

Manager Briefing Information Sheet



Congratulations! You are receiving this information sheet because you have a newly trained Peer Supporter in your team. Thank you for supporting them to attend the training. By supporting your Peer Supporter you are supporting your team's wellbeing. The Peer Support Programme is supported and approved by the Board Strategic Executive Group and the Board Mental Health and Wellbeing Group. Many teams benefit tremendously from have a Peer Supporter as a listening ear when staff need some support. As their manager, you will no doubt be wondering how you can support your staff member to implement Peer Support across your service. We have pulled together actions which other managers have found helpful in getting Peer Support up and running:

1. Increase the focus on emotional wellbeing and stress management by promoting the Level 1 Learnpro module '*GGC 277: Looking After Yourself and Others*' widely throughout your service. HSCP staff can find this module on Local Authority platforms. Encourage staff to complete the module and help them find time (30 minutes) for doing the module. Ultimately, the Peer Support team is aiming for all staff to have completed this module to support wellbeing.
2. Meet with your Peer Supporter to discuss and agree a plan for the following:
 - a. How to promote the Level 1 module across your service.
 - b. How to raise understanding/educate your team about Peer Support. The Peer Supporter could, for example, do a presentation and Q&A about Peer Support at a team meeting.
 - c. Review and finalise an implementation plan to roll out Peer Support in your team/building/service. Your Peer Supporter has a draft plan which they started in training, and which they can now work with you to refine and finalise.
 - d. How your Peer Supporter is going to stay faithful to the Peer Support model and keep up to date with their skills. Please encourage your Peer Supporter to regularly attend our monthly Reflective Practice Sessions (1 hour on Teams) and quarterly Skills Practice Session (1.5 hours on Teams), read the Peer Supporter toolkit, and regularly check the Peer Supporter Teams Channel.
 - e. How you and your Peer Supporter will remind people of Peer Support at times of difficulty (e.g. after difficult patient interactions, patient complaints, staff returns to work after absence).

It's important to set expectations that Peer Support takes time to implement and yield results. However, over time implementing Peer Support in your service can lead to improvements in staff wellbeing through reducing stigma and increasing positive self-management behaviour, and helping staff feel connected and supported. The

success of Peer Support will depend on your Peer Supporter creating informal opportunities to provide Peer Support, and role modelling Peer Support values (non-judgement, confidentiality, and empathy).

There are no guidelines for the amount of time Peer Support will take as this will depend on a number of factors including the number of Peer Supporters you have in your area, how much demand there is for Peer Support, and how Peer Support is rolled out in your area. However, your Peer Supporter may need your help to free up some time for them to attend reflective practice and skills practice sessions, and work with you to embed and promote Peer Support and staff wellbeing in your area. We recommend that Peer Supporters attend a minimum of two reflective practice sessions and one skills practice session/year in order to develop and maintain their skills and keep up to date with development of the Peer Support programme. To support this you may want to consider reflecting Peer Support and time for skill development in the staff member's personal development plan.

You may want to think about whether you would benefit from attending Peer Support training, in order to learn more about Peer Support and help your Peer Supporter implement Peer Support in your area. You may also want to think about whether your area would benefit from training more Peer Supporters to create a critical mass across your service.

Finally, setting up regular meetings between managers and Peer Supporters in your service can help to promote and implement Peer Support. These meetings could focus on roll-out and uptake of the Level 1 module, reflect on staff emotional wellbeing in your service, and problem-solve how to overcome any barriers to implementing Peer Support.

Kind regards,

Dr. Maggie Cunningham

Dr. Maggie Cunningham, Principal Clinical Health Psychologist

On behalf of the Peer Support Team

For more information, please visit our webpage: [Peer Support Network - NHSGGC](#)

And our playlist on the National Wellbeing Hub webpage: [Peer Support in the workplace: putting theory into practice - National Wellbeing Hub](#)

For any questions or queries, please contact peer.support@ggc.scot.nhs.uk