

SUN - Group Etiquette

To help ensure the groups run well and are supportive environments, we have outlined some guidelines on etiquette.

Arriving late/leaving early

We encourage you to stay for the whole session out of respect for each other and to ensure you get the most from the group. But we recognise this is not always possible. If you know you are going to be late, please let someone know in advance (either the admin office at sun.admin@sabp.nhs.uk) or one of your fellow members. If you need to leave early, please let the group know during your Check In.

Regardless of when you arrive or leave, you will still need to both Check In and Check Out. If you leave suddenly during a group without Checking Out, the group will discuss how best to respond to support you. If you appeared upset, the group will refer to your RASP to see how best to help.

Booking a SUN group and not turning up

We do not usually contact people who do not turn up unless there is a known concern about the member's wellbeing. If you change your mind about attending a group, please let SUN admin know so your space can be offered to someone else.

Use of camera and microphone during the group

We encourage members to have their cameras on, as it helps the group to see how you are even if you don't feel like talking. If you have concerns about having your camera on, please feel free to discuss this in the group.

Whether you keep your microphone on all the time is up to you but be mindful of any background noise or echo on the call.

Is the 'hands up' function needed in order to speak

SUN is a support group for open discussion, so members are not expected to put their hands up before speaking.

Dealing with technical issues

If you are having technical issues that mean you can't participate in the group, please contact SUN admin who will let the group know.

What to do if you get upset during a group or feel unable to cope with the conversation

We recognise some conversations will be very difficult. However, the benefit of SUN is that you are encouraged to discuss how conversations may be affecting you. This means you can work through your feelings with the support of the group. Your RASP can also help other group members to know how best to support you.

If you need to take a moment to step away, please try to let the group know, and then return when you feel ready.

What if someone is being unsupportive or disruptive?

Members are asked to contribute to a tolerant and compassionate atmosphere within the group. This doesn't mean "anything goes" and the group is encouraged to challenge each other in a thoughtful and respectful manner if someone is behaving in an unsupportive way.

If the behaviour is so disruptive it cannot be contained safely within the group, the member/members may be asked to leave the group on that occasion.

If the behaviour is extremely or persistently disruptive, unsafe or abusive, the SUN team may decide to ask the person to take 'time away' from attending groups until they can contain this behaviour.

What is Time Away?

Time Away is when someone is asked to refrain from attending SUN groups for a period of time. This only happens following extremely or persistently disruptive, unsafe or abusive behaviour that cannot be supported within the group.

Time Away is for the member to have space to reflect and seek alternative support to enable them to return to the group setting safely.

If Time Away is needed, the SUN service lead will contact the member and discuss with them the reason(s) for the Time Away and how long this will be for. A letter will be sent to the member confirming this.

Upon return to the group after Time Away, the member is encouraged to reflect on their behaviour with the support of the group, so the group can then move forward without judgement.

More information about SUN
at: www.sabp.nhs.uk/sun
Contact SUN admin at:
sun.admin@sabp.nhs.uk
or 01372 216700

Community Connections Surrey



Supporting your mental health