

ImROC Peer Support Programme

Chances of recovery are significantly improved with peer support compared with usual support (Slade et al, 2017). There is ever increasing evidence demonstrating the personal, organisational and cost benefits of implementing a peer support worker programme.

In fact, there is more evidence underpinning the effectiveness of peer support workers than exists for any other profession!

Peer support offers the chance of sharing experience with someone who is in a position to say 'me too', two words that can be invaluable valuable to someone who has felt they are battling mental health problems alone. The ImROC Peer Support Programme develops

peers to share not only their lived experience, but the immense richness of personal experience, skills and interests each individual brings to a relationship through tailored programmes of learning.

Built around a blended learning journey, the programme uses workshop sessions, workplace learning and tailored content to build confidence, competence, safety awareness and communication skills in peers so that they can build effective, sustainable, recovery focused relationships.

Our offer is flexible and bespoke, built in collaboration with you and your organisation through in-depth consultancy to understand your specific context, your priorities and your desired outcomes.

STAGE 1: Readiness

Consultancy services

We will work closely with you through initial consultancy ahead of beginning any training delivery to ensure the work we carry out is completely tailored and effective in meeting your objectives.

Consultancy services are designed to achieve several aims including:

- To identify the level of organisational readiness and offer recommendations for its improvement
- To look at HR preparedness
- To identify and take into consideration cultural factors
- To identify adaptations or tailoring required to core workshops and needs for bespoke modules

Team Preparation Training

One of the crucial elements to success is the creation of a 'soft landing' for those attending a programme once they return to the workplace. By working with the teams through an interactive and workshop-format training session we will increase the sustainability of the peer training. The 2 Day training will develop the understanding and support of the teams in which peers would be employed, covering their implementation of recovery, the principles of peer support and encouraging them to develop roles for peer workers that complement the existing team and maximise opportunities for peer workers to embed their training.

Train the Trainer

Delivered as a 2 day workshop through your own learning and development suppliers, we will work with you to nominate those suitable for working as trainers in peer support. We will then support them by supplying in-depth information and materials that bring to life the delivery of the peer support programme content. We can work with you to identify suppliers, or can work with your in-house trainers to ensure an end-to-end joined up approach.

STAGE 1: Readiness

Consultancy

- Organisational readiness
- HR preparedness
- Cultural considerations

Train the Trainer

2 Day workshop

- City & Guilds
- In-house or training provider
- Build key training skills
- Create confidence in facilitation

Team Preparation Training

2 Day Programme for teams where peer workers will be employed

Befriender Training for Volunteers

(optional) 4 Day Programme

Mentor workshop

3hrs

Mentor sessions

Mentors support the peers when they begin their workplace learning, and will provide feedback against competencies. To ensure this important part of the programme is effective we recommend our 3hr Mentor Sessions.

STAGE 2: Core skills

Core skills for Peer Support

5 day Programme

- Making the most of mutual support
- Personal Recovery Planning
- The philosophy underpinning the service
- Beyond giving advice
- Acting appropriately and doing the right thing at the right time



Learning Log

Reflective Journal



Review of relevant videos

Read their notes



Additional reading

Participants read additional white-papers to support learning

STAGE 2: Core Skills

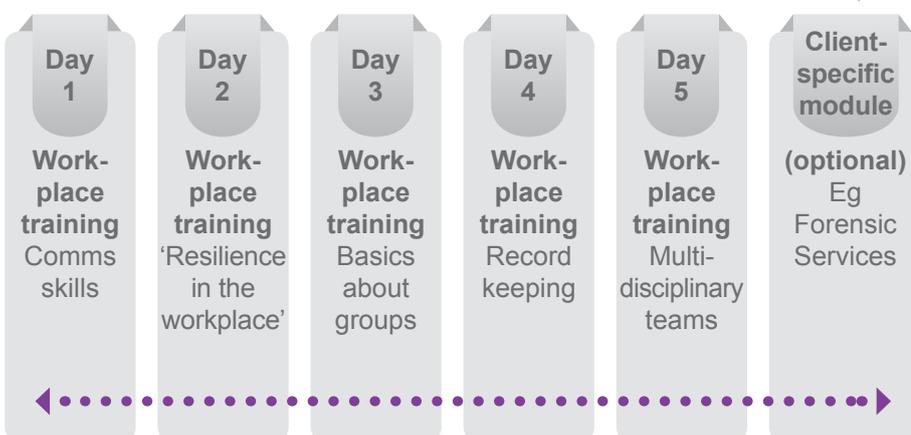
The Peer Support programme consists of a foundation of 5 days of Core Skills training. In this series of interactive and practical workshops, participants learn the research behind, and philosophy of recovery and peer support and the benefits of the approach. Through a variety of learning interventions including role-play, group discussion and facilitator led open frames, they will learn crucial active listening skills and how to make the most

of mutual support giving advice and how to make the most of mutual support as well as the theory of Personal Recovery Planning and how to act appropriately and do the right thing at the right time.

Each participant develops a learning log and reflective journal which they complete during the training, as well as extensive additional reading materials.

STAGE 3: Workplace and modular learning

STAGE 3: Workplace modular learning



Following the initial Core Skills training, participants attend a 5 module workplace learning stage during which they continue to develop their skills and behaviours. These modules can either be the existing sessions designed by ImROC or, through consultancy by an experienced ImROC consultant we can design sessions relevant for your particular organisation and team.

The modules include:

- Advancing communication skills
- Managing difficult situations: 'Resilience in the workplace ...'
- Basics about groups
- Record keeping
- Multi-disciplinary teams



Competency Handbook



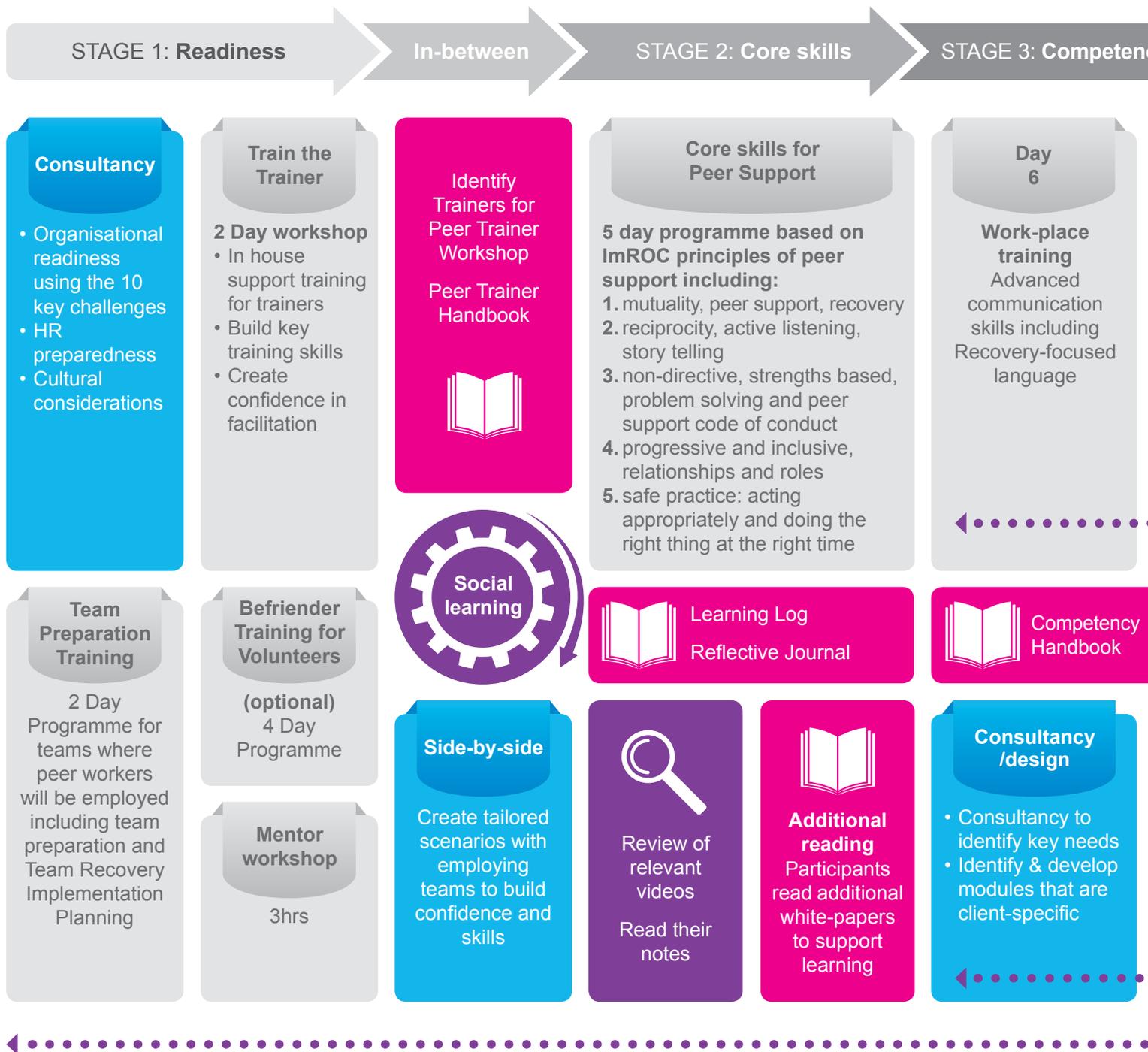
Mentoring Handbook

Client Feedback

Peer Support Training Programme

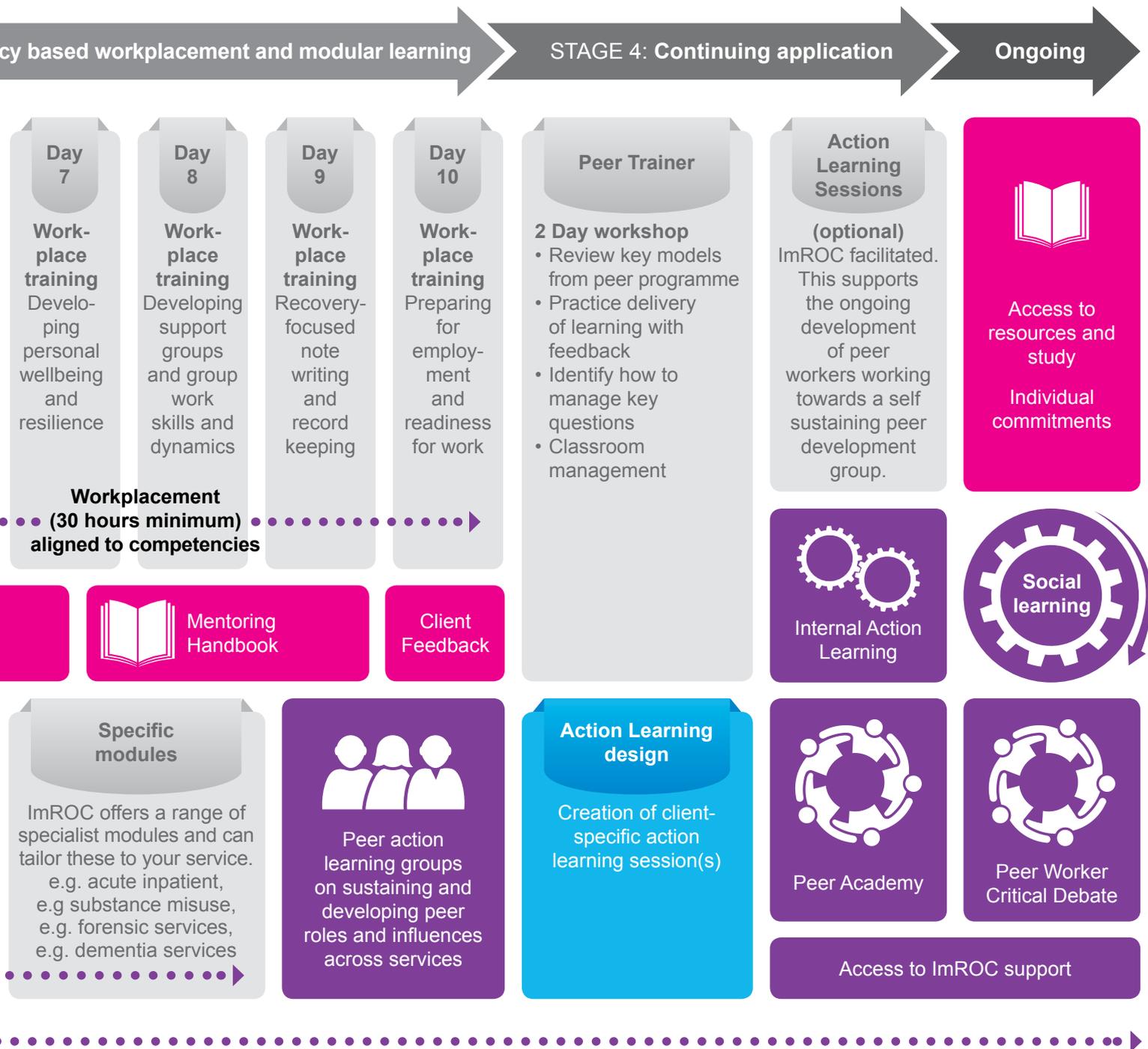
The benefits of peer support have been demonstrated consistently in health, social care third sector, community services. These include:

- improvements in hope, empowerment, self management and social inclusion of people supported
- improvements in the recovery of peer support workers
- reduction in the use of crisis and inpatient services resulting in reduced costs



This course is designed to support people who have their own experiences of mental distress, caring, or of using services, who would like to use these experiences to support others. It is based on the core principles of peer support and the key skills of a peer worker, which can be applied to any role or service setting. By the end of the course, participants will be able to describe peer support and how it can be used to support others, demonstrate a practical and theoretical understanding of the core principles of peer support and understand the complexities of using personal experiences of recovery

to support others and identify approaches based on the core principles of peer support they will identify strategies for reflection and supporting personal wellbeing. This training is essential for people wishing to be peer support workers and include competency based work placement.



STAGE 4:

Sustainability and ongoing application

We are committed to ensuring your peer support programme is sustainable reaching a point of independence from ImROC. We will help you to develop appropriate peer to peer supervision either on a group or individual basis, which runs alongside routine management supervision in their teams. Peer workers will develop through practice but it is important to maintain their 'peerness'. Regular development sessions for all peer workers in your organisation will a) ensure that peers retain their peer identity and role, b) raise awareness of further opportunities for peer workers, either in different teams or in different roles; c) facilitate group learning around specific issues that arise in their practice. We offer ongoing support: one of our experienced consultants can facilitate these development sessions in person, or they can provide e/telephone support and advice on a regular basis.

STAGE 5:

Maintaining the integrity of peer support over time

The effectiveness of peer support is attributable to their distinct, experience driven approach in relationships but it is all too easy for peer workers to gradually adopt the routine practices of traditional services. We offer an annual review of peer support services to explore the extent to which your peer workers are working to the core principles of their profession. This is not an assessment or examination, but an appreciative, coproduced review of progress and developments against the core principles, offering recommendations for future development and opportunities. This takes the form of a one day visit by two ImROC consultants with extensive experience of working as peer workers in other organisations. They will meet with your team, review your training, explore the ongoing support and supervision arrangements and discuss the experiences of people who receive peer support and staff working alongside or managing peer workers.

STAGE 6:

Measurement and evaluation

In order to demonstrate the efficacy of your training; the impact of peer workers in teams, and their relationships with the people they support we recommend the use of evaluation tools in routine practice. ImROC is able to advise on the measures and approaches that would be most suitable and feasible for your service.



Becoming an ImROC Accredited Peer Support Centre

ImROC can support you to develop your own Peer Trainers and can licence you to use the world-renowned peer support course and materials to develop your own peer support workers internally. This option is excellent because peers deliver programmes using their organisational knowledge, it's cost effective, shows a development path for those working as peers and is scalable.

Recruitment support

We will support you to make decisions about:

- Whether posts should be additional to current staffing or replace existing staff in vacant posts
- Whether peers will be recruited into a role after training, or hired and then trained while in post
- How to develop a standard job description
- How to recruit peer trainer and peer workers, providing them with support to make an application and developing an effective and appropriate selection process
- Support with DBS checks

Peer Trainer workshop

Those who have been nominated as Peer Trainers at the start of the Peer Support Training programme, and who attended the 2 day Train the Trainer session to develop their facilitation and presentation skills, will be able to attend the Peer Trainer workshop. This is an additional 2 day workshop targeted at those who will go on to deliver the programme. They will review the key models from the programme, practice delivery of the learning with feedback from their peers and the trainer and identify how to manage key questions. Participants nominated for this will receive detailed facilitator notes to accompany the entire programme which they can use to make their own notes on for delivery.

Licensing structure

Licensing is based on a fixed cost annually depending on the size of your organisation.

Accreditation

Depending on the level of commitment you make to developing peers in your organisation, you will be eligible to promote yourselves as an ImROC Accredited Peer Support Programme Centre at either a Bronze, Silver or Gold level.





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