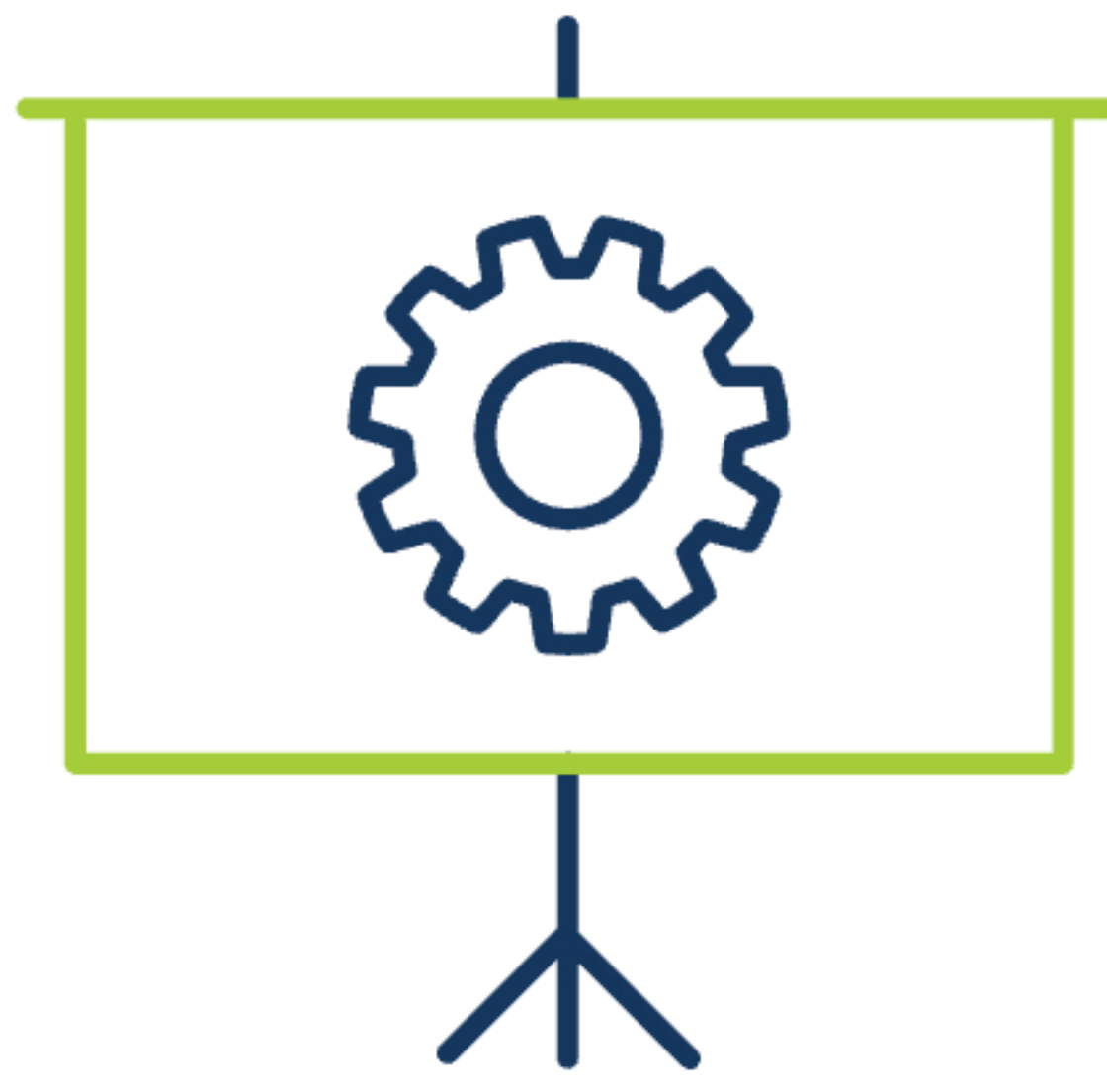


# Mental Health Peer Support Worker Training

A comprehensive training programme for mental health peer support workers, based on the Competence Framework published by Health Education England.



## In this guide



### Training package resource

Complete resources for delivering a 10-day Peer Support Workers training programme, including slides and handouts.



### Advice and guidance for trainers

Best practice for effectively delivering the training programme.



### Insights into delivering the training

Evaluation and insights from the pilot training programme.

[Why we have developed this training programme](#) →

[How to use this training package](#) →

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# Why we have developed this training programme



UCLPartners, Care City and PPL have used [The Competence Framework](#) published by Health Education England to create a Mental Health Peer Support Worker Training programme.

## Background

- Mental health challenges are common, affect all age groups and are a leading cause of disability
- When accessed, treatment might be suboptimal and, even for people with more severe mental health problems, there may be limited long term support leading to increased use of crisis care and formal admissions
- The Five Year Forward View and the NHS Long Term Plan have sought to address this problem and have plans to significantly increase access to mental healthcare, but these plans are undermined by the limited availability of mental health staff within the system.

## Training Peer Support Workers to Support Early Intervention in Mental Health Care

- One approach to addressing this problem is the development of the peer support role, where people who have experience of mental health challenges provide interventions and support to others with mental health challenges
- Despite the evidence for the value of the peer support role, current development programmes for the role vary between hospital and community trusts
- There is currently no standardised training available for organisations to access.

## Creating a Standardised Training Programme for Peer Support Workers

- National Collaborating Centre For Mental Health (NCCMH), Health Education England (HEE) and UCL Partners developed a competence framework and curriculum to support the expansion in the number of Peer Support Worker (PSW) roles.
- UCLPartners in collaboration with NCCMH, Care City and PPL have designed a 9-module, 10-day, PSW Training Programme
- The training programme is based on the competence framework and curriculum. The training has converted the units in the framework to training days – [the Competency Framework Map on page 13 of the supporting document](#) illustrates how the PSW Training Team mapped the competencies to each training day. Please refer to the competence framework and curriculum for more information and context
- 10 trainees completed the pilot of the training programme and provided feedback on their experiences.
- This training package aims to be flexible and adaptable, and not to over-professionalise or define too tightly a role which is about human connection and relationships (The Competence Framework for Mental Health Peer Support Workers, Part 1, Supporting Document, Health Education England, 2020). This Training Programme is our contribution to understandably contested territory.
- We have worked collaboratively to create a tool for practical use, co-producing this with system leaders through a co-design workshop initially, and with peer support workers through regular review of course content in the sessions. The package is intended to be comprehensive, but certainly not to be the final word on peer support workers and their learning.
- For a full overview of how we approached and developed the training please [download the Peer Supports Workers training supporting document](#).

# How to use this training package



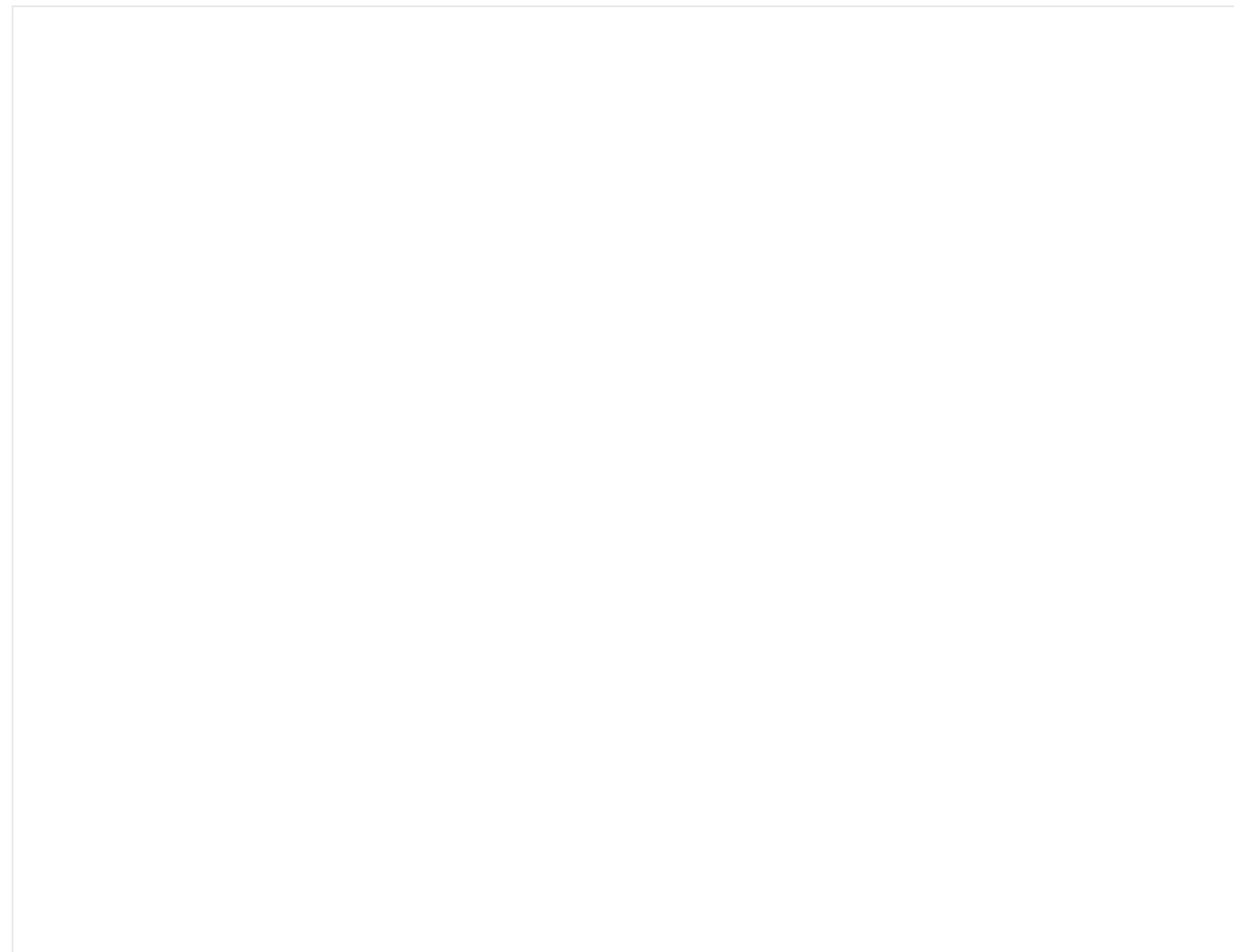
We suggest the following steps to use the training programme effectively:

1. **Understanding the background and context of the training** – the [“Why we have developed this training”](#) section provides a short summary of the background of the project. The [overview document](#) provides detailed context and background to the training alongside insights and lessons learned. The pre-reading materials at the end of the overview document should help you to contextualise the learning before approaching the 9 sessions.
2. **Read session by session in order** – these consist of training slides and material.
3. **Refer back to the competence to training map where needed** – cross reference how we adapted the competence framework to fit into each training session. This can be found on [page 48 of the overview document](#). If you want to review only the competence framework without the training sessions mapping, visit pages 7-13.
4. **Adapt the materials as you see fit for your local context** – take our materials and adjust where relevant to your organisation
5. **Make sure to include original references where possible** – we have referenced materials throughout the package, please retain these where adapting them.

# 1. Working as a peer



## Working as a peer – presentation



This section covers the following:

1. Overview of the day
2. Introductions
3. Expectations of the course
4. Training aims and outcomes
5. Programme overview
6. Exploring the peer role
7. Support plans

### Download resources

- [Working as a Peer slides \(Powerpoint\)](#)
- [Working as a Peer handout](#)
- [Guide to Wellness Action Plans](#)
- [Health and Wellness for Peer Supporters and Family Supporters](#)
- [The Peer Support Charter](#)
- [Recovery star session](#)
- [RITB Examples](#)
- [Wellness plan template](#)

## 2. Use of self



### Use of self - presentation



### Overview

This session covers the following areas:

- Recovery
- Role of self
- Self-disclosure
- Self-care & Managing stress
- Buddies and action planning

### Download resources

- [Download slidepack](#)
- [Training handouts](#)

## 3. Effective relationships



### Effective relationships – presentation

This session is designed to be delivered over two-days, but can be adapted as appropriate.



### Overview

- Building your network
- Emotional intelligence
- Building empathy
- Communication styles
- Working with families and supporters
- Barriers to relationship building
- Courageous conversations

### Download resources

- [Effective relationships slides](#)
- [Effective relationships handout](#)
- [Effective relationships questionnaire](#)

## 4. Context and frameworks



### Context and frameworks – presentation



#### Overview

- The value of legal, professional and ethical frameworks
- Confidentiality, consent and information sharing
- Safeguarding
- Self-harm and suicide prevention
- Supervision

#### Download resources

- [Download Context and Framework slides](#)
- [Download Context and Framework handouts](#)

## Get involved

[Overview](#)

[Work for us](#)

[Contact](#)

[Join our newsletter mailing list](#)

[How to get involved as a patient](#)

### Mental Health presentation



#### Overview

- Mental health and recovery
- Sharing narratives
- Working with diagnosis

#### Download materials

- [Mental Health slides](#)
- [Mental Health handouts](#)

## 6. Working with other professionals



### Working with other professionals – presentation



#### Overview

- Working better together
- Influence – spheres of control
- Assertiveness
- Conflict and collaboration

#### Download resources

- [Working with other professionals slides](#)
- [Working with other professionals handout](#)
- [Assertiveness questionnaire](#)

## 7. Supporting self-management



### Supporting self-management presentation



#### Overview

- Precontemplation
- Contemplation and preparation
- Action and maintenance
- Relapse

#### Download resources

- [Supporting self-management slides](#)
- [Supporting self-management handout](#)

## Get involved

- [Overview](#)
- [Work for us](#)
- [Contact](#)
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- [How to get involved as a patient](#)

### Supporting access to care presentation



#### Overview

- System overview
- Adult mental health case studies
- Overview of statutory services
- CAMHS case studies

#### Download resources

- [Supporting access to care slides](#)
- [Supporting access to care handouts](#)

# 9. Working with groups



## Working with groups presentation



### Overview

- The role of the facilitator
- Contracting
- Group dynamics
- Course review

### Download resources

- [Working with groups slides](#)
- [Working with groups handout](#)