

## Quality in Peer Support

Qualities of peer support	What does this look like?
<b>Structure of sessions: fairness and flexibility</b>	Clear guidelines and ground rules, particularly around fairness – celebrating all festivals, giving people equal time to speak
	Flexibility in timings
	Person-centred, flexibility for more intense support
	Space and time, “not to rush” (I10)
	Confidentiality
<b>Approach: character and communication</b>	Listening and non-judgement
	Being asked about yourself first, “your views count and your emotions count” (I5)
	Trustworthy character of supporter/facilitator
	Good communication
<b>Content: learning and perspective taking</b>	Opportunity for “guidance” but with choice (I6)
	Connecting mental and physical health
	Providing different perspectives
	Availability of support around life transitions (pregnancy and birth, bereavement, return to work)
	Learning new things – what works, tips, knowledge about mental health
<b>Presence: building relationships in a connected space</b>	There long-term, not just at the point of crisis
	Distance from the rest of your life
	Connection to professionals/wider system
	Supporting within “comfort zone” (I6) e.g. in house, or building comfort in other ways
	For people with shared experience – “they can relate” (I5), “to pour out your heart”(I6)
	In the context of a “community to support me”

## Discussion questions

Why are these qualities of structure, approach, content and presence so important?

What does this mean for your own practice?

Where else might you find these qualities?