

The background of the slide is a soft-focus photograph of a calm body of water, likely a lake or a wide river. The water reflects the surrounding environment, which includes a dense forest of green trees on the left and right banks. In the distance, misty or hazy mountains are visible under a pale, overcast sky. The overall color palette is muted, with various shades of green, blue, and grey, creating a serene and contemplative atmosphere.

Peer Support Service – A Critical Stepping Stone to Recovery-based Practice in Hong Kong

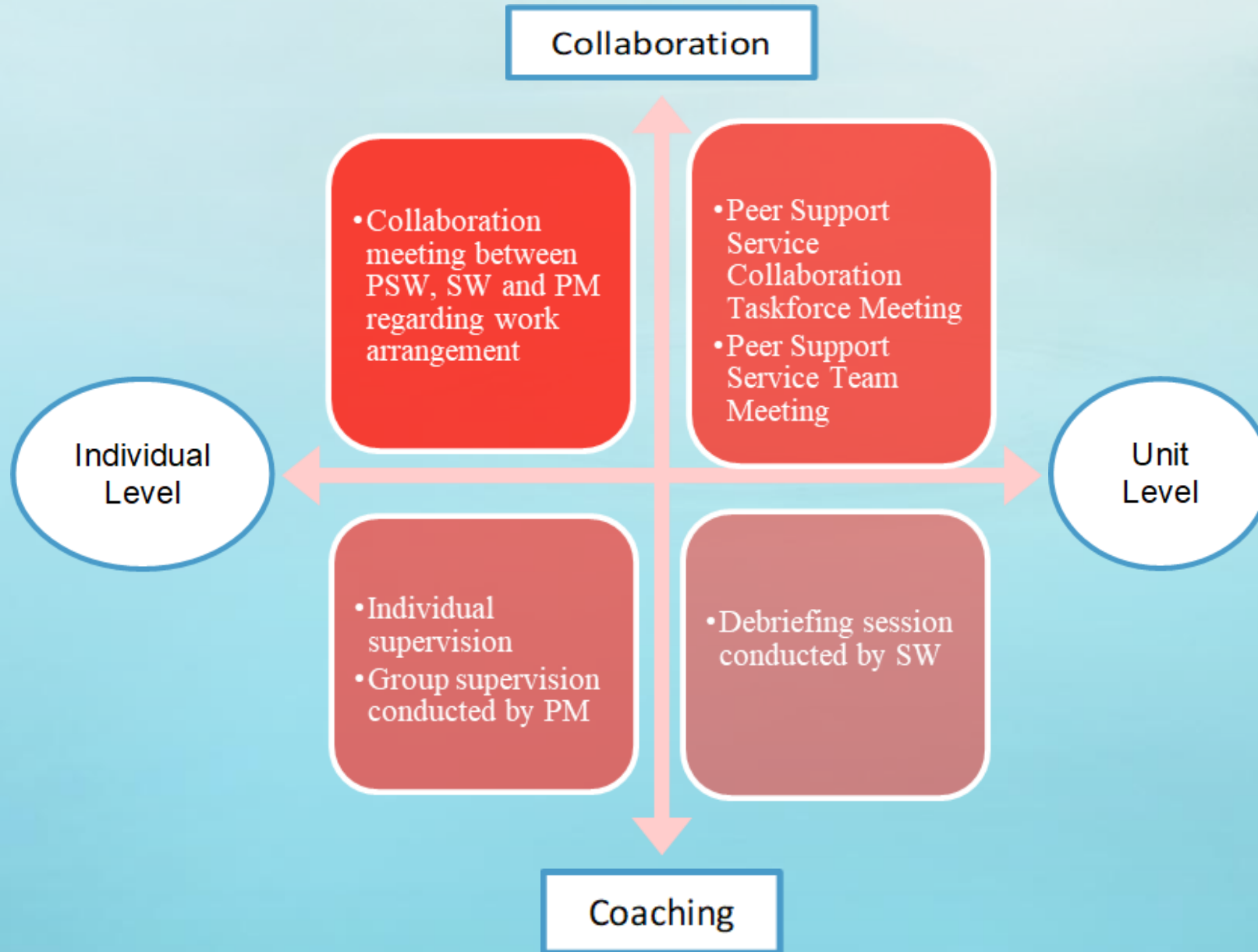
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Two-year Pilot Project of Peer Support Service (PSS)

- Project period: 2016 – 2018
- Three objectives:
 - To speed up recovery of service users through training and peer supporter employment
 - To provide peer support service to service users through trained peer supporters
 - To deepen public acceptance of service users
- A centrally administrated operation mode was adopted with following rationale:
 - To provide inter-peer support, training and coaching
 - To enhance collaboration amongst different service units

Our Centralized Operation Mode



An evaluative study for PSS

● Objectives:

- ❑ To evaluate the achievement of PSS objectives
- ❑ To collect the views of different relevant stakeholders on PSS
- ❑ To explore the future development of PSS after regularization of subvention from Government

An evaluative study for PSS

- Methodologies:

- ☐ Questionnaires

- ☐ Focus groups of different relevant stakeholders

- ☐ Consultation during PSS team meeting and taskforce meetings with service units

Different stakeholders



Design of focus groups

- For both peer supporters and service users:
 - ❑ CHIME Framework was selected in evaluating the achievement of the first two PSS objectives
- For both peer staff and non-peer staff:
 - ❑ Team integration with newly setup post of peer supporters
 - ❑ Difference in service provision between peers and non-peers
- For all of the above-mentioned stakeholders:
 - ❑ Expectations on PSS development

CHIME Framework

Connectedness:

Peer support,
Relationships,
Support from
others,
Being part of
community.

Hope:

Believe in
possibility of
recovery,
Motivation to
change,
Hope-inspiring
relationship
Positive thinking
and valuing
success,
Having dreams
and aspirations.

Identity:

Having different
dimensions of
identity,
Rebuilding or
regaining
positive sense of
self,
Overcoming
stigma.

Meaning in life:

Accepting and
normalizing MI,
Development of
spirituality,
QOL,
Meaningful life
and social roles,
Rebuilding life.

Empowerment:

Personal
responsibility,
Coping over life,
Focusing upon
strengths.

Result of evaluative study on peer supporters

- Questionnaires from service users (N=414):
 - ▣ 99% satisfaction with PSS
- Focus group of peer supporters (N=9):
 - ▣ Connectedness: individual, peer to service users and community
 - ▣ Hope and optimism: hope inspiring relationship and motivation to change
 - ▣ Identity: overcoming self-stigma and public stigma
 - ▣ Meaning in life: developing new skills, accepting and normalizing mental illness
 - ▣ Empowerment: personal responsibility and combating stigma through identity regained

Result of evaluative study on service users receiving PSS

- Focus group of service users from different services (N=14):
 - ▣ Connectedness: caring and support from peer supporters
 - ▣ Hope and optimism: role modeling
 - ▣ Identity: rebuilding positive sense of self
 - ▣ Meaning in life: resume with activities to increase well-being
 - ▣ Empowerment: similar lived experience lifted up involvement in care planning

Result of evaluative study on non-peer staff working with peer supporters

- Focus group of non-peer staff from different services (N=20):
- Regarding team integration:
 - Role confusion in relation with peer staff
 - Confusion about job duties of peer staff
 - Inadequate duration of stay of peer staff due to rotation/ deployment amongst units
 - Shifts duty due to other engagement of part-time peer staff
- Differences in service provision between peer and non-peer staff:
 - Difference ≠ Comparison
 - Peer staff with unique lived experience have robust penetration power (power to convince) in front of service users or public
 - Peer staff have hope inspiration to service users serving role model in recovery (acceptance of non-linearity, motivation to change, pursuit of new life goals etc.)

Result of evaluative study on peer staff working in service units

- Focus group of peer staff (N=9):

- Regarding team integration:

- Unfamiliarity with team operation of service as well as other staff
- Dissemination of message is missed sometime
- Excitement in communicating with other staff when role is switched to staff
- Inadequate time to familiar with different service operation and culture

- Differences in service provision between peer and non-peer staff:

- Difference ≠ Comparison
- Peer staff had an impression that service users are more willing to approach them
- Service users see hope as peer supporters serving role modeling
- Nine peer staff under central administration so that they could have more communications and collaboration across the units

Expectations on future development

- From peer staff:
 - A position with desk, tray and name card
 - PSS sharing for non-peer staff
 - Invite views of peer supporters in casework and programs
 - Hybrid mode of operation combining service unit management and central administration support
- From non-peer staff:
 - Role of peer supporters and peer support service incorporating with service of unit
 - Time and content for communications with peer staff
 - Provision of peer staff training by central administration while management of peer staff under service unit
 - Role clarity and consensus regarding team communication and casework handling
- From service users:
 - Increase the time for peer staff to stay in the service units
 - Increase the frequency of chats/ sharing interviews with peer staff
 - Peer supporters can have other post promotion to uplift employment of service users (peer staff)

Key findings in evaluative study

- Recovery of service users through peer support training and employment was speeded up, and
- Peer support service was provided through trained peer supporters:
 - Recognition of the role of peer supporters and peer support service were profoundly established in recovery-oriented practice
 - Self-esteem and confidence of peer supporters were strengthened
 - Peer staff treasured the inter-peer support system under management of central administration
 - Agency-based training arranged and coaching were recognized
 - Communication and collaboration amongst service units were increased

Implications for PSS development

- A centrally administered mode in operation:
 - Increase of job exposures of peer staff in different service sectors
 - Increase of synergies regarding peer manpower utilization, cross-unit collaborations and PSS exploration
- Inter-peer support system:
 - Buddy support in same service unit allows mutual learning and support
- Operation at service unit level:
 - Mutual introduction of PSS and unit service
 - Exercise on service incorporation between PSS and unit service to increase service clarity amongst both peer and non-peer staff, and explore different service development
 - Both hard and soft preparation to increase sense of belongingness to unit
- Training of peer supporter:
 - Facilitator training of WRAP or Mental Health First Aid etc.
 - Recovery College in HK
 - Agency-based peer support training and open employment training

Conclusion

Service users enter the field and contribute themselves as lived experience expertise into the mental health service provision system embarked a new generation of recovery practice in Hong Kong.

Acknowledgement to... for completion of Project

- Peer supporters
- Social workers in all service units as coordinators
- Officers-in-charge in all service units
- Project-in-charge and Service Development Officer
- Research and Development Officer
- Research Assistant

A serene landscape featuring a calm lake that reflects the surrounding misty mountains and a soft rainbow in the sky. The scene is peaceful and atmospheric, with the text 'Thank you~' centered over the water.

Thank you~