Psychologically Informed Peer Mentoring

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Outline

- Background of the project
- Client case studies
- Changes to the programme
- Issues around implementation
- Data—client and peer outcomes

Project Background

- Outcome Home—Social Enterprise
- Two main streams of funding
  - Basingstoke council by MHCLG July 2018 – Dec 2019
  - RSI by MHCLG April 2019 – April 2020
- First pot of money helped to set up for success of second
  - Develop relationships
  - Try things out
  - Get to know the areas and what gaps might benefit from peers
  - Recruit peers!!

Context of Areas

- Basingstoke - Social Inclusion partnership (SIP)

- Winchester recently started similar group (SIG)

- MEAM areas

- Research suggest that for peer support to be effective, there needs to be support, acceptance, and value of lived experience (Barker et al., 2018)

Evidence-Based Model

▶ Research aimed to identify and define the underlying change mechanisms involved in homelessness and peer support

  ▶ Reviewed research articles, peer programmes, interviews with peers, clients, and staff to come up with a model of how peer support works

  ▶ See Barker & Maguire, (2017); Barker et al., (2018; 2019)

▶ Model describes a specific type of peer support:

  ▶ Intentional, Unidirectional Peer support (Peer Mentorship)

Theoretical Model of Peer Support
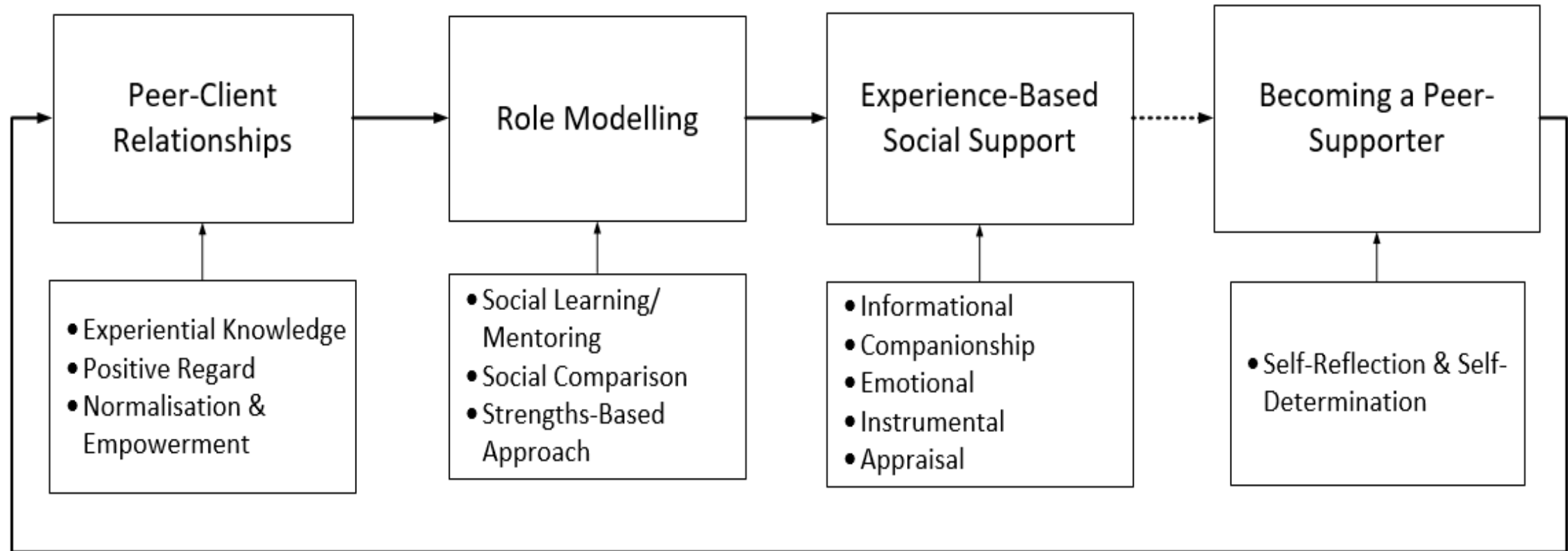
Practical Model of Peer Support

Supporting the Client:

- Our purpose is to reduce rough sleeping and encourage engagement in services
- Client-directed care—their values and goals
- Encourage the system to work for clients
- Lean on the services!
- Pressure to do their job!

Support for the Peer:

- Training
- Supervision & Support from Psychologists—KEY
- Support from other peers
- Reflective practice sessions
- Experience
- Opportunity for growth

Life is like an airplane. You have to put your own oxygen mask on first.

Both need to happen for peer mentoring to be effective!

Case Study 1: R (Win!)

- R is autistic but staff didn't know about it
- Rent arrears—found out why and put plan in place
- Flat in bad shape
- Being bullied
- He now has reduced arrears and got apprenticeship.

Case Study 2: TM (Lesson Learned!)

- Complex case
- Too much psychiatric background
- Formed emotional dependencies
- Violent & unpredictable
- Longest stay in hostel
- Not enough background info

Case Study 3: GM (Win!)

- Vulnerably housed
- Mental health problems
- Under threat of eviction
- Felt unsafe in his own home
- Sofa surfing
- Now happy at home and working
- Making and going to his own appointments

Case Study 4: AB (Lesson Learned!)

- In and out of prison / substance misuse
- Sleeping rough
- Not engaging
- Universal credit set up
- Struggling with life
- Now in a shared house
- Coming to terms with his life

How We Adapted

- Training
- Recruitment, Interview, and Training goals
- More focused role definition—but context dependent and reliance on relationships
  - Activity summaries
  - Communication clarity
- Who provides Reflective Practice/supervision
- Practical aspects—group chat
- Flexibility for peers

Implementation Issues

- ▶ Recruitment
- ▶ Getting clients to start—drop-in sessions
- ▶ Having a 'Charlie' vs not having a 'Charlie'
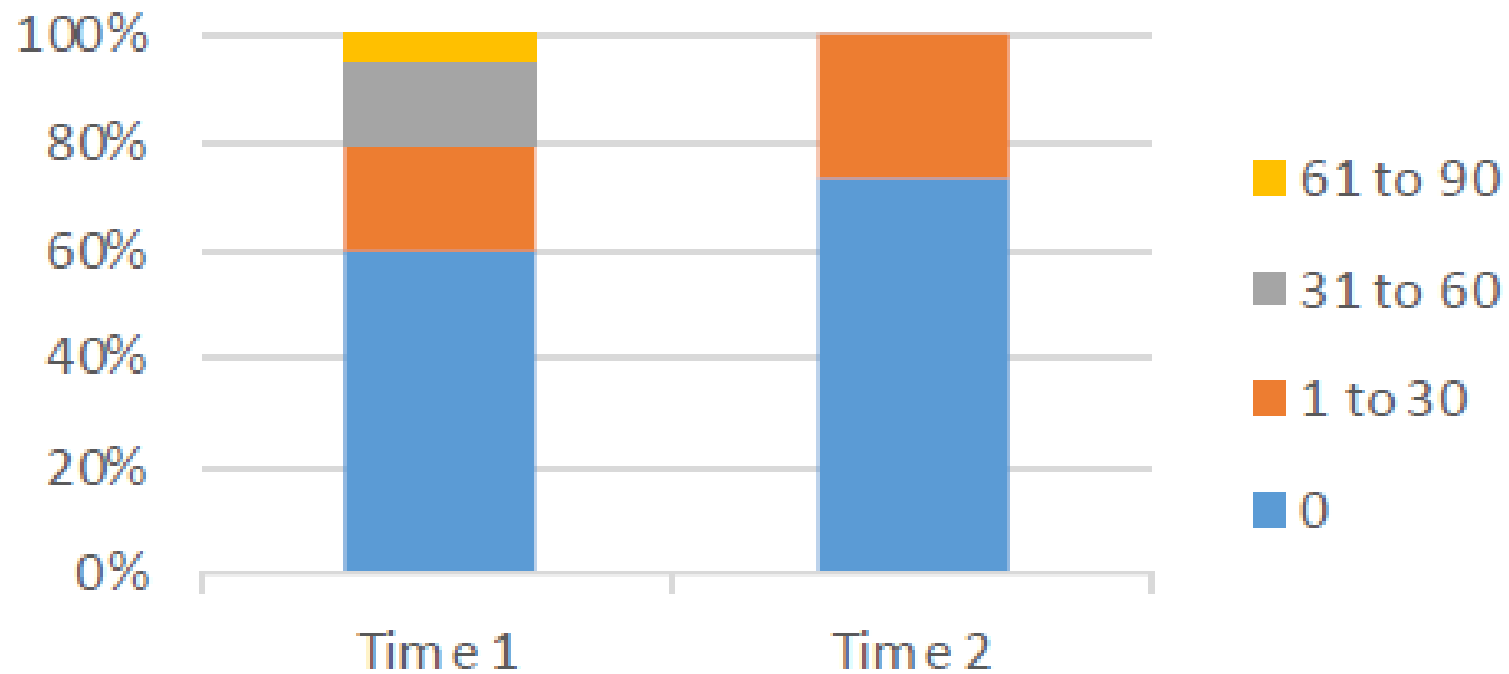- ▶ Team dynamics
- ▶ Client notes!

Peer Outcomes
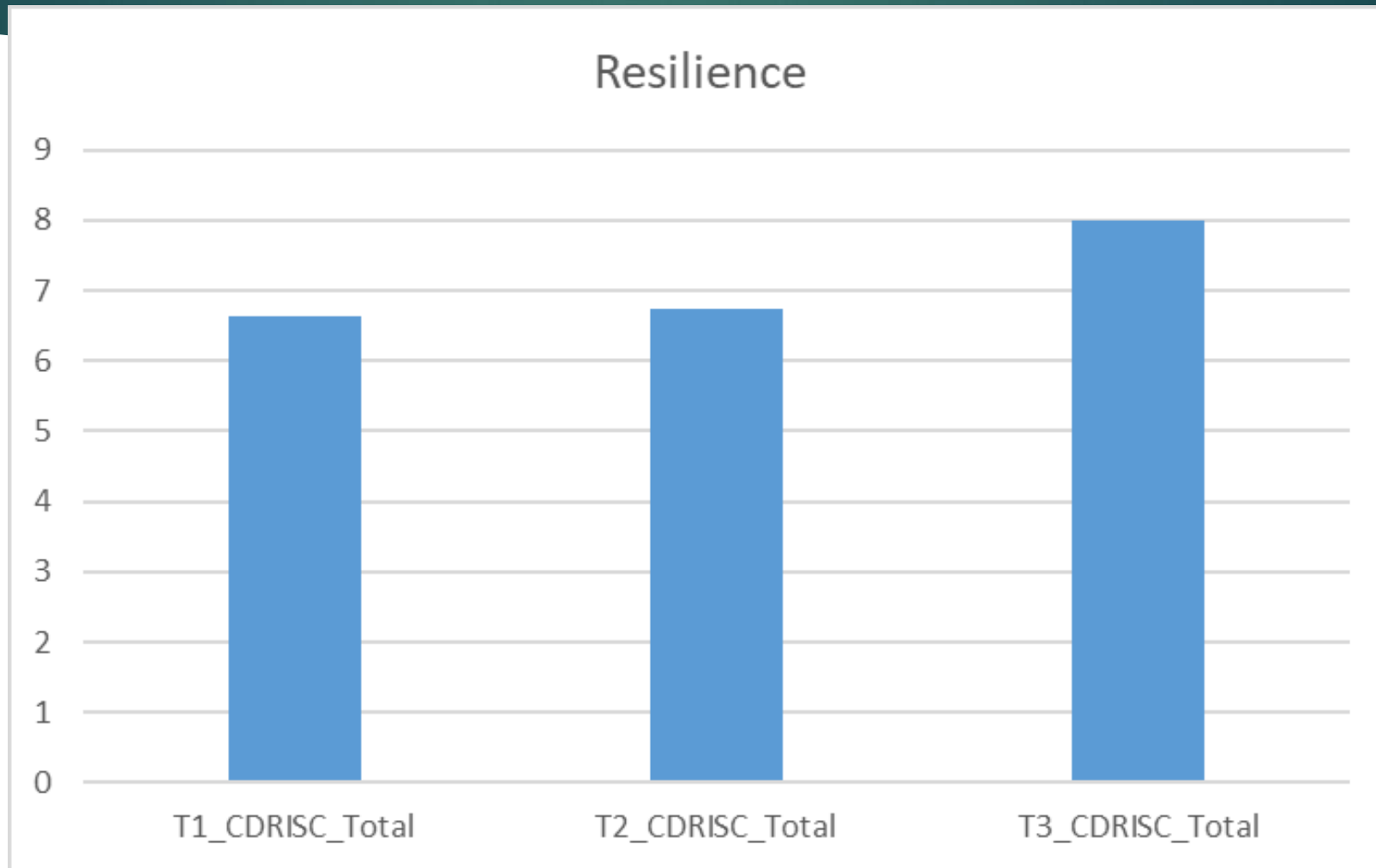
Client Outcomes

- 51 Clie

Housing situation
Nights spent sleeping rough (past 3 months)

References

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▶ Barker, S., & Maguire, N. (2017). Experts by experience: peer support and its use with the homeless. *Community Mental Health Journal*, 53(5), 598-612. DOI: 10.1007/s10597-017-0102-2

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