

Alternatives to Crisis Programme Individual Service Profile

– Peer Support Service Isle of Wight

Table of Contents

1.	Introduction.....	1
2.	Methods.....	1
3.	Data reported	1
5.	Service activity data	2
6.	Personal characteristics data.....	4
7.	Feedback from the people who contacted the service for support.....	5
8.	Summary	6

1. Introduction

This Individual Service Profile expands on the information provided in the accompanying Final Report slide set. It looks at this specific Alternatives to Crisis (A to C) service in more detail, exploring service setup; how the service is staffed; what challenges the service has faced; what has worked well; and what has changed for the service over the lifetime of the evaluation. It also presents activity data for the service for the period 01 April 2022 – 30 June 2023, along with feedback from people who used the service, which was collected via the online and postcard surveys.

2. Methods

Information on each of the A to C services has been collected since July 2021, when scoping for this evaluation began. The evaluation team met with service managers and members of service staff on multiple occasions during the data collection period (01 April 2022 – 30 June 2023), and where appropriate, service visits were also arranged, so that the service could be seen in person.

Service managers and staff were also invited to attend and feedback through the Rapid Insight Events held in June 2022 and April 2023. At the end of the data collection period a follow up meeting was arranged with each service to reflect on the challenges the services had faced, what had worked well, and how the services have changed during the evaluation period. This meeting also provided an opportunity to check that the evaluation had up-to-date information on the service setup and staffing structure. Discussion logs were kept for each service meeting.

Feedback from the people who used the services was collected via interviews, online surveys and data collection postcards. The online surveys were circulated between March 2023 and June 2023. The postcards and ballot boxes were distributed to the services in March 2023 and collected in June 2023. Both the survey and the postcard included short multiple choice style questions and free text questions, where people could provide further comments about their experience of the service. This Individual Service Profile includes the feedback from both the online survey and the data collection postcards. The findings from the interviews are presented separately in Appendix V.

The service meeting discussion logs, the findings from the Rapid Insight events, the feedback from the multiple-choice survey questions, and the quantitative activity data collected through the Standardised Data Collection Tool, has fed into the information presented below.

3. Data reported

The evaluation can only report against the data fields that were provided. Furthermore, if the quality of data submitted was insufficient for analysis to be performed, it was not included. Please see slides 25 -29 in the Final Report slide set for further information on evaluation challenges and data issues.

4. Service Information – Peer Support Service

Peer Support Service

Based within the Integrated Mental Health Hub

South Block, St. Mary's Hospital, Parkhurst Rd, Newport, Isle of Wight, PO30 5TG

4.1. Service Overview

The Peer Support Service is provided by the Isle of Wight NHS Trust and is based within the Integrated Mental Health Hub (IMHH) at St Mary's Hospital in Newport. Peer support workers joined the Hub from June 2021 and began taking referrals from September 2021. Their role is to support people in person and/or over the telephone, or e-mail, providing brief social intervention to prevent escalation into crisis, de-escalate during a crisis, or to support with recovery following a crisis – preventing re-escalation. The service takes referrals from both mental health and physical health services however, they receive most referrals from the Single Point of Access Team, the Liaison Team and the Crisis Home Treatment Team. Peer Support is available: 09:00 – 17:00, Monday - Friday.

The intended staffing model at the start of the evaluation included:

- 1 x Band 5 Peer Support Lead (0.6)
- 1 x Band 4 Peer Support Worker
- 5 x Band 3 Peer Support Workers (3.2 WTE)

However, the service lead, Laura Crow, highlighted that the service has had significant staffing issues with several members of staff on different forms of long-term leave during the evaluation period. This has left the service significantly under resourced at various points.

5. Service activity data - Peer Support Service

The following data was collected between 01 April 2022 and 30 June 2023 by the Peer Support Service via the evaluation's Standardised Data Collection Tool. The service provided NHS numbers for 35 people supported through direct referrals.

However, the service Provider Lead from Isle of Wight NHS Trust, Christa Dilleyston, stated that while this data is accurate, it only reflects direct referrals to the Peer Support Service as the service was unable to capture data to reflect the role the peers play in supporting 'other' services. Other activity which was not submitted during the data collection period includes:

- Supporting patient discharge from the Sevenacres Inpatient Unit (mental health/psychiatric inpatient unit at St Mary's Hospital in Newport)
- Facilitating a local peer support group

Consequently, the evaluation cannot report on the full impact or activity of the service. The information provided in this Individual Service Profile is for information only.

Between 01 April 2022 and 30 June 2023:



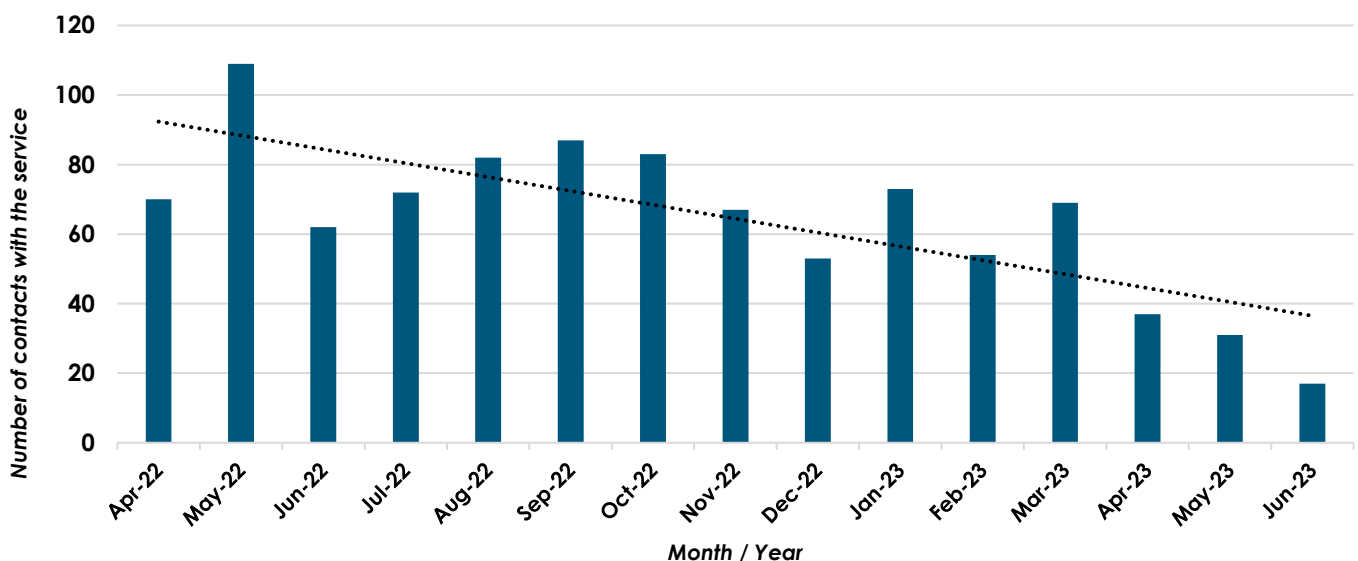
- The **Peer Support Service supported 35 direct referrals, across 967 contacts**, with an average of 64 contacts per month and **an average of two contacts per shift**.



- **48% of the contact with Peer Support Service was by e-mail**, 34% was over the telephone, the remaining 18% was face-to-face.

The following graph (figure 1) shows the number of contacts with the Peer Support Service by month over the evaluation data collection period. The trendline has been added and demonstrates a decreasing number of contacts over the evaluation period.

Figure 1: Number of contacts with the Peer Support Service between 01 October 2022 and 30 June 2023, by month



The word cloud in figure 2 on the following page shows the reasons people contacted the Peer Support Service between 01 October 2022 and 30 June 2023. The size of the words reflects the frequency they were recorded. This data was recorded within the Standardised Data Collection Tool for the 967 contacts with the service. 58% of the contact was due to anxiety. The range of words within the cloud is limited as the service chose to create a short drop-down list of options to select in answer to 'reason for visit'.



Figure 2: Word cloud showing the reasons people contacted the Peer Support Service for support



6. Personal characteristics data – Peer Support Service

Personal characteristics data is only reported against the fields where there was 50% or more of the data provided. The service reported against 'age' and 'military veteran' status. None of the 35 people in touch with the service was a military veteran. The service also provided their own version of the gender identity data which was limited to 'male' or 'female'. The other fields contained insufficient data to report (see slide 29 in the Final Report).

Out of the 35 people who were in contact with the Peer Support Service between 01 April 2022 and 30 June 2023 ...



➤ **57% (20/35) identified as female**



➤ **69% (24/35) were White British**, while 9% (3/35) were simply recorded as 'White'. There was no ethnicity data reported for the remaining 8 people.



➤ The **average age** was **49 years**.

Figure 3: Age band by gender identity for the people who contacted the Peer Support Service between 01 October 2022 and 30 June 2023

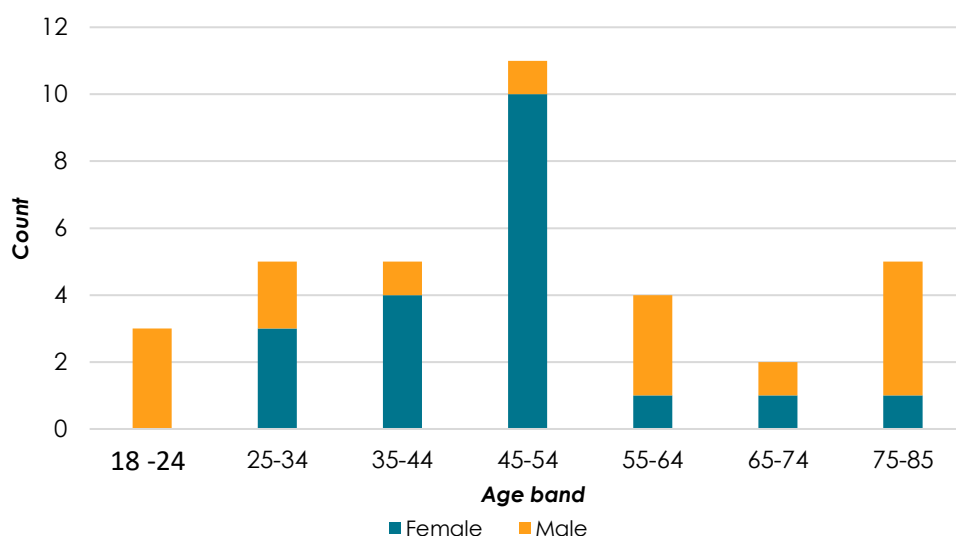


Figure 3 shows that the largest group was females aged 45 to 54 years. The largest groups of males were 75 to 85-year-olds, closely followed by 18 to 24-year-olds.



7. Feedback from the people who contacted the service for support

Online surveys were used to collect feedback from people contacting the Peer Support Service for support. The survey included short answer (multiple choice) questions and longer free text questions. The online surveys were circulated between March 2023 and June 2023. The service collected nine responses to the online survey. Postcards and ballot boxes were not used to support data collection for this service, as the face-to-face element focuses on home visits, rather than people coming into the service.

Below provides a summary of the findings from the short answer questions:



- **89% (8/9)** of respondents who have been in contact with the Peer Support Service **rated their experience as good or excellent.**



- **100% (9/9)** of respondents who had used the Peer Support Service **said they would be likely or extremely likely to recommend the service to someone else if they needed similar support.**



- **89% (8/9)** said they **found working with their Peer Support Worker to be helpful.**

The following are the longer free text questions from the online and postcard surveys:

- "What difference has accessing the service made to you?"
- "What has the service helped you with the most?"
- "Was the service easily accessible?"
- "What would make the service better for you?"

Free text comments were left by seven out of nine individuals. The comments focused on the benefits of simply having someone to talk to. Individuals noted that having an opportunity to talk to someone helped with managing anxiety and regaining self-confidence.

"I had someone to talk to which was helping at that time."

"My support worker was brilliant and helped me through the family crisis and pressures I was experiencing. He was so very kind and gave me the resources to enable me to regain my mental health stability, confidence and strength to carry on."

"...the support I received that day was a real help it gave me a new confidence for the next stage of my mental wellbeing meeting."

"I think they are doing a good job, I can't think it could be any better."

"Helpful in getting me forward planning with good advice and positive thinking."

"I liked the fact it is in my home but not too intrusive."



Suggestions for service improvements included the following comments:

“Allow better feedback.”

“Let me know when they are coming so I can plan.”

“More outpatient support maybe.”

8. Summary – Peer Support Service

The evaluation team was not provided with sufficient data to appropriately describe the service's activities or report on the personal characteristics of the people they support. The service was unable to provide the Adapted Subjective Units of Distress Scale scores, which means the evaluation is unable to comment on the service's impact on emotional distress.

Nonetheless, the feedback from the people who have used the service appears positive, however no further conclusions can be drawn as the sample only represents 25% of the people who were in contact with the service during the evaluation period (9/35).