

Metro South Addiction and Mental Health Services

# The integration of peer support workers into clinical mental health service delivery

Health Consumers Queensland

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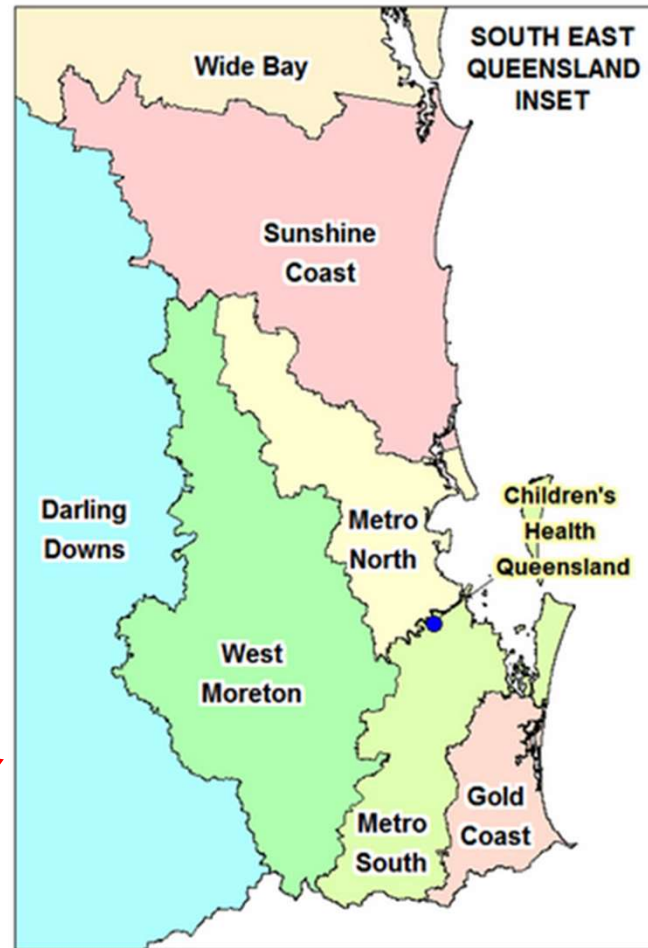
Metro South Addiction and Mental Health Services

Metro South Hospital and Health Service

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Peer Support Worker

Logan-Beaudesert Wellbeing Team



## Aims of presentation

- increase your understanding about the **important role** that peer support workers have in clinical mental health teams
- give you a **greater appreciation of the integrated role** that peer support workers have in clinical care delivery
- provide you with an **understanding of the way that peer support workers facilitate real person-centred practice** in clinically focused care teams.

# What is recovery?

...a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful and contributing life, even within the limitations caused by illness.

Recovery involves the development of new meaning and purpose in one's life as one grows beyond the ....effects of mental illness.

William A Anthony (1993)



# Why have peer support workers?

- People often seek out the support and understanding of others who have a shared experience
- Brings a unique personalised perspective – walk alongside the person as they navigate their own recovery
- Promote recovery through positive role modelling – to **consumers**, to their **families/carers AND staff**
- Peer support focuses on wellness, strengths and recovery rather than on illness, deficits and disability
- Staff get to see patients when they are well
- Peer support workers are often ‘beacons’ of hope
- Are a source of information on their personal experience
- Normalises the experience of mental health and lowers stigma

# Integrated model of peer support

- Enabling better rehabilitation through consumer-oriented insight:
  - finding practical consumer-focused ways to increase the impact of services
- Emotional and practical support are essential to healing
  - providing these supports fosters a belief that healing is possible
- Lived experience is key
  - engaging peer support workers (PSWs) as part of clinical teams to participate directly in the development and delivery of high quality integrated clinical care



# Peer support worker requirements

- **MUST** have a lived experience of mental illness...and
- have completed relevant training in either:
  - Certificate IV in Mental Health
  - Certificate IV in Mental Health Peer Work
  - Certificate IV in Community Services
  - or can demonstrate that they are undertaking these studies...and
- must possess the necessary attitudes, skills, knowledge and attributes to undertake the role effectively.

# Supports to employ the Peer Support Workforce

- Position description detailing scope of practice
- Orientation
- Operational supervision
- Professional/Reflective Practice supervision (monthly)
- Performance and Coaching Sessions (PCS)





## Peer workers provide support with:

- Identifying an individual's goals, strengths, challenges, coping skills
- Developing a recovery plan to suit THEIR goals
- Identifying early warning signs
- Identifying the positive signs of recovery
- Daily living skills
- Medication supervision; support via linking with pharmacist
- Planning daily and weekly activities
- Advocacy when attending appointments
- Establishing links with community and non-government organisations
- Linking to recreational activities
- Information and support to families and carers.

# The Logan-Beaudesert Wellbeing Team

- **Intensive support** to those consumers who are:
  - frequent presenters at the Emergency Department
  - regular/long-term inpatient admissions
- Both **inpatient and community** supports
- Build and promote **linkages with local community organisations**
  - Recreation
  - Socialisation
- Support the person to **build and repair relationships**
- Promoting a **positive experience with mental health**
- **Physical, emotional, practical elements of social inclusion** through support with daily living skills, activities and strategies to live a meaningful and purposeful life

# Benefits and successes

## Peer support workers:

- Provide a bridge between the consumer and the clinical staff
- Supporting the consumer and family with education/information
- Increasing the capacity of the team by providing non-clinical interventions
- PSW supported patients in ways that supported personal recovery
- Peer support workers assisted patients to navigate recovery
- Peer support worker role was more flexible than clinical roles
- Due to trust and mutuality, PSW could cross into care spaces that clinicians could not:
  - Acute care
  - Non government community based care

# Insights and learnings

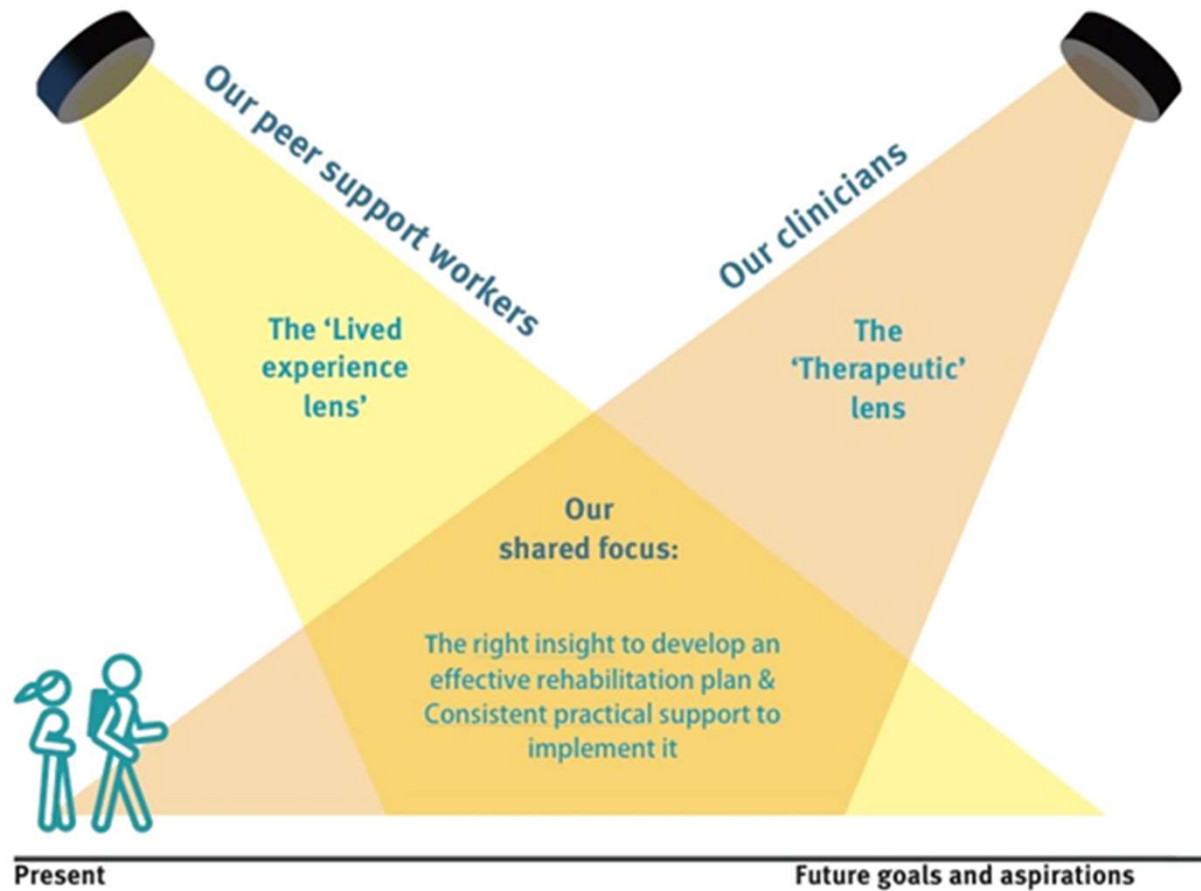
## Peer support workers:

- Able to broker relationships with patients and families
- Needed to find their voice – strong clinical focus
- Consumers trust peer support workers
- PSW support consumers with their personal recovery
- Peer support workers assisted patients to navigate recovery
- Peer support worker role was flexible and could cross into care spaces that clinicians could not:
  - Acute care
  - Non-government community based care
- Acute care staff can work with peer support workers in ways that they could not with clinicians

# Metro South AMHS Lived Experience Workforce

Level	Number
Director	1
Team Leader	1
Consumer or Carer Consultants	10
Peer Support Supervisors	2
Peer Support Workers	36
<b>TOTAL</b>	<b>50</b>

# Integration.....



# Thank you

For further information, please contact

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