

Kneesworth House Hospital

Peer Plus Support Worker

Role Description

Summary

The role of a Peer Plus Support Worker is to provide support to new admissions on your ward by introducing them to the rest of the patients and staff and by explaining the ward routines. After the patient has met with the clinical team on the ward you will be one of the first points of contact for new admissions to help them settle in and offer some support.

You have already experienced what it is like to arrive somewhere new and different, to not know anyone and maybe feel scared or worried. You will be able to share your experiences and offer advice, tips and a friendly welcome.

This role does not in any way remove any responsibility from the nursing staff who also have a duty to ensure patients are welcomed and oriented to the ward and have procedures explained to them. You may go over the same points as the nursing staff, but this can be an effective way of helping a newly admitted patient to remember things.

Main Duties

Introduction and Orientation

- Introduce new patient to other patients and staff on the ward
- Tour of the ward
- Ward contact details
- Find out who Primary Nurse is
- Provide leaflets, e.g. Complaints etc

Practicalities

- Show how to use the washing machine / tumble dryer
- Explanation of contraband items
- Explanation of electronic items in bedroom i.e. PAT testing etc.
- Storage of property
- Phone calls
- Explanation of the shop and what patients can buy

Ward Routines and Timetables

- Explanation of timetables / activities
- Explanation of ward round, ward round agenda, what type of activities / things can be requested at ward round
- Explanation of what services are available, e.g. Library, Chaplaincy etc
- When are ward / community meetings

- When is bedtime
- When are medication times
- Smoking timetable
- Non smokers / courtyard access

Meals

- Explanation of mealtimes
- How to choose meals and when
- Special dietary requirements
- When is takeaway night

Leave and Visits

- How to book your visits
- Visitors ID
- Visits with children
- Section 17 leave and how it works
- Home visits and visits off the ward

Skills and Experience

You will be required to have certain skills and experience to enable you to fulfil your responsibilities. You must be:

- An excellent communicator
- Good at listening and understanding
- Helpful and friendly
- Responsible and organised
- Confident
- Mindful of boundaries and confidentiality
- Able to explain the ward routines clearly and correctly
- Able to commit to the role
- Able to identify if you need help or support from staff

This is not a complete list; other points may come up in your discussions. These tasks may not necessarily be completed in one day and it might be more beneficial to spend a few days or even a few weeks going over the points in stages to help the new admission take everything in.

If it is appropriate, you may also link up with patients already at Kneesworth House who are going through, or are about to go through, a difficult time. You may be asked to support patients who are worried about their first Tribunal, for example, or their first section 17 leave. If you have made progress through your pathway and are in low secure or rehabilitation, you may be asked to support someone who is about to step down in security to offer some support and advice and to share your experiences.

You will be made aware of a new admission before they arrive and you will be supported in contacting them to introduce yourself if this is appropriate.