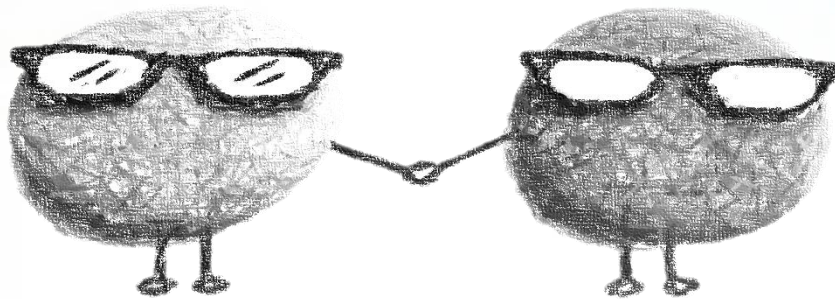


Staff Care Peer Support Leaflet



You can play your part every day in supporting your colleagues simply by being kind, supportive and mindful of their needs.

Introduction

NHS Ayrshire and Arran recognise that in order to maintain and develop an effective workforce, we need to be proactive in empowering staff to take control of their wellbeing by focussing on their strengths and abilities. The concept of Peer Support has been developing locally for a number of years and fits well with the increasing national recognition of, and emphasis on, staff health and wellbeing.

What is peer support?

The Staff Care Peer Support Service offers a confidential person-centred “listening service” which uses active listening to help build resilience and enhance wellbeing. It is part of a range of wellbeing support available for all NHS Ayrshire and Arran employee’s, at any level. It allows you to talk about yourself and what is happening with you or your loved ones.

The aim of Peer Support is to:

- focus on listening and discussion
- provide a space where you feel accepted and understood
- treat everyone's experiences as being equally important
- introduce you to ideas and approaches that others have found helpful
- reassure you that you're not alone in how you are feeling
- help you to connect with others and give you a sense of belonging
- encourage you to value your strengths
- support people to make changes for their own wellbeing
- help people build social supports and make community connections
- help staff to feel more hopeful about the future

Why do people access peer support

There are times when individuals find it beneficial to discuss personal circumstances or challenges at work with a confidential listening ear outside of the situation who can offer non-judgemental, sensitive and compassionate support.

Staff members would typically be assigned to peer support for support with

- Work related stress
- Relationship problems with partner or children
- Isolation and loneliness
- Just moved to area for work
- Newly qualified staff struggling with work
- A need for information on community resources

How to access Staff Care Peer Support

All referrals will come through the Staff Care mailbox or mobile phone. Initial contact information will be taken by the staff care administrator. The Staff Care team will determine appropriate referrals through a follow up phone assessment. Peer Support referrals will then be passed to the Peer Support Team to be allocated to an appropriate Peer Supporter.

Confidential Staff Care Mailbox StaffCare@aapct.scot.nhs.uk

Staff Care Mobile **07824 596511**

What to expect

Clients will meet with a trained listener for an initial introductory appointment. If you feel that this service would be helpful for you, we will then offer you 3 sessions to allow you to feel heard and supported. Please be aware this is a confidential service.

Better Health Hub

We work closely with the Better Health Hub which ensures our knowledge of local services. This enables us to put staff in contact with the right people to help you solve other problems that might be having an impact in your life.

Medical Peer Support

We are offering Medical Peer Support (MPS) for doctors who are no longer in training as a confidential, compassionate, non-judgemental listening ear. Experiencing a difficult clinical or personal situation can lead to significant emotional distress and self-doubt. This can be linked with different reactions and symptoms including a feeling of shame and fear, anxiety, loss of confidence, fatigue and poor sleep.

In addition we as senior clinicians may feel a sense of isolation as we are trying to cope on our own. Evidence suggests that we prefer to talk to a colleague after an adverse event or when we experience a difficult situation.

Confidential Mailbox: aa.medicalpeersupport@aapct.scot.nhs.uk

(Please note **NO** identifiers of people/the incident or event should be placed in this email)

For further information access Athena - MPS2 in the search engine

Dr Hans Hartung hans.hartung@aapct.scot.nhs.uk

Dr Julie Gordon julie.gordon@aapct.scot.nhs.uk

Staff Care Peer Support Contact details

Monday to Friday 0900 – 1600

For any cancellations or to change appointment please phone

Staff Care Peer Support Mobile 07825227978

Other Services

Your own GP

NHS 24 111 www.nhs24.scot

Samaritans 116 123 <https://www.samaritans.org/>

Breathing Space 0800 83 85 87 <https://breathingspace.scot/>

Other useful resources

[National Wellbeing Hub](#)


[Mind to Mind | NHS inform](#)

<https://www.cntw.nhs.uk/resource-library/relaxation-techniques/>


<https://web.ntw.nhs.uk/selfhelp/> (For a range of self–help leaflets)

(Special thanks to Northumberland, Tyne and Wear Foundation Trust)


Feedback from people who have used the Peer Support service.....



“So good to be able to trust someone to share my experiences with”



“Found the peer supporter so easy to talk to”



“It was good to have someone listen to me. I felt heard for the first time in a long time”