



GOOD PRACTICE SERVICES:
PROMOTING HUMAN RIGHTS &
RECOVERY IN MENTAL HEALTH
Trieste, 23-26 September 2019

Peer Support in Community Mental Health Centres

Bologna 2013-2017 program and current situation.

Guzzetta F., Cattani A., Kaczor I., Zucchi C., Romagnani G., Luminasi L.,
Cubellis A., Raffaelli A., Fioritti A.

Background

- 1998-2013 Spontaneous collaboration among service users, caregivers and professionals:

Front desk reception, Self help groups, recreational activities, personal support

- Evaluation of quality in CMHCs

Objective

- Coordination /Formalization

Method

1. CMHCs Involved

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San Lazzaro

Inhabitants: 76.881

Service users: 1497

Professionals:22

Mazzacorati

Inhabitants : 108.826

Service users: 1969

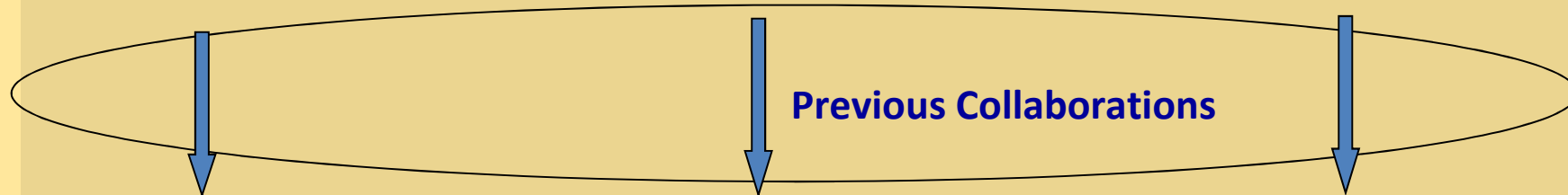
Professionals: 30

Budrio

Inhabitants : 60.119

Service users :1340

Professionals:24



Previous Collaborations

Individual support

Self-help groups

Sewing

Trecking

Front Desk

“Filo di Arianna”

“Oggi si mangia”

Book crossing

Home support

CCM Project

“CMHCs

Quality

Assessment“

Method

2. Focus group →

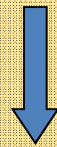
13 professionals

3 Service users

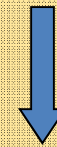
7 Care givers

Results

Peer support program Plan



**Peer support
definition**



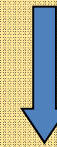
**Peer Support
Training Program**

80% Professionals+

100% Peer-
Supporters



**Self-
evaluation
Chart**



**Peers Evaluation
Commitee**

Results

Training Program: Two sessions 40h

Trainers: Service users
caregivers
professional

Participants: Service Users 28
Caregivers 11
Professionals 70

Partnership: Associations and
the Department of
Mental Health

Results

- 33 “Certified” Peer Supporters
- Paid with Voucher until 2018
- Co-produced Activities (recreational groups, support in service user’s treatment plans, housing and rehabilitation programs)

Results

CURRENT STATUS

- New labour market regulation
- 6 Peer Support Trainees
- Volunteers
- Peer supporters in Personal Budgets

Conclusions

- Formalization- Planning
- How Peer Supporters can have stable role INSIDE the Institution?



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THANK YOU

Questions?