

Values Framework for Peer Working



Aims

Promote the Values Framework

Raise awareness of peer working and it's benefit's

Increase understanding of the peer worker role

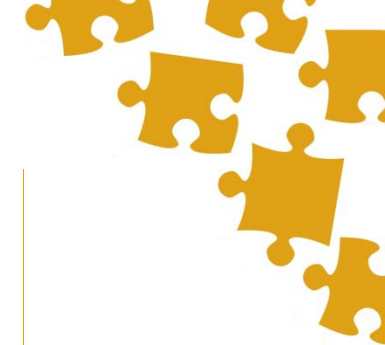


The Values Framework

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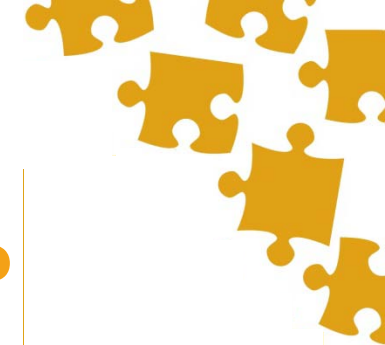


Developing a values framework

Process

Content

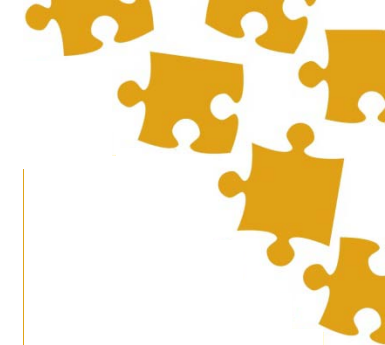




Why develop a values framework?

- **Ensure the role remains true to the peer support ethos**
- **Clarify the role and identity of peer workers**
- **Create a basis for further development of roles and services**





Developing a values framework

Behaviours

What you can see and hear



Values

Ideals a person/group has about what is of worth and important in life which determines their behaviour

Beliefs

Principles or ideas accepted as true or real

Themes

Personal Growth

Lived Experience

Compassion

Respect

Hope

Genuineness

Recovery

Mutuality



Experts by Experience



Values Framework for Peer Working



Hope

**We believe in the
reality of recovery
for all.**





Experience

We believe recovery is a unique and individual experience.



Authenticity

We believe being authentic is about being true to ourselves.

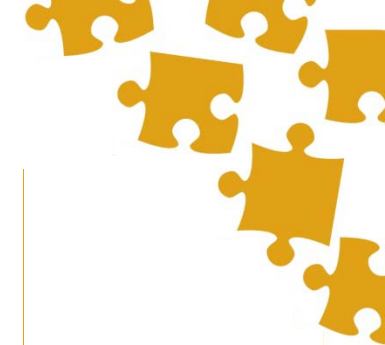




Responsibility

**We believe
wellness and
recovery involves
taking
responsibility.**





Mutuality

We believe that mutuality is core to peer working.





Empowerment

**We believe
empowerment
means being in
the driving seat.**





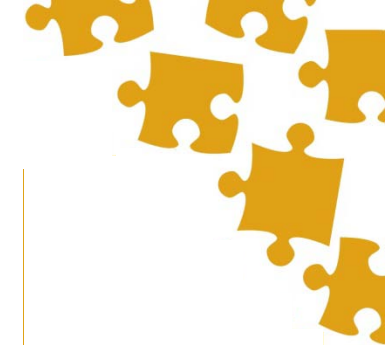
Into practice

Peers

Self

Team





Working group

“Exploring different literature, perspectives and experiences in the creation of the peer values framework was very positive. Working together, valuing, sharing and learning from each other, allowed for the creation of a framework that in my opinion takes into account the culture and where we are in taking peer work forward in Scotland.”





Geoff Huggins

Head of Reshaping Care and the Mental Health Division
The Scottish Government



Julie Repper

**Recovery Lead Nottinghamshire Healthcare NHS Trust
Assoc Professor, University of Nottingham**



What is peer support?

- *they know I'm not the expert, they know we're just us, both trying to beat the same demons, and we're trying to work things through together.*
- *... I said to her "I've got my own experience of mental illness, I've been on the ward myself and so on," and with that she sort of jumped up and gave me this huge big bear hug.*
- *People who are going through it will look at you as if to say, "you do actually know where I'm coming from" - that breaks down so much!*



What is peer support?

- People explicitly drawing on their own lived experiences to support others
- People who have been there and moved on in their lives – so they embody ‘recovery’ and convey messages of hope
- People who have found ways out of similar ‘holes’ and so bring experience and confidence to support others to find the ways out of their ‘hole’
- People who know how important it is to have someone who believes in you and takes you seriously and gives you time and space to find your feet.

Peer Support can change the lives of people supported (see Repper and Carter, 2011)

- Improved Empowerment – greater belief in, and ability to, overcome difficulties
- Improvements in quantity and quality of relationships; recipients of PSW feel more understood, accepted and liked
- Qualitative studies frequently describe the hope inspired by meeting people who have similar experiences and people who have overcome similar challenges
- Reduction in service use
- Benefits enhanced in ‘hard to reach’ groups





How?

- *I wanted to be able to show people that however low you go down, there is a way up, and there is a way out.*
- *I just want to help people kind of realise what's important for them, not what's important for me*
- *The thing I try to install is, no matter where you are, if you want to get somewhere else you can, there's always a route to get to where you want to be.*
- *I say, "We're just going to try some things out and try and work it through together". Because I know when I was really ill, I was desperate for someone to do that with me.*

Peer Support can change the lives of peer supporters

- Increased self-esteem, confidence empowerment.
- Benefits of being employed (financial, social, status, structure) combined with the supervision and safety of a job in which they are free to disclose their difficulties
- Progress personal recovery: Skills learnt on the job aid their own recovery





How ?

- *First and foremost I find it a really fulfilling job, I look forward to work every day. Planning my own diary and supporting people in what they do.*
- *I work hard to keep myself well now, I've got a reason to look after myself better.*
- *When you're driving to visit somebody and you're helping them to work towards their goals and you just think, how cool is this? I can't believe I get paid for it!*
- *It's made a real big difference to me you know, just contributing something, to them. You know and hopefully changing their lives for the better.*

Peer Support can change the system

- Communication: help providers and patients to understand each other better
- Reduce staff workload: complement work of other team members
- Change staff attitudes & drive through the philosophy of Recovery
- Break down barriers between us and them; challenge assumptions and pre-conceptions.



How?



- *When I first started going to the meetings, they were quite disrespectful about service users. Once they knew that I was one they were more positive about them.*
- *I look at things from a different angle so I can perhaps think of other ways round things, not just what's in a book, we have different ideas because we have been there.*
- *A couple of people have said, "I hadn't thought about it that way," or "It's good to have your perspective on it."*
- *I didn't expect to have this much influence but we have set up new groups and courses, changed paperwork, commented on policies, given feedback on language used and sat on interview panels.*



But there are all kinds of challenges...

- Different roles, definitions, codes of conduct, job descriptions, organisations, training, supervision .
- Risk of becoming socialised into the ‘normal way of working’
- Ambiguity about relationships, boundaries, disclosure & management of personal information
- Different factions forming and stories are developing about various forms of peer support ...

So why do we need a values framework ?

HOPE –EXPERIENCE – AUTHENTICITY – RESPONSIBILITY –MUTUALITY - EMPOWERMENT

- Improving **understanding** of peer support.
- Enhancing **consistency** in approach across the whole range of peer roles (in voluntary sector, statutory services, additional roles, existing posts, as peer trainers, peer researchers, peer interviewers etc).
- Clarifying the **goal** of peer support ie empowering the person to believe in themselves, supporting them to pursue their own goals
- Identifying the **distinctive** element of peer support: relationships based on mutuality based on shared experiences

More reasons why we need a values framework

HOPE –EXPERIENCE – AUTHENTICITY – RESPONSIBILITY –MUTUALITY - EMPOWERMENT

- Improving peers' confidence about **accountability** and boundaries –recognising the importance of personal responsibility and authentic (honest) responses.
- Providing a personal practice 'check list' for peers
After each session ask self "did I"
- Supervision guide – instrument to use in supervision –
what are most challenging values? Does the framework help generate solutions?

A basis for developing peer support?

HOPE –EXPERIENCE – AUTHENTICITY – RESPONSIBILITY –MUTUALITY - EMPOWERMENT

- Is this framework useful?
- Does it work?
- What does it tell us?
- What is missing?
- Is it enough – does it work as a fidelity framework to guide all peer work?
- How can it be developed to reflect our further understanding of peer support?





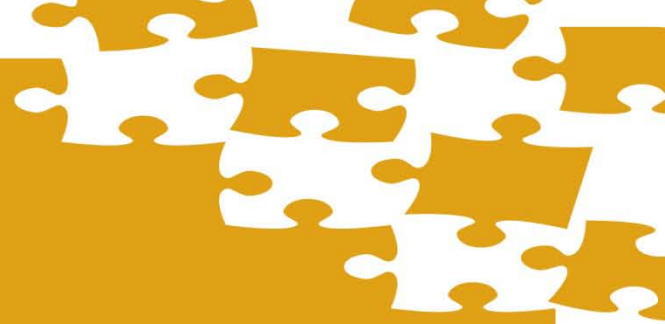
Discussion

How can we use the Values Framework to ensure the ethos of peer support remains core to peer working?

Identify the challenges

Identify the solutions





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