

# Learning from a community peer support service for clients with anxiety and depression

Peer support services tackle isolation by offering social support and fostering connections and a sense of community to improve the well-being of clients experiencing anxiety and depression



Peer support workers (PSWs) serve as role models, sharing their own experiences of recovery from mental health difficulties to inspire and guide others



Peer support cultivates hope in clients, enhancing their confidence and self-esteem, and empowering them to manage their mental health challenges

## How does a 5-year peer support service programme affect client well-being?

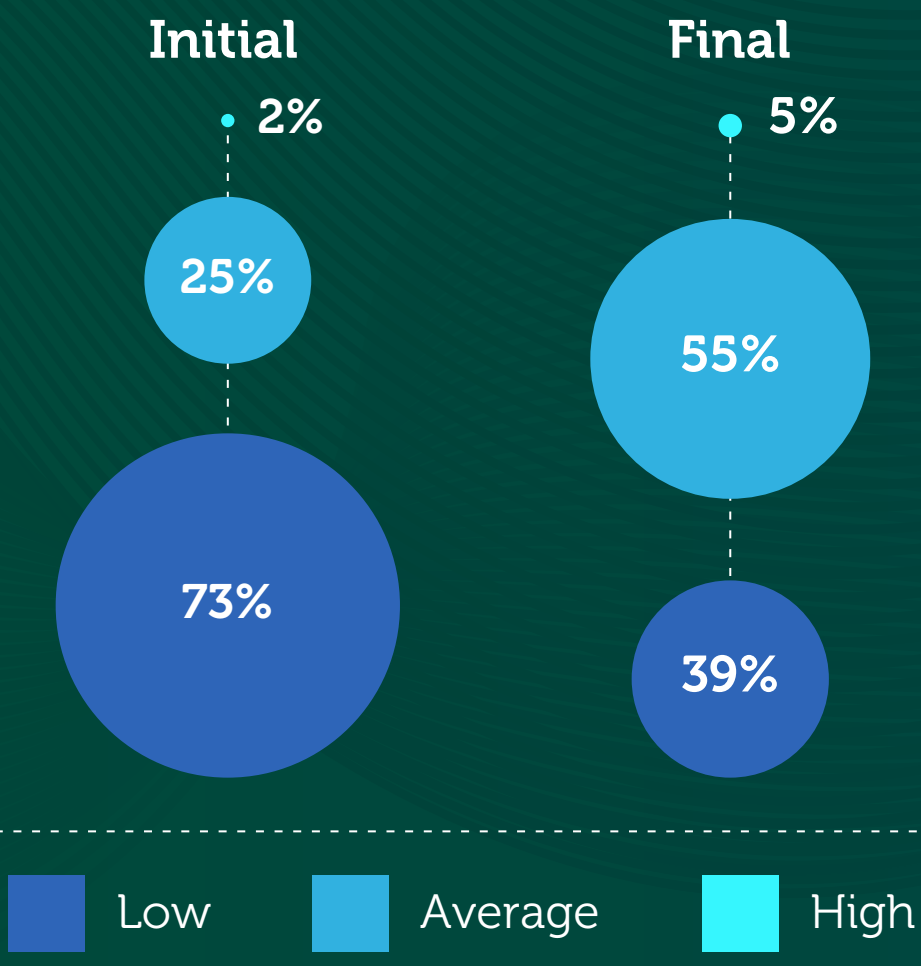


Clients (N = 433)



- ✓ Measurement of well-being with Warwick Edinburgh Mental Well-Being Scale (WEMWBS)
- ✓ Evaluation of goal achievement and client approval

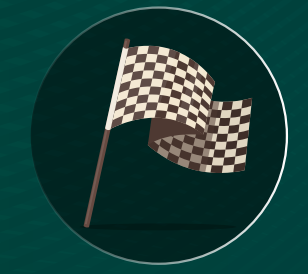
### Change in WEMWBS scores



### Goal achievement



Clients completed at least two sessions (n = 306)



Clients set recovery goals (n = 120)



Clients achieved more than 50% of recovery goals (n = 116)

### Client approval



Clients completed exit questionnaires (n = 206)



Clients reported being satisfied with the service (n = 203)

### Lessons learned from the study suggest that peer support services can be enhanced by:



Providing a means for clients to navigate the service and receive more personalised help



Delivering in-depth training for both clients and volunteers in the provision of support



Achieving balance between clients, volunteers, staff, and other stakeholders and that there is transparency around decision-making



A 'rough guide to staying well' course co-produced by people with lived experience

**By complementing mental health services, peer support services can help people with depression or anxiety recover through volunteering and learning opportunities**