

# Wellbeing Peer Support Network

## Feeling Tired, Stressed, Isolated?

**Call 01633 234888**

At the best of times feeling isolated or alone at work is a major contributor to stress and unhappiness. Currently, we are all going to be under additional pressure as we work to meet unprecedented demands. Feeling isolated and alone in this context is not only stressful it could be harmful.

Having a sense of belonging and feeling connected is vital to our psychological well-being and we have to protect this even when we feel everyone around us is rushed off their feet and too busy to talk.

The peer support network is staffed by colleagues who have volunteered to try and help you feel less isolated and alone.

### Why should I use the network?

*If you feel you can't talk to anyone about your worries, want to blow off some steam or simply want a safe space to think during the chaos, **call us**.*

### What to expect

*If you call us on 01633 234888 (Monday to Friday) we will aim to speak to you immediately but you may need to leave a phone message if we are busy on another line, or if it's out of hours.*

*We will ask for your name and contact details (mobile and email) and a few other bits of information (e.g.: where you work and your profession) and will then match you to one of our peer supporters who will then get back to you within 24 hours.*

*The peer supporter will make contact with you and begin a gentle conversation with you to better understand what is happening for you. Our volunteers will listen to you in confidence, they may ask you a few questions to help them understand your situation a little better. They will not put their opinions on to you nor will they problem solve unless you ask them to. They are primarily there to support you, to help you feel heard and not alone.*

*It is up to you and the peer supporter as to how many conversations you decide to have, ideally this will be guided by what will be helpful for you and what they are able to commit to.*

*In the event that they are worried about your well-being, they may signpost you to a number of helpful resources within ABUHB, if they become worried about your safety they will ask you directly and in that rare eventuality, may have to breach your confidentiality, but would tell you first.*

*After you have ended your contact with the peer supporter you will be emailed a feedback form as we are keen to learn from your experiences with this new service*