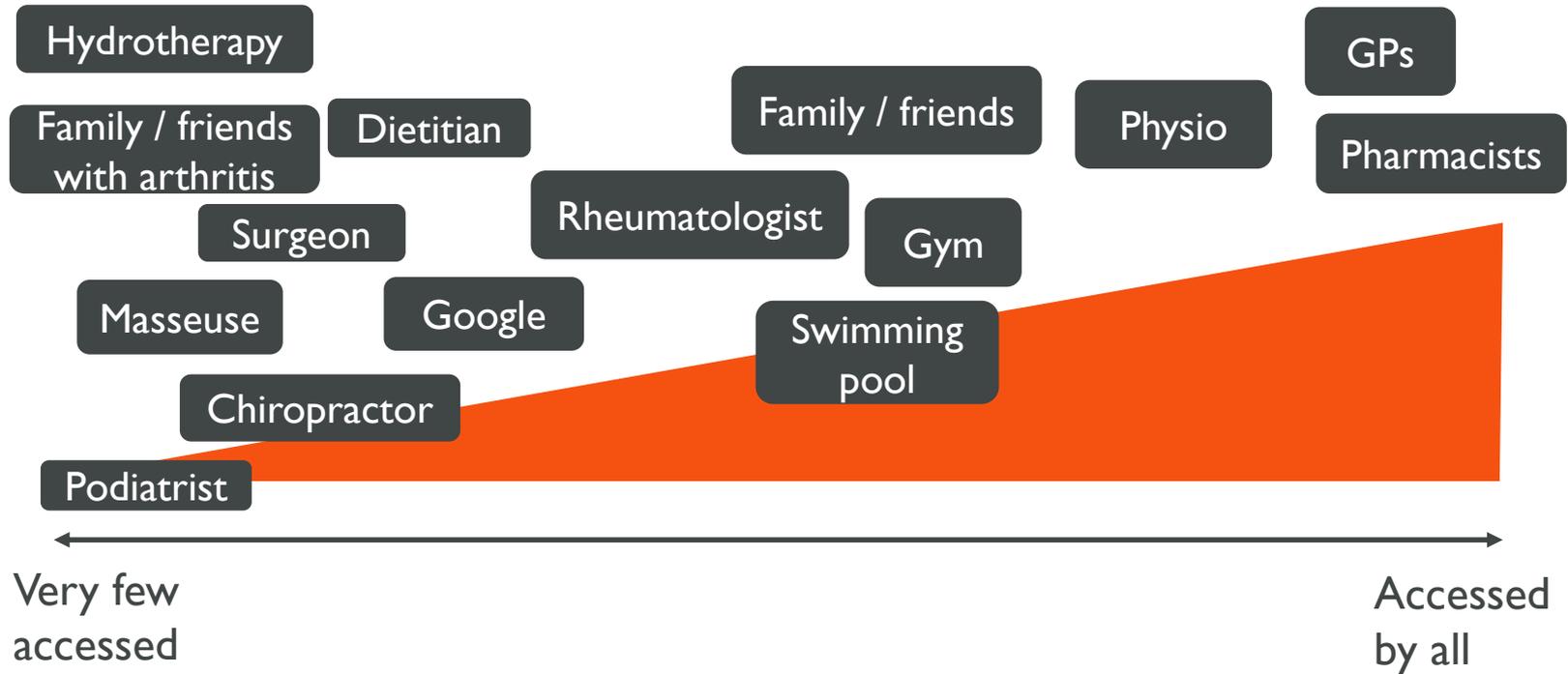
Peer support insight

- Understanding peer support needs of people with arthritis
- Uncovering motivations and barriers to join or set up a peer support service
- Testing the viability of health care professional referrals and how these might work
- Exploring the difference between urban/rural and struggling/managing people with arthritis
- Finding the 'moments' of likely access

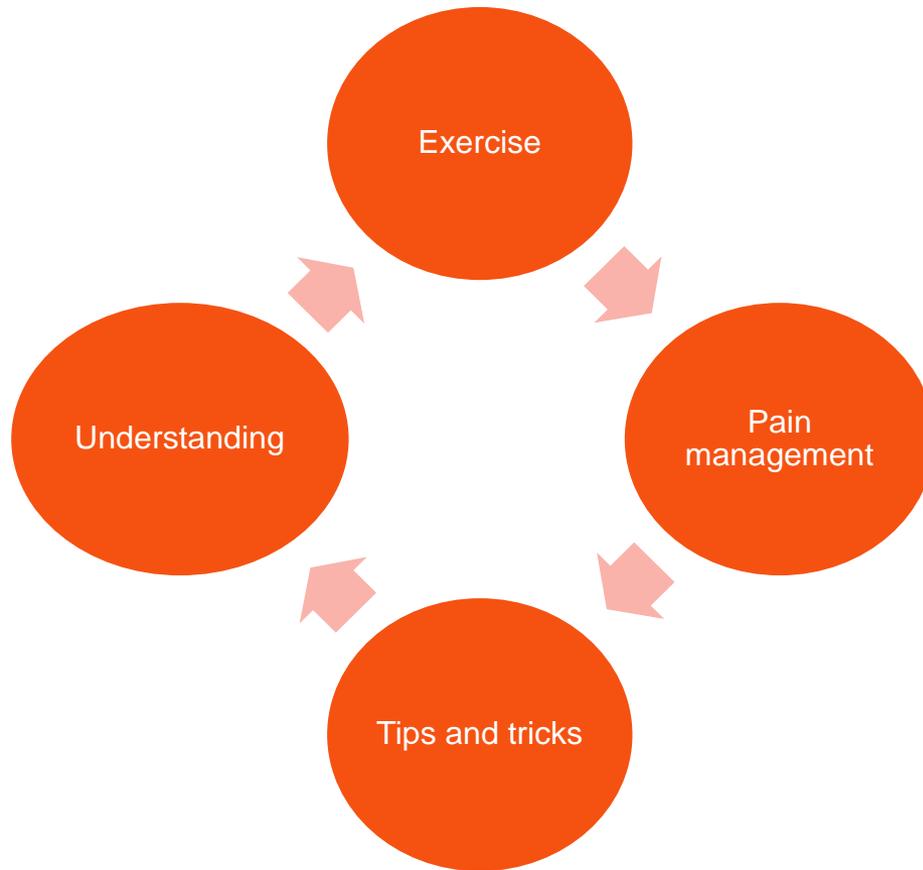
The need for peer support



Accessing peer support



Emergence of universal support needs



3 core approaches for peer support



ENDURING
Support over a
long time



CATALYST
Enabling people
to self-manage



SHORT TERM
Meeting a time-
limited need

Enduring peer support – most similar to nature of arthritis

- **Ever present** nature of the condition and pain
- Arthritis lasts a **lifetime**
- Symptoms can be **unpredictable**
- Needs are **constant** and do not end
- People accessed support **continuously**
- Potential to be most impactful on QoL

*“I’d like it to long term.
Something you can dip in
and out of as your symptoms
fluctuate”*



ENDURING
Support over a
long time

Enduring peer support – may be harder to ‘sell’

- Ensuring longevity is a challenge
- Creating an environment that fosters close relationships is essential
- Difficult to see progress with ongoing offer
- Without clear purpose groups may become directionless
- Challenge in how you ‘frame’ ongoing offers
- Could be a ‘spin off’ from other offers

“What we’d really need is someone like you to direct and steer the conversation so it doesn’t turn into a moan-fest”

Casual
friendship
group

One to
one
arthritis
buddies

Online
forum

Coffee
morning

Managing
pain
group

Catalyst approach – motivating people to self-manage

- People found it easy to get stuck in a cycle of hopelessness
- Often found it difficult to get started around exercise
- This group often looking for support and encouragement to self-manage
- Easier ‘sell’ to health professionals?
- Clear objectives and intended outcomes
- Purposeful and proactive



CATALYST
Enabling people
to self-manage

“I’d love to have something where I put what I’m learning into practice... something where I can go away, try the technique and see the difference”

Catalyst approach – Needs effective leadership and resource

- Reliant on effectiveness of the leader and tools to self-manage
- May require training and support resources
- Leadership needs to be proactive and positive
- Those struggling particularly unwilling to self-manage and often dependent on health professionals



CATALYST
Enabling people
to self-manage

Info
series

Self-
manage
course

Mentoring
course

Exercise
class

Walking
groups

Short term peer support – meeting a time limited need

- People with arthritis felt that joint replacement, waiting for treatment and diagnosis were needs for short-term support
- Desperate for information when newly diagnosed
- Need for short-term support for pre and post joint replacement (shared experiences, exercise support)
- Waiting for treatment when pain is agonising



SHORT TERM
Meeting a time-
limited need

“There were months running up to the op where I didn’t get any support. They were telling me I needed to keep my muscles and ligaments strong – but I had no idea how”

“He just told me ‘oh its really common in people of your age’. That was awful – it just felt like he had given up on me.”

Short term peer support – clear ‘hook’ to get involved

- Many HCPs in our sample come into contact with people around diagnosis and joint replacement
- Clear ‘route’ into the support service
- ‘Sell’ around short-term support – addresses a need, directly
- May not be as wide reaching as other offers



SHORT TERM
Meeting a time-
limited need

Post-
diagnosis
info
session

Pre-op
exercise
course

Match
making
post-op
with pre-
op

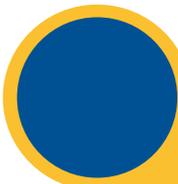
Pain
manage
info pre
and post-
op

Core principles of any peer support offer

- Formats with a clear purpose had more immediate appeal
- Uptake is dependent on how the offer is pitched – positive and proactive
- HCPs seen as having the greatest reach and credibility (potential to refer into service)
- Authoritative, charismatic leadership is essential
- Person with experience of the condition often more important than someone with expert/medical knowledge
- Credibility in the brand is key
- The term ‘peer support’ was often off putting
- Accessible venue important
- Most prepared to pay if they could see a tangible benefit



Developing Peer Support in the Community: A Toolkit



GARY POLLARD
Chief Executive



LAURA SACHA
Communities Officer



Middlesbrough
and Stockton



Solent



Between September 2014 -
December 2016



3,255
Face-to-FACe

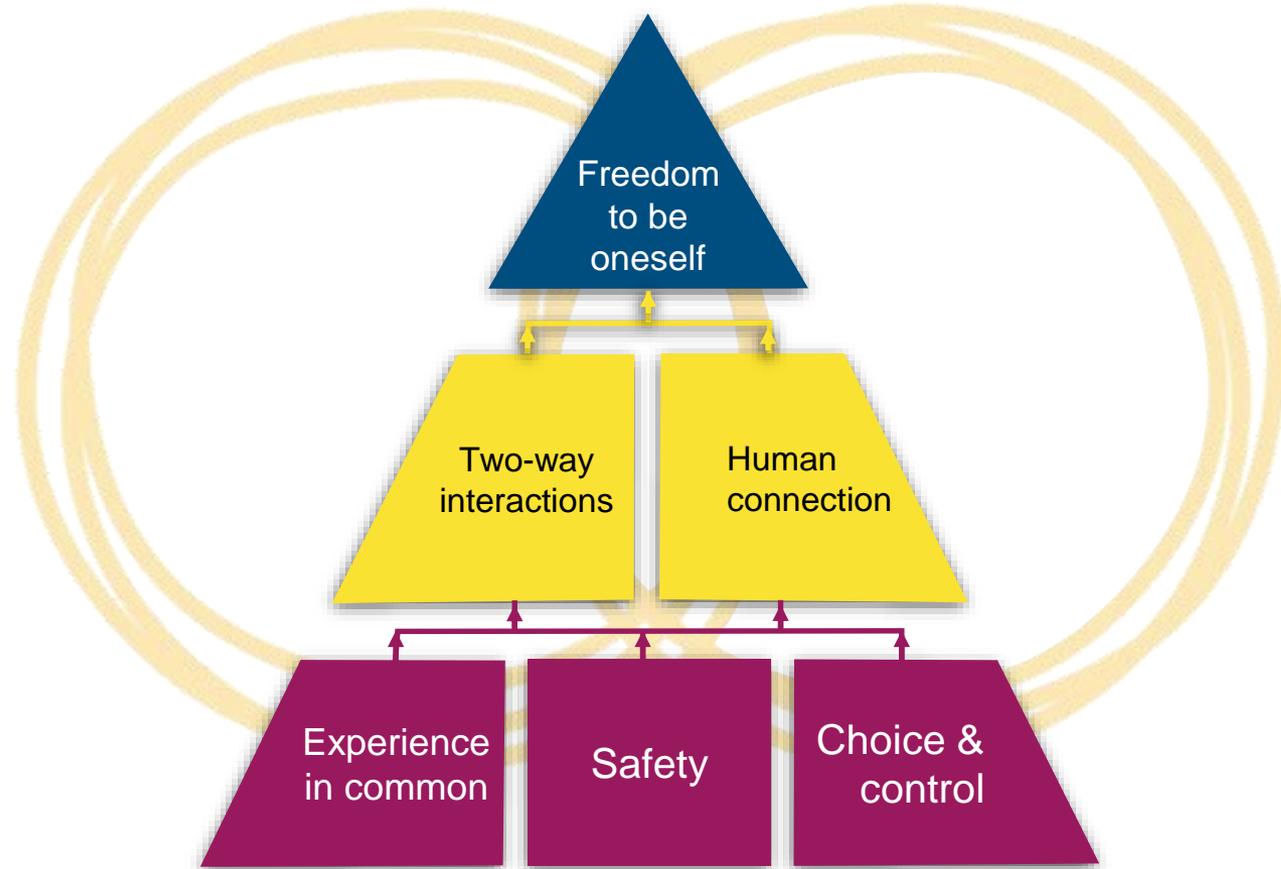


All findings are evidence-based.

6 core values
separate peer
support from other
types of mental
health support

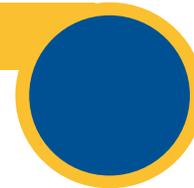
CORE VALUES

How They Relate To Each Other



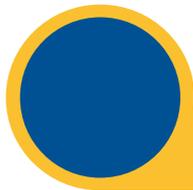
How do we
overcome the
challenges?

Using The Toolkit to Overcome...



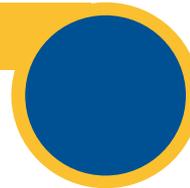
'Steph' facilitated a depression self help group where 'Stephen' completely dominated by talking about many complex practical and emotional problems, meaning other group members lacked the opportunity to share what was happening for them.

Much of the conversation also revolved around self harm, and although on checking-in with the group people said they felt safe, Steph herself felt overwhelmed.

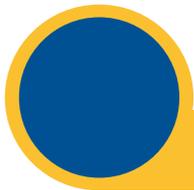


TWO-WAY INTERACTION

What does it look like in practice?

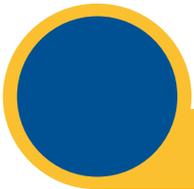


- Sharing experiences and listening to each other.
- Sharing coping strategies and learning from peers.
- **Listening carefully about difficult experiences.**
- **Simple gestures of kindness, e.g. making a cup of tea.**
- Expressing patience, no pressure to share.
- Helping each other in practical ways.



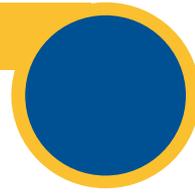
TWO-WAY INTERACTION

Within Peer Support



TWO-WAY INTERACTION

The group evolves...

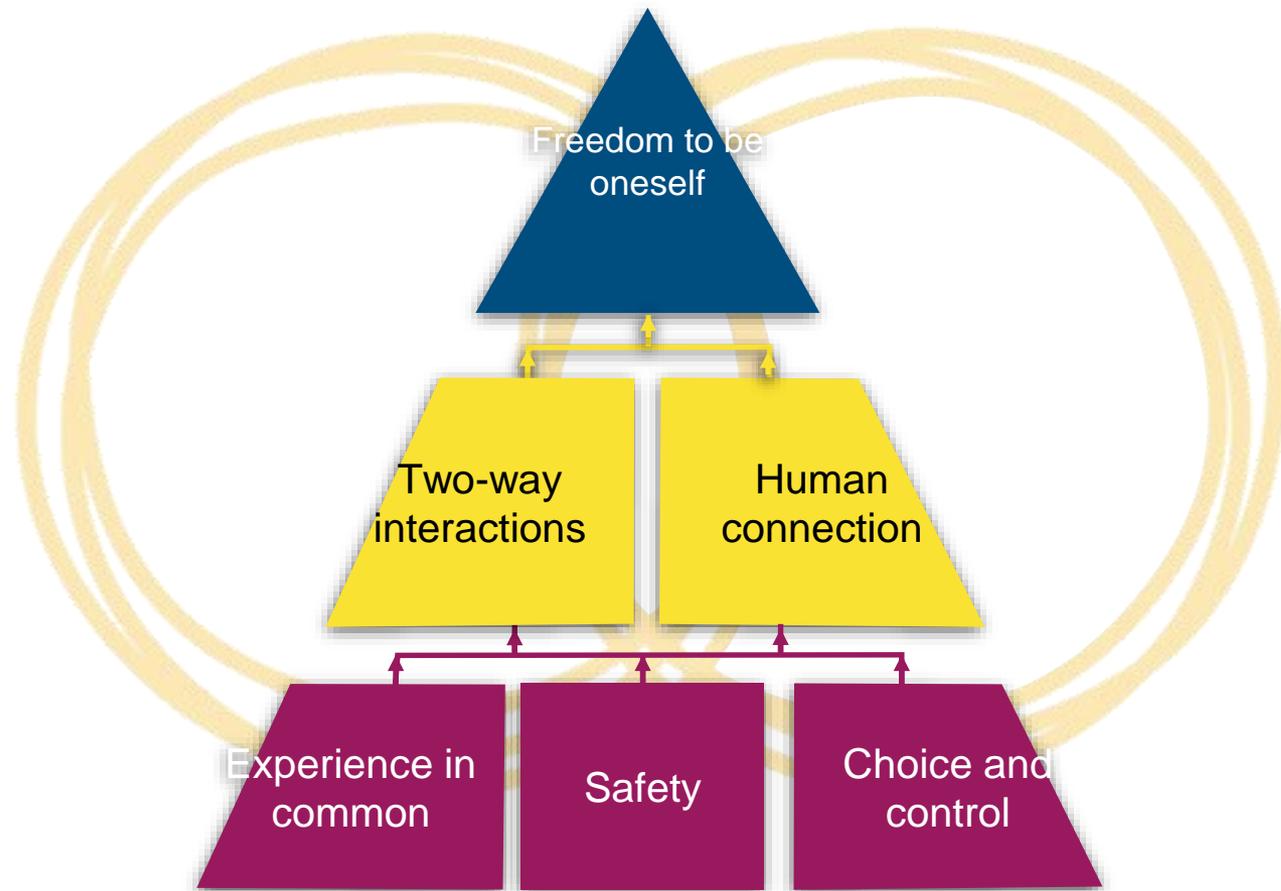


- How often do people interrupt each other when speaking?
- How do people react when this happens?
- What opportunities are there for everyone to share?
- How can we ensure that new members feel comfortable contributing?



PEER SUPPORT CORE VALUES

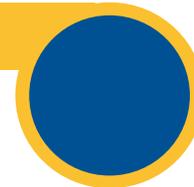
It won't always look as neat as this...



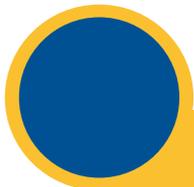
NEW GROUPS

- Lots of decisions to make can be overwhelming.
- **There's no** 'right' way to do peer support.
- The toolkit is there to help you get started.

IN CONCLUSION



- The Toolkit should be used in practice with others, not in isolation.
- **Don't take it for granted; revisit what you do and how you do it regularly.**
- **Groups will, and should, evolve over time.... and that's great!**
- Challenges will never be far away, but together they can all be overcome.
- The toolkit is a free resource available via the Mind website; www.mind.org.uk or search '*peer support toolkit*'



What is a Peer?

Reflecting on a decade of peer support & self-management initiatives.

Jolie Goodman & Ben Plimpton

Later Life Lead

Group Facilitator



Mental Health
Foundation



Mental Health
Foundation

- Our **vision** is for a world with good mental health for all
- Our **mission** is to help people understand, protect, and sustain their mental health
- **Prevention** is our priority, across the lifecycle.

WHO is a Peer?

Peers are people with similar lived experiences

In our **peer led & peer support groups/initiatives** both facilitators & participants benefit, the emphasis is on supporting each other through commonality of experience , not treating a condition or 'diagnosis'

Through **self-management**, agency is transferred from the clinician or peer to the patient or participant

Young Mums



Creating Connections



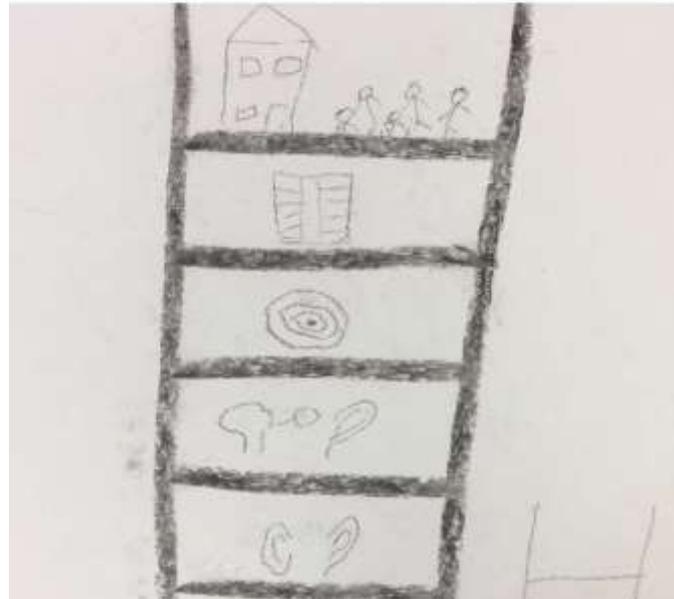
Adults with mental health issues



Parc Prison

Parc Prison Peer-led Self-Management Project

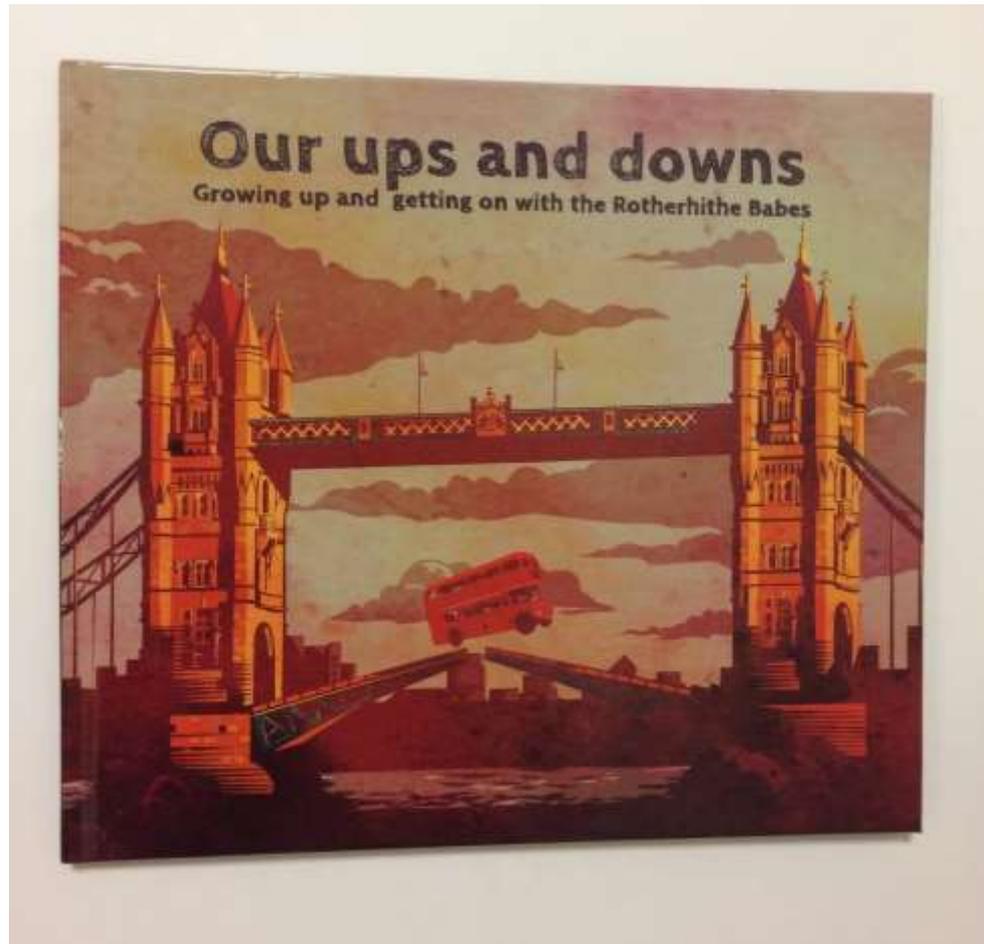
Snapshot - Impact Report 2013 - 2016



Standing Together



Projects: Co-producing a book



Good Together

<https://vimeo.com/235005041>



Group exercise

WHAT sort of qualities
are helpful for a peer
with a focus on mental
health?



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National Voices Presentation:

**“An Asset-Based Approach to Peer
Group Sustainability”**

Creating, supporting and promoting a thriving self
help community throughout the UK



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Welcome!

Presentation Overview: Key Themes

The role of an asset – based approach to:

- self management through peer support groups
- supporting the sustainability and longevity of peer support groups



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What are the self help groups we support?





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A self help group is defined by Self Help UK as:

- Consisting of people who have personal experiences of a similar problem or life situation, either directly or through their family or friends. Sharing experiences enables them to give each other a unique quality of mutual support and to pool practical information and ways of coping. Groups are run by and for their members.
- Some self help groups expand their activities: they may provide, for example, services for people who face a similar problem or life situation: they may campaign for change. Professionals may take part in the group in various ways, when asked to by the group.
- Some groups will hold regular meetings on a weekly, monthly or quarterly basis. Meetings may be in public venues, such as community centres or in members' homes. Other groups will maintain support through letter writing, through a network of telephone contacts, or through news groups and e-mail.



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Some of the key features of members experience of peer support are that:

- People in difficult and challenging situations have the ability to help and support each other.
- People who share a common concern can offer unique mutual support.
- People have powerful inner resources.
- Ordinary people have extraordinary talents.
- People can deploy their own resources to address common difficulties.
- Pooling practical information and ways of coping increases people's coping strategies and skills.
- Self help benefits both the giver and the receiver of support.
- The receiver of support will in turn have the capacity to give support.
- Self Help makes people's experience count.



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The Helper Therapy Principle

“The difference between a helping hand and an outstretched palm is a twist of the wrist” (Leamer, 2005)



An Asset-Based Approach to Self - Management

Case Study : the All Nations Diabetes Self Help Group

The Group supports individuals who are either living with or caring for someone with Type 1 or Type 2 Diabetes in Nottingham.

The Group was founded following a project hosted by SHUK to promote engagement with BME communities around specific long term health conditions.

The Group has a flourishing membership and evidences key aspects of following an asset rather than a deficit-based approach by focusing on what the members can rather than on what they cant do about their health condition

The relationship between a key features of an asset based approach to self management are detailed next:



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1) Accessing community assets which support wellbeing

- The Group has forged strong links with a range of specialist health care professionals across Nottingham: these professionals have been involved with giving practical advice and support to members (e.g. around exercise, medication and eye care). The relationship has been reciprocal with the Group taking part in professionals' research and in developing their expertise
- Members have fed back consistently that this professional input has supplemented the sharing of lived experience of diabetes with their peers and has enhanced their sense of control over their lives (describing for example their initial fear on being diagnosed) and more positive health outcomes than they would otherwise have achieved.
- The social networks (the 'social capital' the Group has created) also involve links with other diabetes support groups and the sharing of knowledge and information between them has been a significant factor in its success.

Diabetes Support Development Workshop Programme

- All Nations have recently secured Near Neighbours grant funding for a series of Workshops to be run in partnership with two more diabetes support groups in Nottingham. SHUK will be facilitating the Workshop Programme.**
- Each of the six planned Workshops will include a specialist healthcare professional as a guest speaker (e.g. a podiatrist, a nutritionist and a pharmacist). The members will focus on what their group does well in terms of promoting the self management of the particular health care issues what they could develop**
- The final workshop will be a meeting of all three Groups to discuss and agree an overall plan to develop their promotion across all areas of diabetes self management.**

The Knowledge Bank

- **Becoming an Effective Trainer**
- **Support with creating training resources**
- **Support to gain CPD accreditation for training**
- **Marketing of training to health professionals**



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The aim of the Knowledge Bank is :

- To support groups to create and market their own training resources based on their particular area of “expertise by experience” as a means of their developing their sustainability.
- To support Group members’ advocacy about what you do to potential funders
- To enable the delivery of training by your Group, on what you support members with, for a fee to healthcare professionals as part of their CPD requirement
- To validate the lived experience of Group members and to develop their skills
- To enable the advocacy for the self help model to be undertaken by individuals who have directly experienced its benefits



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So, in conclusion we hope we have demonstrated the case for SHUK promoting an asset –based approach to both:

- Promoting self management through peer support groups and**
- Supporting the sustainability and longevity of peer support groups**

Peer Support in Together

Jess Worner, Peer Support Practice
Manager

Jessica-wrodger@together-uk.org

What is peer support?

At Together we define peer support as:

People with experience of mental distress supporting each other towards greater wellbeing, as people of equal value and on a reciprocal basis, using their own lived experience as a tool for support



Our model of Peer Support

3 key elements:-

- **Authentic peer support** – Based on shared lived experience and connections with peers
- **Service user led co-production** – *Peer support within services is developed by service users and Peer Supporters, in collaboration with staff*
- **Service user leadership** - *Individuals lead their journey to wellbeing and are the experts on their own wellbeing*



Together's Peer Support Charter

1. Safety and trust
2. Being yourself
3. Hopefulness
4. Mutuality
5. Solidarity
6. Reducing stigma
7. Person centred goals
8. Equality and empowerment
9. Independence
10. Strength and potential
11. Moving on
12. Companionship
13. Choice



Peer Support in Together

Across many of our services, we work with teams of volunteer **Peer Supporters**, who all have lived experience of mental distress, which they draw on when providing support and facilitate peer support

All Peer Supporters complete training, which is designed and delivered by people with lived experience of mental distress, and receive ongoing support from **Peer Support Coordinators**.



Peer Support in Together

By 2017, Together had **15** Peer Support Coordinators, covering a range of different service types, including Your Way, community and housing support services, and accommodation based services

During 2016-17 over **500** people accessed support, and we worked with **over 80** volunteer Peer Supporters.



Peer Support and Self Management

- 1:1 support from Peer Supporters
- Group based peer support
 - Including **Self Management Groups**
- Peer led self management resources



Self Management Groups

Facilitating peer support as a way of supporting people to self manage

Together worked with Mental Health Foundation to develop self management group programme

Developed by people with lived experience of mental distress



Self Management Groups

Self
Management
workshops

Peer groups
with facilitator
support

Peer-led
support groups,
networks and
friendships



Self Management Groups

“I’m not alone. That mental health is not a journey in a continuous/straight line but a series of ups and downs. I’ve good insight into my mental health/triggers”

“The group reinforced my belief that my journey and mind-set toward my future could certainly benefit others.”

““I have gained a sense that I'm moving forward. A feeling of accomplishment after I have listened to others and given others feedback and support.””



Self Management Resources

9 resources peer led resources, covering areas that service users identified as important to their wellbeing

- Confidence
- Exercise
- Food
- Anxiety management
- Hobbies
- Arts and culture
- Sleep
- Relaxation
- Mindfulness

