

Peer Support County Durham Service Expectations



Risk assessment

The Peer Support Team is here to help improve your mental health by listening to your worries and understanding your feelings of isolation. Our team have had similar long-term mental health conditions or life experiences and they will use this to have open conversations with you about the support you need. We can also help you to access social opportunities in your community.

We are not able to manage risks of current self-harm, suicidal thoughts or thoughts of hurting others. We are also not trained to help you process traumatic experiences. We will signpost you to Crisis Support Services should you have any of these feelings.

We aim to be compassionate, understanding and non-judgemental and will treat what you say with respect. If you tell us about risks of harm to yourself or others or share specific details of crimes, we are obliged to share this information with the appropriate agencies. We will always discuss our decision with you first before sharing this information.

Service expectations

Our service expectations have been developed to help you understand what we offer and ensure your time spent with us is worthwhile and supportive and that you begin to put strategies in place to support your mental health.

Our promises to you:

You will be appointed to a Peer Support Worker, who we plan to be with you throughout your time in the service. Sometimes circumstances change and if this happens you will be appointed a new Peer Support Worker.

Your time in the service will be discussed with you, and you will agree with your Peer Support Worker when you feel you are able to step away from the service. Appointments will be booked at the start of your time with us, and we will try and keep them on days and times that are convenient for you.

We will remain professional, friendly and helpful throughout your time with the service. We will be flexible, where we can be, offering in person, telephone and virtual appointments according to your preference.

We will regularly review how things are going with you throughout your time with us. You are welcome to re-engage with the service in the future if you have stepped away and feel you need further support at a later date.

To help us ensure you make the most of your time with us we ask that you do the following:

Be open and honest about how you feel throughout your time with us and be committed to listening and accepting support.

Attend all pre booked appointments where possible. We understand that your personal circumstances may change at short notice and we ask that you give us notice of at least 24 hours for any cancellation. If you miss three one-to-one appointments, we will review if we are the right team to be supporting you and you may be stepped down.

Please inform us if your contact details change. This includes your landline, mobile, address and email.

Be courteous and polite to our team members. This service is provided to help you to get to where you want to be.

Tell us if you no longer want to engage with the service. You may have reached a point where your needs have been met or you feel this may not be the right time to receive support.

We would like to know what you thought of the service when you step away so we'll ask you to complete an evaluation form. Please be honest with your appraisal as your feedback will help us provide appropriate support to clients in the future.