

What The Role Is

- To provide an introduction, practical advice, orientation and a friendly welcome to new patients
- To “Signpost”
- To help explain hospital and ward procedures



What The Role Is Not

- To be a counsellor / advocate
- To provide emotional attachment
- To sort out other people’s problems



If you are interested in becoming a Peer+ Support Worker on your ward, ask the staff

to contact:

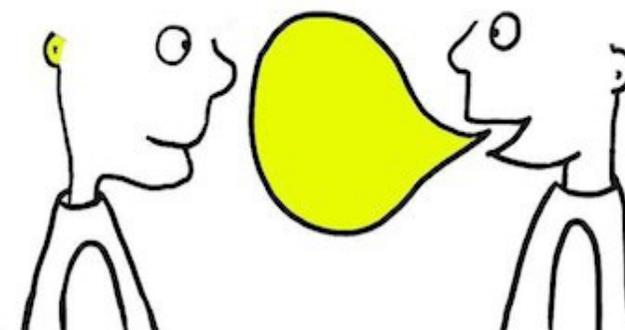
Linda Ram

Lead Social Worker

For application details and a pack

We are looking for more than one worker on your ward

Peer⁺



COMPASSION

COMMUNICATION

COMMITMENT

SUPPORT

RESPONSIBILITY

RESPECT

AIDING RECOVERY

HOPE

For Patients

By Patients

What does a Peer+ Support Worker do?

The first impact for a new patient coming onto a strange ward can be frightening.

They may have concerns such as:

- what are the other patients are like?
- What happens when?
- Will it be different to other hospitals?

The Peer+ Support Worker is a serious attempt to ease these fears.

The Peer+ Support Worker will have a badge, to show that they are someone that can help.

The staff will introduce the support worker to the new patient. They will:

- Show them around the ward,
- Show them the location of their bedroom
- Get to know the patient, and will introduce them to the other patients.



Information about ward routine is something the new patient will need immediately.

Peer+ Support Worker explain or signpost information. They can:

- Give new patients a Welcome Bag and information pack
- Give practical information, such as how to use washing machine
- Useful information to give would include meal times, and advise how to fill in menus (and to let them know about takeaway nights!)

The new patient may not have leave but they will need to know what days MDT meetings are.

Information on how to book visits by family and friends and section 17 leave is usually one of the first questions new patients will ask.



QUALITIES OF A PEER+ SUPPORT WORKER

-Good communication and listening.

-Understanding

-Helpful and friendly

-Organised

-Able to explain things

-Able to know when staff support is needed

It is important that the Peer+ Support Worker is not seen as a counsellor.

Confidentiality is vital to build trust. If the new patient wants to share very personal things, or has a problem, they should be offered the support of staff.

The support worker is not a provider of basic requirements such as money or tobacco.

There is training and support provided when becoming a Peer+ Support Worker

