

Standard Operating Procedure

SOP Name: Chasing Rainbows Pen Pal			
Version	1	Owner	Samantha Catanach
Date Published	June 2024	Frequency	3 yearly
Review date	June 2026	Ratification committee	Chasing Rainbows Trustee Committee
First published	June 2024	Notes	

Trigger: Pregnancy after loss, Bereavement care, Rainbow, peer-support, pen pal

Objective: To outline the functioning of the Chasing Rainbows pen pal service, roles and responsibilities of the volunteer pen pals and supervisors

Responsibility: Charity founder, Samantha Catanach

1.0 Definition

“Peer support is a way of relating to someone through shared humanity and core commonalities with the goal to offer and/or receive support. It occurs when people provide knowledge, experience, emotional, social or practical help to each other. Peer support is frequent, ongoing, accessible and flexible. It can be undertaken in many formats such as phone calls, emails, text messaging, social media, group meetings and home visits”.

The Chasing Rainbows pen pals will be volunteers who have lived experience of perinatal loss and will to offer caring and compassionate peer support in the format of emails.

2.0 Purpose

- To outline the process of self-referral and triage.
- To outline the role, responsibilities and limitations of the volunteer pen pals.
- To outline the role and responsibilities of the supervisors.

3.0 Procedure

The Chasing Rainbows Charity website outlines what the charity can offer to bereaved families and contains a self-referral form which requires the individual's name, contact details and perinatal loss experience should they wish to access the pen pal service.

Prior to the submission of the self-referral form, the referee will be required to read the terms and conditions of the pen pal service (Appendix A).

3.1 Criteria for the Chasing Rainbows pen pal service

The Chasing Rainbows pen pal service has the following criteria set:

- Early miscarriage

- Late miscarriage
- Stillbirth
- Neonatal Death
- Medical Termination for fetal anomaly/medical reasons
- Trying to conceive following perinatal loss

3.2 Triage and allocation of pen pal

The self-referral forms will be triaged by the charity founder or a nominated trustee. This will allocate a pen pal most appropriate to the referee based on the information provided within the self-referral form.

The volunteer pen pal will be provided with the referee's contact details and their history.

4.0 Role, responsibility and limitations of the Chasing Rainbows pen pal

The Chasing Rainbows pen pal will be a parent who has lived experience of perinatal loss. They will provide caring, empathetic and compassionate peer support to referee's allocated to them following the triage process.

The Chasing Rainbows pen pal is expected to make contact with the referee via email.

The Chasing Rainbows pen pal should aim to respond in a timely manner albeit at their own convenience.

The chasing Rainbows pen pal will be available to respond to the referee on a weekly basis with a minimum check in with the referee once every two weeks.

The Chasing Rainbows pen pal may share their own lived experience with the referee, but should not provide medical advice.

The Chasing Rainbows pen pal will maintain confidentiality unless there was a risk to life.

If the Chasing Rainbows pen pal has cause for concern regarding their referee's wellbeing, such as mental health or domestic violence, they should make contact with their supervisor.

The Chasing Rainbows pen pal should obtain support and guidance from the wider pen pal team or request individual supervision should they require it.

The Chasing Rainbows pen pal should request the feedback form to be completed when communications cease.

5.0 Role and responsibility of the supervisor

The Chasing Rainbows pen pal supervisor should triage the referrals in a timely manner and allocate them to the most appropriate pen pal, aiming to complement lived experience with the referee's current experience.

The Chasing Rainbows pen pal supervisor should offer Bi-monthly supervision to the Chasing Rainbows pen pal, this could be as a group or individual.

The Chasing Rainbows pen pal supervisor should support the Chasing Rainbows pen pal when they raise concerns regarding the referee and escalate appropriately to the required agency.

6.0 Agency referrals

Crisis team – 0800 1380990

Samaritans – 116 123

Emotional Wellbeing Service – 01482 335451

Let's Talk – 01482 247111

House of Light – 01482 580499

7.0 Chasing Rainbow Peer support feedback and data collection

The service will be continuously audited via the feedback forms submitted following the ceasing of communications between the Chasing Rainbows pen pal and referee.

There is no set duration of time in which this is required to happen, but when natural ceasing occurs open access should be offered from the general charity and a feedback form should be requested to be completed.

See appendix B for Chasing Rainbows pen pal feedback form.

Chasing rainbows will collect and store data to capture the efficacy of the pen pal service, we will collate information as to how many service users sign up to the service, the frequency of the contact with the pen pal and the duration of each referee's experience from referral to ceasing contact.

8.0 Appendix

8.1 Appendix A – Chasing Rainbows pen pal terms and conditions

- Caring, empathetic and compassionate advice only
- No medical advice to be provided
- Confidentiality will be maintained unless there is a risk to life
- Consider completing the feedback form

8.2 Appendix B – Chasing Rainbows pen pal feedback form

Q1. Where did you hear about Chasing Rainbows Charity?

Q2. What was your experience of the Chasing Rainbows pen pal service?

Q3. Is this your first experience of peer support?

Q4. Did peer support and speaking to someone with lived experience help you?

Q4. If any what improvements would you suggest to the Chasing Rainbows pen pal service?