

You're Welcome Quality Criteria: making health services young people friendly



Benchmarking Report

2012-13

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This report has been produced by the GOSH Adolescent Medicine Team (Nigel Mills and Anna Gregorowski), with the assistance of the GOSH Audit Department, the GOSH Transformation Team and the GOSH Young People's Forum.

Our thanks to all those who contributed their time, and for their honest evaluations of their services and the challenges they face in meeting the needs of young people.

Executive summary

The Adolescent Medicine Team, supported by the Clinical Audit Department and Transformation Team, undertook a Trust-wide project to assess the young person-friendliness of Great Ormond Street Hospital in order to improve the experiences of our adolescent patients.

Using the Department of Health's You're Welcome Quality Criteria (DH 2011) 32 wards and departments have been benchmarked against the eight key themes of You're Welcome:-

- Accessibility
- Publicity
- Confidentiality and consent
- Environment
- Staff training, skills, attitudes and values
- Joined-up working
- Involvement in monitoring and evaluation of patient experiences
- Health issues and transition for young people

Two additional You're Welcome criteria relate to specialist services:-

- Sexual and reproductive health services
- Targeted and specialist CAMHS

The Mildred Creak Unit and DCAMHS were measured against the second of these.

Assessments were in the form of ward inspections, interviews of appropriate staff and review of ward and health information available on the GOSH website.

Wards had to demonstrate whether:-

- criteria were 'Not applicable' to the ward,
- the ward had 'Not yet started' to meet the criteria,
- the ward was 'Getting there' or
- the ward 'Meets You're Welcome'.

This benchmarking has helped individual wards and departments identify their strengths and individual areas for improvement. Provisional reports were sent out to enable wards to make any necessary corrections before all ward reports were collated into this report.

As a result of the benchmarking some criteria were identified as needing a Trust-wide response for improvement. These were presented to the GOSH Young People's Forum on February 11th 2013 so that the Forum could identify 5 priority improvements for 2013-14, as highlighted on the following pages.

The GOSH Young People's Forum reviewed the report and identified the following 5 Trust-wide priorities for improvements to be addressed in 2013-14:-

1. Transition to adult services.
2. Provision of age-appropriate information, including information for young people with disabilities or having English as a second language.
3. Improved age-appropriate facilities, including Internet access to enable contact with peers, improved physical environment, and availability of appropriate snacks between meals.
4. Involvement in service evaluation, monitoring and improvement.
5. Ensuring that staff who have contact with young people receive appropriate training so that they can discuss health issues, including confidentiality and consent.

These criteria are described in full on pages 5 and 6.

Proposed Actions (to be agreed with GOSH Senior Management).

5 Core working groups to be established in April 2013 in order to develop action plans to ensure GOSH achieves 'Meets You're Welcome' status for each of the 5 Young People's Forum priority criteria by March 2014.

Each Core Group will provide a quarterly progress report to the Adolescent Medicine Team and Young People's Forum.

Improving transition to adult services has been identified as a GOSH Commissioning for Quality and Innovation (CQUIN) target for 2013-14.

Follow-up reviews against You're Welcome are planned for 2014 to assess progress.

For any information regarding the reviews, or if you have any questions regarding You're Welcome, please contact the Adolescent Medicine Team.

Young People's Forum five priorities in full

The service has a clear procedure to prepare young people for the transition from health services designed for children and young people to adult health services consistent with current DH guidance. Specific attention is given to the needs of young people with a long-term health needs

Trust evidence/statement:

- Although there is a Trust Integrated Care Pathway available, and a leaflet aimed at young people explaining transition it was clear from interviews that awareness of these at ward level is low and not all services are using them.
- Most wards reported that transition was managed in clinics by Drs and CNSs. Ward staff are rarely involved in the transition process and are often unaware whether transition is underway or how they could support or encourage the process.

The service provide information in a variety of languages and formats including leaflets for young people explaining:-

- **What the service offers**
- **How to access the service**
- **What will happen when they access the service**
- **How the service is linked to other services**
- **How to access other services and get appropriate onward referral**
- **How to make comments, compliments or complaints about the service**
- **Who else has access to any information that the young person shares with the service**
- **Circumstances under which information may be disclosed or shared**

The content and style of the leaflets is appropriate for young people.

In accordance with the Disability Discrimination Act 2005:

- **Service materials are available in forms that can be easily understood by young people with learning disabilities.**

The service will provide information for people with physical disabilities or sensory impairments in an appropriate format

Trust evidence/statement:

- Although the Child and Family Information Group has produced guidance on producing age-appropriate information there is a general absence of age-appropriate information available throughout the Trust in any language, including English.
- Some areas said they would obtain information in other languages if needed.
- Some areas said they would be able to provide information for young people with a disability if required, however given the overall lack of age appropriate information it is unlikely this would easily be obtained. There was little consistency and no evidence that wards could provide such information.

In patient/residential settings the provider is encouraged to:

- **Support young people in maintaining contact with siblings, peers and partners during their stay.**
- **Provide young people with access to an age-appropriate environment, where possible this is separate from younger children. This should be available for recreation, formal and informal learning at appropriate times and supported by appropriate staff**
- **Ensure young people have access to food and snacks at times which meets their individual needs as well as any cultural and religious requirements. The food and snacks provided have appropriate nutritional value, suit individual taste and are presented in a way that is young people oriented.**

Trust evidence/statement:

- All areas allow the use of mobile phones.
- Not all areas are able to provide Internet access, and where it is available often it does not meet the needs of young people due to filtering of sites.
- Play staff cover all wards and can provide age appropriate entertainment. Some wards have dedicated areas for young people.
- Some snacks are occasionally available, but most wards only able to offer bread/toast.

Young people are routinely consulted in relation to current services and relevant new developments and they are included in patient satisfaction surveys. Processes are in place to ensure that young people's views are included in governance service design and development.

Trust evidence/statement:

- Although GOSH Youth Forum is now actively involved in Trust wide development process, at ward level involvement of young people appears to be sporadic and wards often target questionnaires/satisfaction surveys at parents. Few wards have evidence of a process to offer feedback to young people.

Appropriate staff members receive training, supervision and relevant appraisal to ensure that they are competent to:

- **Discuss necessary and relevant health issues with young people and understand the health needs of young people in the context of people's lives and relationships**
- **Work with parents/carers/family and friends where appropriate in culturally appropriate ways**
- **Make appropriate referrals when necessary**
- **Manage sensitive and/or difficult consultations**
- **Support young people in making their own informed choices**

Trust evidence/statement:

- Few staff have received any training specific to working with young people.
- Staff receive appraisal through their annual PDRs and some receive supervision, though it was widely reported that neither specifically address working with young people.

The following pages provide the overall Trust ratings for each of the remaining criteria for You're Welcome.

ACCESS

1.1 Where there is a choice about service location, the service is accessible to young people by public transport.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- GOSH is readily accessible by public transport.
- Interactive map available on GOSH web-site with advice on bus, underground, rail and taxi (<http://www.gosh.nhs.uk/parents-and-visitors/coming-to-hospital/directions-map-and-parking/>).
- Directions and a map are provided in the Essential Information booklet and Travelling To GOSH leaflet sent to all patients prior to 1st admission or 1st outpatient appointment.

1.2 Young people can use the service at times convenient to them where possible

Trust rating: Getting there

Trust evidence/statement:

- Admissions to GOSH are primarily prompted by medical necessity or treatment and there is often limited scope for flexibility around admission times.

1.3 When making appointments and attending consultations young people can express a preference about:-

- **Where they are seen**
- **Who they are seen by**
- **Attending with the support of a friend or partner**
- **Who and how many people are present during discussion, examination and treatment**
- **The gender of the member of staff they are seen by**

Trust rating: Getting there

Trust evidence/statement:

- Throughout GOSH there is often limited choice about where a young person might be seen, but there is also little evidence to suggest any attempt at flexibility in this regard. There are variations in practice throughout the Trust, and nowhere advertises that young people may have any choice.

1.4 Young people are routinely offered the opportunity to be seen on their own without the presence of a parent or carer.

Trust rating: Not yet started

Trust evidence/statement:

- There was anecdotal evidence that this was happening however there is no documented evidence and no literature to advertise or encourage it.

1.5 Where appropriate there are opportunities for self-referral and clear lines of referral to specialist services (such as GUM or CAMHS Tier 1)

Trust rating: Not applicable

Trust evidence/statement:

- GOSH is a tertiary centre and, while young people can self refer to the Adolescent Nurse Specialist and ward-based psychology teams, self-referral to local CAMHS Tier 1 or sexual health services is often more appropriate.

1.6 Where required arrangements are in place to enable young women with unplanned pregnancies to be seen immediately by another practitioner known not to have objections, to enable impartial discussion of options.*

*This question was difficult for wards and departments to answer as all staff are assumed to be impartial. The question was interpreted as 'does the service have a process in place to support a young person presenting with an unplanned pregnancy'

Trust rating: Not yet started

Trust evidence/statement:

- Few areas have been in this situation and with one or two exceptions there was no policy or protocol in place.

1.7 The service is provided in accordance with the Disability Discrimination act (DDA) 2005. The service is easily accessible by people with any form of physical disability or sensory impairment. Disability support aids are fully functional and freely available to assist service users. Reasonable adjustments are made where required.

Trust rating: Getting there

Trust evidence/statement:

- Due to the age of some of the buildings there are restrictions to adjustments that can be made.
- Several interviewees were aware of the presence of hearing loops in their reception areas but thought it unlikely that staff knew how to use these. Hearing loops are not available in cubicles or bays.

1.8 Services are provided to marginalised and excluded young people. If specialist services are required young people are referred.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- The Trust endeavours to see all patients regardless of background, circumstance or situation. In addition all staff undergo Diversity, Equality & Discrimination training.

PUBLICITY

2.1 The service provide information in a variety of languages and formats including leaflets for young people explaining

- What the service offers
- How to access the service
- What will happen when they access the service
- How the service is linked to other services
- How to access other services and get appropriate onward referral
- How to make comments, compliments or complaints about the service
- Who else has access to any information that the young person shares with the service
- Circumstances under which information may be disclosed or shared

The content and style of the leaflets is appropriate for young people

Trust rating: Not yet started

Trust evidence/statement:

- Although the Child and Family Information Group has produced guidance on producing age-appropriate information there is a general absence of age-appropriate information available throughout the Trust in any language.
- Some areas said they would obtain information in other languages if needed.

2.2 In accordance with the Disability Discrimination Act 2005:

- Service materials are available in forms that can be easily understood by young people with learning disabilities.
- The service will provide information for people with physical disabilities or sensory impairments in an appropriate format

Trust rating: Not yet started

Trust evidence/statement:

- Some areas said they would be able to provide these if required, however given the overall lack of age appropriate information it is unlikely wards would easily be able to obtain this. There was little consistency about and no evidence that wards could provide such information.

2.3 Service publicity materials are available in languages that are used by the local community of young people

Trust rating: Not applicable

Trust evidence/statement:

- As a tertiary centre GOSH does not have a 'local community'.

2.4 Service materials make clear the following:

- Young people's entitlement to a confidential service, including any limitations to confidentiality with regard to safeguarding legislation
- There are routine opportunities for young people to attend a consultation on their own without the involvement of a parent or carer

Trust rating: Not yet started

Trust evidence/statement:

- There is a Trust-wide absence of publicity materials to support either of these.

2.5 All information provided by the service is kept up-to-date. The service provides information about other local services for young people, in accordance with current DH guidance.

Trust rating: Not yet started

Trust evidence/statement:

- A Trust process for review of materials is in place via the Child and Family Information Group every 4 years, and biennial audit. There are areas of good practice, but the overall picture is of a lack of local policies or procedures.

CONFIDENTIALITY AND CONSENT

3.1 There is a written policy on confidentiality and consent to treatment and the policy is consistent with the current NHS Confidentiality Code of practice.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- GOSH Confidentiality and Consent Policies are accessible through the Document Library.

3.2 Members of staff routinely receive inter-disciplinary training on the issue of confidentiality and consent and issues pertaining to seeing young people without a parent/carer present. Inter-disciplinary training is undertaken in line with local safe-guarding children arrangements to ensure that approaches to safeguarding are in line with Working Together to Safeguard Children.

Trust rating: Getting there

Trust evidence/statement:

- All staff undergo training on confidentiality through mandatory Information Governance training (with annual updates), and clinical/support staff receive training on consent and some training on Parental Responsibility.
- Staff do not receive training on seeing young people on their own.

3.3 Confidentiality and consent policies are made explicit to young people and parents or carers supported by appropriate publicity materials. The information makes clear young people's entitlement to confidentiality and any limitations to confidentiality with regard to safeguarding.

Trust rating: Not yet started

Trust evidence/statement:

- There was anecdotal evidence from some interviewees that this was happening, but there is no documented evidence that it happens consistently.

3.4 All staff routinely explain the confidentiality policy to young people and to their parents or carers in order to enable them to understand young people's right to confidentiality. The service routinely explains to young people that they have the right to attend a consultation without the involvement of a parent or carer.

Trust rating: Not yet started

Trust evidence/statement:

- Most wards admitted that this was unlikely to be happening and none were able to provide any supporting evidence that this happens.

ENVIRONMENT

4.1 Care is delivered in a safe, suitable and young person friendly environment. Young people are not asked any potentially sensitive questions where they may be overheard for example in the reception, waiting areas, ward environment.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- All Trust staff are CRB checked.

4.2 The reception, waiting, treatment areas are accessible and young person friendly, comfortable and welcoming. There is a range of recreational; activities appropriate for young people e.g. reading material and multimedia and these are refreshed regularly.

Trust rating: Getting there

Trust evidence/statement:

- Not all areas have a reception area, and while Infection Control procedures make the provision of reading materials problematic most areas that do provide reading materials do so for parents or young children.

4.3 All staff routinely explain who they are, and what they/the service can and cannot provide to help young people. The service considers the physical and cognitive ability of the young person and takes into account the effects of sedation and analgesia and mental health state. The service ensures young people's privacy and dignity are maintained during discussion, examination, treatment and care.

Trust rating: Getting there

Trust evidence/statement:

- It is hoped that all staff explain who they are, but there is generally a lack of age appropriate literature available to explain services to young people.
- Most wards have photo boards (although all admitted these needed updating).

4.4 The service ensures pain relief is an explicit part of young people's care and staff are trained in pain management (including pain management tools)

Trust rating: Meets You're Welcome

Trust evidence/statement:

- All nursing staff receive mandatory training from the Pain Team, with annual updates. Training records are held by the Education Department.

4.5 In patient/residential settings the provider is encouraged to:

- Support young people in maintaining contact with siblings, peers and partners during their stay.
- Provide young people with access to an age-appropriate environment, where possible this is separate from younger children. This should be available for recreation, formal and informal learning at appropriate times and supported by appropriate staff
- Ensure young people have access to food and snacks at times which meets their individual needs as well as any cultural and religious requirements. The food and snacks provided have appropriate nutritional value, suit individual taste and are presented in a way that is young people oriented.

Trust rating: Getting there

Trust evidence/statement:

- All areas allow the use of mobile phones.
- Not all areas are able to provide Internet access, and where it is available it does not meet the needs of young people due to filtering of sites.
- Play staff cover all wards and can provide age appropriate entertainment. Some wards have dedicated areas for young people.
- Some snacks are occasionally available, but most wards only able to offer bread/toast

STAFF TRAINING, SKILLS, ATTITUDE AND VALUES

5.1 All staff who are likely to come into contact with young people receive appropriate training on understanding, engaging and communicating with young people promoting attitudes and values. All staff receive appropriate training in human rights issues for them to be able to engage with confidence with a range of young people.

Trust rating: Not yet started

Trust evidence/statement:

- New nurse starters to the Trust receive teaching from the Adolescent Medicine Team on induction, and the Adolescent CNS is available to train staff as requested.
- While interviewees suggested nursing staff receive some level of training during their nurse education, this is difficult to assess.
- Some areas offer local training to new starters

5.2 Appropriate staff members receive training, supervision and relevant appraisal to ensure that they are competent to:

- Discuss necessary and relevant health issues with young people and understand the health needs of young people in the context of people's lives and relationships
- Work with parents/carers/family and friends where appropriate in culturally appropriate ways
- Make appropriate referrals when necessary
- Manage sensitive and/or difficult consultations
- Support young people in making their own informed choices

Trust rating: Not yet started

Trust evidence/statement:

- Few staff have received any training specific to working with young people.
- Staff receive appraisal through their annual PDRs, though it was widely reported that this does not specifically address working with young people.

5.3 Appropriate appraisal, supervision and support are offered to staff who provide services for young people.

Trust rating: Not yet started

Trust evidence/statement:

- Supervision is provided on an ad hoc basis in some areas. Staff receive appraisal through their annual PDRs, though it was widely reported that this does not specifically address working with young people.

JOINED-UP WORKING

6.1 Where possible other relevant services for young people are co-located within the service. Where this is not the case, the service provides information about other local services for young people. All staff are familiar with local service provision and arrangements for referral.

Trust rating: Not applicable

Trust evidence/statement:

- As a tertiary centre GOSH does not serve a local community and referral to services nearer to the young person's home are more appropriate.

6.2 Information about the service is provided to other relevant organisations and to key professionals working with young people.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- Service information and referral processes are accessible via GOSH web-site.

MONITORING, EVALUATION AND INVOLVEMENT

7.1 Young people are routinely consulted in relation to current services and relevant new developments, and they are included in patient satisfaction surveys. Processes are in place to ensure that young people's views are included in governance service design and development.

Trust rating: Not yet started

Trust evidence/statement:

- Although GOSH Youth Forum is actively involved in Trust wide development process, at ward level involvement of young people appears to be sporadic and wards often target questionnaires/satisfaction surveys at parents. Few wards have evidence of a process to offer feedback to young people.

7.2 The service invites and encourages all clients to give their opinions of the service offered and whether it met their needs; these are reviewed and acted on as appropriate.

Trust rating: Getting there

Trust evidence/statement:

- Adolescent Medicine Team undertake a quarterly survey amongst inpatients, results of which are shared with senior management and departmental heads. Although most areas do seek feedback this is often restricted to the opinions of parents.

7.3 Young people are routinely involved in reviewing local service provision against the DH quality criteria for young people friendly health services.

Trust rating: Getting there

Trust evidence/statement:

- This is the first assessment of GOSH using You're Welcome. Young people have been involved in the process from the outset.

HEALTH ISSUES FOR YOUNG PEOPLE

8.1 As appropriate, consultations routinely promote healthy lifestyles including:

- Smoking cessation
- Healthy eating and weight management
- Alcohol misuse
- Long term health needs
- Substance misuse
- Mental health or emotional health and psychological well-being
- Sexual and reproductive health

Trust rating: Getting there

Trust evidence/statement:

- Interviewees found this difficult to answer with any certainty, and documented evidence was rarely found to support anecdotal evidence that topics were routinely addressed.

8.2 Staff/the service ensures that the emotional, psychological and spiritual needs of young people are met. A clear referral pathway is identified for young people with identified emotional and mental health concerns. The pathway includes specialised CAMHS input where appropriate.

Trust rating: Getting there

Trust evidence/statement:

- All areas have access to psychological support for young people and the Adolescent Medicine Team is available Monday to Friday.
- Spiritual and religious support is available through the Chaplaincy, although not all areas advertise this.

8.3 The service has a clear procedure to prepare young people for the transition from health services designed for children and young people to adult health services consistent with current DH guidance. Specific attention is given to the needs of young people with a long-term health needs

Trust rating: Getting there

Trust evidence/statement:

- Although there is a Trust Integrated Care Pathway available, and a leaflet aimed at young people explaining transition it was clear from interviews that awareness of these at ward level is low and not all services are using them.

8.4 Appropriate staff members are trained to help young people, and their parents or carers, with the transition to adult health services from the age of 12 onwards.

Trust rating: Not applicable

Trust evidence/statement:

- GOSH Adolescent Medicine Team provide annual training sessions through the Building Blocks education programme, and are available to provide bespoke training.

8.5 The service provides publicity material specifically outlining the transition to adult health services. This material is attractive to young people and is presented in a way that is young people friendly.

Trust rating: Not yet started

Trust evidence/statement:

- GOSH Transition to Adult Health Services booklet is available from Medical Illustration but is not widely used.
- Some specialities have developed materials specific to their patient group.

8.6 The care and support of young people with complex needs are considered in the context of their cognitive ability and chronological age. This should include assessment of physical, psychological and emotional needs.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- While it was difficult for areas to provide evidence to support this, it is accepted that it is an essential component of all care provided at GOSH.
- Improvement work is also underway through the Trust Learning Disabilities Action Group.

8.7 In order for parents/carers to discuss health issues with young people, they are provided with relevant information and support, in ways that are sensitive to different cultures and religions.

Trust rating: Meets You're Welcome

Trust evidence/statement:

- There is good practice within the Trust. Such information is usually given verbally and on a one to one briefing basis.

Percentage of wards achieving each criterion
(might not total 100% due to rounding of numbers)

Criteria code	N/A	Not yet started	Getting there	Meets You're Welcome	Page Number
1.1				100	7
1.2	22	16	53	9	7
1.3	3	34	56	6	7
1.4		75	19	6	7
1.5	94	6			8
1.6	6	69	9	3	8
1.7		6	94		8
1.8	3			97	8
2.1	3	66	34		9
2.2	3	84	13		9
2.3	100				9
2.4	3	94		3	9
2.5	3	41	38	19	10
3.1			6	94	10
3.2		22	72	6	10
3.3		97		3	10
3.4		88	13		10
4.1		6	34	59	11
4.2	9	25	47	19	11
4.3			78	22	11
4.4	3			97	11
4.5	25	3	41	31	11
5.1	3	50	41	6	12
5.2		56	31	13	12
5.3	3	44	25	28	12
6.1	100				13
6.2		3		97	13
7.1		63	25	13	13
7.2		44	44	13	13
7.3	3		97		13
8.1	13	28	41	19	14
8.2	3	9	22	66	14
8.3	34	16	31	19	14
8.4	41	22	25	13	14
8.5	31	59	3	6	15
8.6		3	13	84	15
8.7	6	13	25	56	15

Number of criteria per YW rating

You're Welcome rating	Total achieving criteria	Criteria codes
Meets You're Welcome	9	1.1, 1.8, 3.1, 4.1, 4.4, 6.2, 8.2, 8.6, 8.7
Getting there	11	1.2, 1.3, 1.7, 3.2, 4.2, 4.3, 4.5, 7.2, 7.3, 8.1, 8.3
Not yet started	14	1.4, 1.6, 2.1, 2.2, 2.4, 2.5, 3.3, 3.4, 5.1, 5.2, 5.3, 7.1, 7.2, 8.5
Not applicable	4	1.5, 2.3, 6.1, 8.4