

A large, light purple, stylized letter 'Q' graphic that serves as a background for the main text.

You're Welcome Quality care for young people

**Emma Rigby and Maggie Clark
NHS Expo September 2017**

You're Welcome

Outline of presentation

Emma Rigby – Association for Young People's Health

- Why have standards for youth health services
- What are the You're Welcome standards
- An overview of the recent refresh and pilot process

Maggie Clark - Compass

- Experiences of a pilot site

Why is this important?

- The UK has 11.7 million young people aged 10-24 making up 19% of the population
- Investment in adolescent health is lacking (CMO Report 2007)
- Challenges for young people are complex
 - Obesity – 33.3% Y6 pupils obese or overweight
 - Mental health – 75% of mental health problems start before age 24
 - Long term conditions – 25% of 11-15 year olds report having a long term condition or disability
 - Safeguarding – CSE / CSA, FGM, Cyber-bullying
- Clear opportunities to improve health through behaviour change
 - Improving health literacy
 - Emerging evidence on adolescent brain supports behaviour change
 - Technology and digital space
- Community based assets
 - Young people influencing family, peer and community behaviours

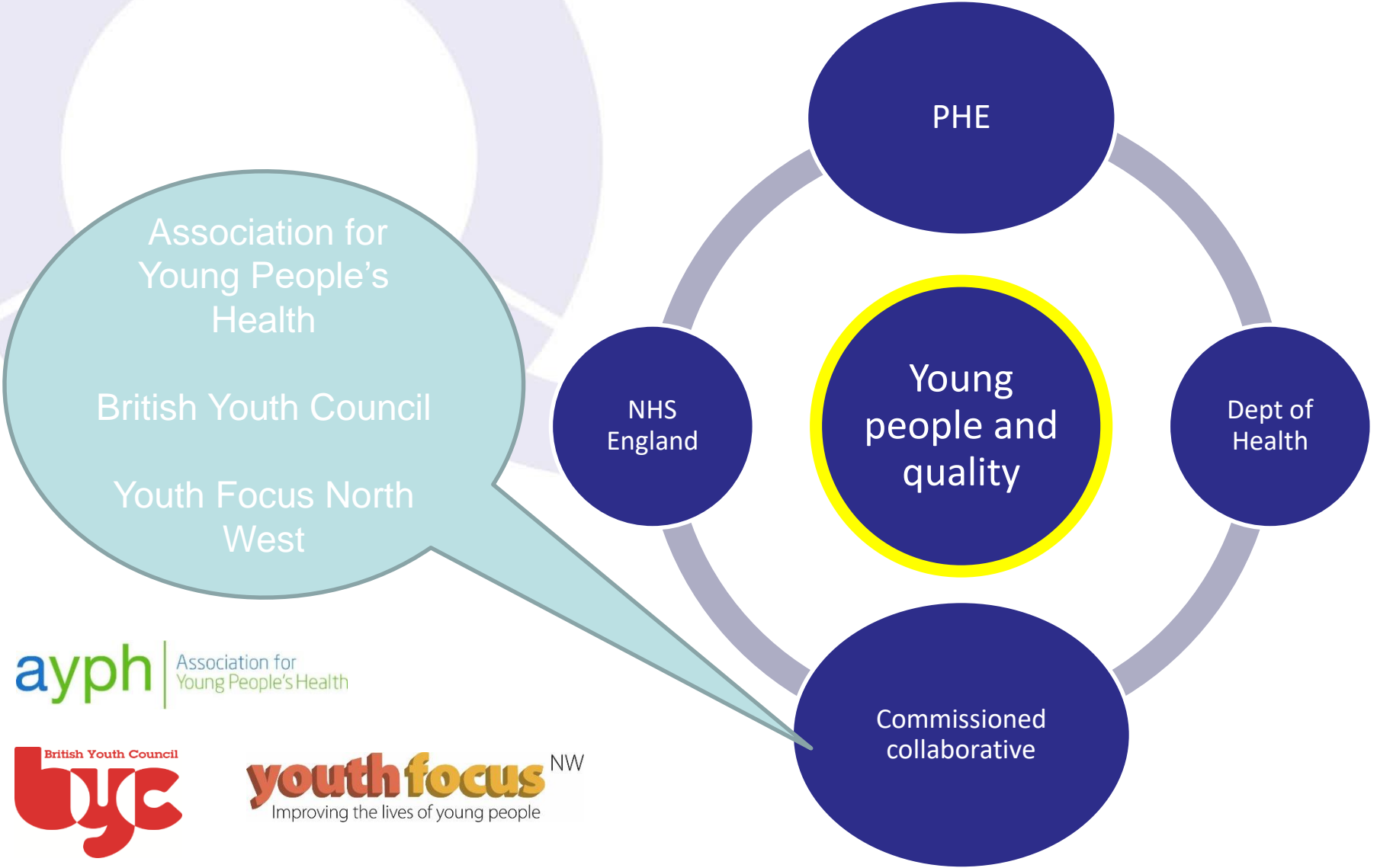
Engaging and involving young people in decisions about their care is good practice in promoting better outcomes.

You're Welcome

What are the standards?

- A set of non mandatory standards, designed to improve access and quality by creating young people friendly health services
- The standards set out principles to help commissioners and providers to improve NHS and non-NHS health services for young people
- They provide opportunity to drive up quality and engage young people in service improvement, design and review
- A DH legacy from 2008 and revised in 2011, endorsed by WHO
- 2015 – 2017 youth led refresh of standards and pilot in 20 health settings

Oversight and engagement



ayph | Association for Young People's Health

British Youth Council
byc

youthfocus^{NW}
Improving the lives of young people

In turn, from engaging the young people, often this makes them more likely to engage with the service on a personal level within their care. It allows them to feel 'their view counts' and then this can be implemented into their care as they have knowledge of the process and equally their rights within health care. This can then contribute to an improvement in adherence to treatment/therapy and develop better outcomes. NHS Youth

The training helped empower clinical and non-clinical staff in their interactions with young people. It gave us an awareness of the unique nature of this age group and through engaging with them we were able to improve our service to better meet their needs.
GP, Newcastle 1

7 standards

The revised standards can be applied to all services :

- 1. Involving young people in their care and in the design, delivery and review of services**
- 2. Explaining confidentiality and consent**
- 3. Making young people welcome**
- 4. Providing high quality health services – *includes 5 specialist standards***
- 5. Staff skills and training**
- 6. Linking with other services**
- 7. Supporting young people's changing needs**

A successful pilot process

- 82% of pilot services felt the criteria was appropriate and would not change it and 88% of external non pilot sites said they could not find anything in You're Welcome that they would want to change
- 62% of pilot site services said the new You're Welcome made them consider different groups of young people and their needs
- 100% of pilot services said that they could see how You're Welcome may improve their service
- 79% of external non-pilot sites say YW would made their services more youth friendly

Quotes from services

“It will help us focus on the things we already do and remind us of the things we may not do so well and need to improve.”

“After reflection I have negotiated with school to provide more rooms to ensure privacy and confidentiality..... in process of setting up new drop in session and will use standards to help inform service delivery” (CAHMS)

"Helps with holistic approaches and gives way for relevant and fresh ways of working/how our service can be more open to young people."

A large, light purple speech bubble graphic with a white outline, positioned on the left side of the slide.

You're Welcome pilot site

**Compass School Health and
Wellbeing team**

Warwickshire

Compass

The self-assessment tool

- SWB Staff found it helpful to introduce us to the revised criteria
- Helped us identify areas where we are doing well and those areas that needed improvement
- Gave us a framework for practice and improvement

The self-assessment tool- what we found

- Showed us how to make service young person friendly
- Schools and young people eager to take this forward
- The need to use multiple communication methods.
- Explain confidentiality and consent clearly

The self-assessment tool- what we found

- Easy to understand and complete
- Helped create context for school staff

Young Verifiers toolkit useful and user friendly

The challenges

- Timing – pilot was introduced at exam time
- young verifiers training – capacity
- Rural school – alternative venues difficult to access.

What we have learned

- Introduce earlier in the school year
- Involve the right people
- Communication key
- Young people know the solutions

You're welcome pilot site



What we have learned

- Use the feedback from this year
- If we can't find alternative venues use alternative methods
- How we can implement the standards into other Compass YP services

Compass

You're welcome pilot site



New standards

- Gave staff increased confidence
- Will help us to use the data gathered through universal key stage questionnaires to provide meaningful services to young people
- Help young people, school staff and SHWB staff understand the challenges in service provision so we can overcome them together

Compass

Any questions

“ It isn't just about the service either, alongside the invaluable input that young people offer, it allows personal development for the individual. It may be that important life skills develop, interpersonal skills improve or confidence and self-belief prosper – all these developments can make a big difference to people so the more people that get the journey that engagement brings, the better.
NHS Youth Forum member ”

For more information about the standards or the next stage in the process contact.

www.youngpeopleshealth.org.uk/yourewelcome

emma@youngpeopleshealth.org.uk

Maggie.Clarke@COMPASS-UK.ORG

Wendy.nicholson@phe.gov.uk