

YOU'RE WELCOME PILOT 2017

REFRESHED STANDARDS FOR PILOTING

*Quality criteria for making health
services young people friendly*

YOU'RE WELCOME 2017

These standards have been refreshed as part of a project supported by Public Health England, NHS England and the Department of Health. The work has been led by the British Youth Council, the Association for Young People's Health and Youth Focus North West.

From January – March 2017 these refreshed standards will be tested in pilot sites across England.

WHAT IS YOU'RE WELCOME?

YOU'RE WELCOME is a set of quality criteria for young people friendly health services. It provides a systematic framework to help commissioners and service providers to improve the suitability, accessibility, quality and safety of health services for young people. It also includes links to useful resources to support services to become **YOU'RE WELCOME** accredited.

CONTENTS

WHY IS IT IMPORTANT?	4
HOW DOES YOU'RE WELCOME HELP?	5
Benefits for the health service and its partners:	5
Benefits for young people:	6
Benefits for the wider community:	7
GETTING STARTED	8
YOU'RE WELCOME STANDARDS AND CRITERIA	9
Legal requirements and equalities duties	9
1. Involving young people in their care and in the design, delivery and review of services	10
2. Explaining confidentiality and consent	11
3. Making young people welcome	12
4. Providing high quality health services	13
A. Healthy weight and physical activity	13
B. Alcohol and drugs services	14
C. Managing long term and complex conditions	15
D. Mental health and wellbeing	16
E. Sexual and reproductive health services	17
5. Staff skills and training	18
6. Linking with other services	19
7. Supporting young people's changing needs	20
USEFUL RESOURCES TO HELP ACHIEVE YOU'RE WELCOME	21
REFERENCES	25

WHY IS IT IMPORTANT?

With 11.7 million young people aged 10-24 in the UK, forming 19% of the population¹, investing in young people's health can have a significant impact for a number of reasons:

- Though they are regular users of primary care, young people are the least satisfied with their experiences.²
- Adolescence is a critical time for health as many serious long-term conditions and behaviours emerge at this age.³
- Young people's health is not improving enough with few health improvements or reductions in mortality amongst adolescents in comparisons to other age groups.⁴
- Young people are still vulnerable to sexually transmitted infections and are the most affected age group.⁵
- Though teenage pregnancy numbers fell by 51% between 1998 and 2014 it is vital that work continues to ensure the rates do not rise again.⁶
- Failing to deal with chronic adolescent disease results in more emergency hospital admissions.⁷
- The effects of poor health care in adolescence, such as obesity or smoking, can have long-term health impacts and costs to the NHS.⁸
- Investing in the wellbeing of young people, particularly around substance misuse, can impact anti-social behaviour and crime levels, alongside health.⁹
- Mental health issues are often diagnosed during adolescence, though young people face over-stretched services, long waiting lists and high thresholds for intervention.¹⁰
- Many long-term health conditions arise in adolescence – attention needs to be given to young people's care from an early age with a long-term view.¹¹
- Engaging and involving young people in decisions about their care is good practice in promoting better outcomes.¹²
- Attention needs to be given to the diversity of young people – whether in forms of sexuality, ethnicity or race, disability, legal status, socio-economic background – and the impact equality issues has on their health and wellbeing.¹³

References can be found on page 25

HOW DOES YOU'RE WELCOME HELP?

You're Welcome offers a way to review and develop your health service to ensure it is youth friendly. The revised 2017 **YOU'RE WELCOME** quality standards, as prioritised by young people, lay out principles that will help health services – community and primary care, secondary care and wider health services – to 'get it right' for young people. Young people's voices are at the heart of this process.

The **YOU'RE WELCOME** quality standards, the process of achieving them and gaining accreditation have benefits for everyone – the individual health service involved, young people accessing the service and the wider health service and community.

Benefits for the health service and its partners:

- The **YOU'RE WELCOME** process means there will be better local information about young people's attitudes, needs, barriers to engagement and areas of good practice and innovation;
- Reviewing the service from the perspective of young users produces new ideas and ways of working;

Young people are often more open in the way they think and aren't limited by 'the way things have been done before' so bring a creativity to the process. They also can ensure that the service is fit for the people it is being verified for. Survey respondent

- Health staff will know how to become more inclusive, giving them confidence to engage with young people from a range of backgrounds and needs;
- Services can be improved based on the needs of young people in the community;
- Services will become more accessible to young people, increasing access, early intervention and more timely support;

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

- As a quality standard supported by PHE, NHS England and the Department of Health **YOU'RE WELCOME** can improve commissioning.

Benefits for young people:

- Because they are involved in reviewing services, young people will feel a greater sense of ownership involvement and empowerment

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

- Through participation, young people will gain a greater understanding of your service, how it works, why it works in particular ways, its aims and expected outcomes etc;
- As young people come to engage more with the service, they are more likely to engage positively with their own treatment and care and thereby their own health will improve;

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

- More engagement with young people will improve access for more marginalised groups, potentially reducing health inequalities.

Benefits for the wider community:

- Young people are an important part of the wider community, and involving them will encourage more community cohesion and emphasises the importance of young people's voice;
- The health and wellbeing of all can be increased as services are adapted and improved to cater for the communities' needs;

The 'side effect' of **YOU'RE WELCOME** is that if services are aimed at all age groups, the change to make them more accessible and friendly, generally benefits all service-users as well as young people and makes staff more aware of accessibility issues. (i.e. the main principles of **YOU'RE WELCOME** are applicable to all services and for all service users). This is an essential element of Health Services. Northumbria Healthcare NHS Foundation Trust
Quote taken from **YOU'RE WELCOME** in the North East: A review of implementing quality criteria for young people friendly health services, North East **YOU'RE WELCOME** Health & Participation Leads Group, May 2015

GETTING STARTED

If you are new to **YOU'RE WELCOME**, here are some suggestions about how to get started. Without having to worry about specifics and evidence, try the following eight tips to get thinking about what **YOU'RE WELCOME** might mean in your service.

STEP 1: A 'champion' for young people

Identify one person to act as a young people's champion within the service. This person will lead on the **YOU'RE WELCOME** review, explaining what's happening and why. They won't be responsible for all the changes – that's a whole team effort!

STEP 2: Get some feedback

Put out a suggestion/feedback box for young people. Invite them to give anonymous feedback about the service – what they like, don't like, how they would like things to change.

STEP 3: Feel comfortable around confidentiality

Check your confidentiality policy is up to date and circulate to all staff. Ensure reception staff are included and then make sure your policy is displayed.

STEP 4: A welcoming place to be

Refresh the waiting area. Are there ways to make it less intimidating and more relaxed? Consider getting some games, resources or magazines that are more appropriate to teenagers.

STEP 5: What exactly are we doing for young people?

Think through the various aspects of your provision and identify different services that are relevant to young people. Create a 'Did you know...' poster for the waiting area listing all these services.

STEP 6: Experience of working with young people

Talk with all staff about working with young people. Find out what previous experience staff have working with young people. Are there any positive/negative stories that can be learnt from? What do staff feel are the barriers to engaging positively and productively with young people?

STEP 7: Find out who's out there

Do some initial research into other projects and services in the area that support young people's health and wellbeing. Think about third sector organisations, small community projects and events, and key professionals such as school nurses.

STEP 8: How do young people access services on their own?

Make sure all staff are clear about when young people can access services on their own. Make this information available to young people and their families.

YOU'RE WELCOME STANDARDS AND CRITERIA

YOU'RE WELCOME is split into 7 separate standards:

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
5. Improving staff skills and training
6. Linking with other services
7. Supporting young peoples changing needs

Each standard includes 8 specific criteria split into Essential and Additional – the Essential criteria have been prioritised by young people as key to making a health service young people friendly.

To complete **YOU'RE WELCOME** services must be able to meet the Essential criteria and two Additional criteria under each standard. Standard four focusing on high quality health services includes criteria for specialist services these do not need to be completed by generalist services.

Legal requirements and equalities duties

The **YOU'RE WELCOME** criteria, and those that have been agreed as Essential criteria, have been chosen by young people. They represent what young people feel makes a service youth friendly. Outside of these criteria, each service must consider the relevant legal requirements they must meet. It is each service's responsibility to ensure that it is meeting its legal duties. Young verifiers are not in a position to assess if legal obligations are met.

All health services should:

- have appropriate **confidentiality, consent and safeguarding** policies and procedures in place consistent with Department of Health guidance. Policies should include a protocol for breaching confidentiality.
- ensure they are working in an accessible way in line with **equalities and human rights** legislation with particular attention to young people from protected characteristic groups.
- consider **physical access** to its services in line with equalities legislation including the Disability Discrimination Act 2005 making reasonable adjustments where required and ensuring support aids are fully functional and freely available.
- consider the **health and safety** of young people and their families in line with relevant legislation including online safety.
- consider relevant **data protection** regulations.
- The **NHS Act 2006** and **Health and Social Care Act 2012** also place duties on public health bodies including a duty to have regard to the NHS Constitution and a duty to have regard to the need to reduce health inequalities.

1. INVOLVING YOUNG PEOPLE IN THEIR CARE AND IN THE DESIGN, DELIVERY AND REVIEW OF SERVICES

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 1.1. The service actively encourages young people to be involved in their care. Care plans are developed with young people taking into account all aspects of their life and how they would like their parent or carer to be involved in their care.
- 1.2. There are processes in place to ensure that young people's views are included in care planning, governance, service design and development. Feedback is reviewed and acted upon.
- 1.3. There are clear processes for safeguarding young people including those involved in youth participation.

Additional criteria:

- 1.4. The service has a nominated young people's champion who is responsible for liaising with young people, supporting their participation and making sure others hear what they say.
- 1.5. Information about how young people can have a voice within the service is available and accessible.
- 1.6. Young people are routinely included in patient experience surveys.
- 1.7. Where appropriate, a range of technology is used to gather young people's feedback, i.e. through text surveys or website.
- 1.8. The service works with other organisations that work with young people to support young people's engagement such as the local youth council.

2. EXPLAINING CONFIDENTIALITY AND CONSENT

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 2.1. Information about young people's right to confidentiality, what they can and can't give consent to, and their right to make complaints, is freely available and in an accessible format.
- 2.2. Young people are made aware of where information about them and their health is shared.
- 2.3. Young people are routinely offered to attend appointments on their own or with impartial chaperones, instead of parents or carers. This is made clear in information about the service.

Additional criteria:

- 2.4. All staff are able to inform young people of their rights around confidentiality, consent and the right to complain.
- 2.5. A confidentiality policy sets out how staff will work with parents and carers where appropriate whilst respecting the confidentiality of the young person.
- 2.6. Confidentiality and consent policies are made explicit to young people and parents or carers. The information makes clear young people's entitlement to confidentiality and any limitations to confidentiality with regard to safeguarding.
- 2.7. All staff know when and how to routinely explain the confidentiality policy to young people and to their parents or carers.
- 2.8. If you have access to digital health records all staff are clear at what age young people can access these records and parents can no longer access them. This is explained to young people and parents.

3. MAKING YOUNG PEOPLE WELCOME

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 3.1. Young people are greeted kindly and professionally. Reception staff respect young people's needs and experiences.
- 3.2. Where possible, young people can use the service at times convenient to them and be given a choice about service location which may offer better transport links.
- 3.3. Ensure that young people's preferences about the consultation itself are considered including who they prefer to be seen by, whether they can bring a supporter, and how many people are present during consultations.

Additional criteria:

- 3.4. The service makes use of modern technology so as to make the service more accessible to young people, i.e. text messaging service, face timing, online prescriptions, online appointment booking systems.
- 3.5. The service provides young people friendly information in a variety of formats (such as large print/easy read or braille) and languages where needed explaining things such as how to access different parts of the service, how information is shared, and how to make complaints.
- 3.6. Care is delivered in a safe, suitable and young people 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.
- 3.7. The reception, waiting, treatment areas are accessible and young people friendly, comfortable and welcoming. There is a range of recreational activities appropriate for young people for example reading material and multimedia and these are refreshed regularly.

4. PROVIDING HIGH QUALITY HEALTH SERVICES

Generic health services:

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**.

Essential criteria:

- 4.1. The service clearly communicates what it offers to young people, both in person and in publicity materials, website etc.
- 4.2. Consultations routinely promote healthy lifestyles in an appropriate way including:
 - Good mental health and emotional wellbeing
 - Healthy eating, weight management and physical activity
 - Smoking cessation
 - Avoiding alcohol and substance misuse
 - Supporting long term health needs
- 4.3. All staff routinely say who they are, and what the service can and cannot provide to help young people. The service ensures young people's privacy and dignity are maintained at all times, including advice giving, discussions, examination, treatment, care and support.

Specialist services:

Generalist services and those not specifically focusing on the areas below do not need to complete these sections. If you are a service which specialises in work in one of the following areas you should complete the relevant section.

- A. **Healthy weight and physical activity**
- B. **Alcohol and drugs misuse**
- C. **Managing long term and complex conditions**
- D. **Mental health and wellbeing**
- E. **Sexual and reproductive health services**

A. HEALTHY WEIGHT AND PHYSICAL ACTIVITY

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- A.1. Young people get good and easy to understand advice and support on healthy food choices, including advice on how to choose, cook and prepare healthy food.
- A.2. The food and drink on offer for young people is healthy and there is support for young people to help them increase physical activity and reduce high fat and sugar.

- A.3 Easy to understand information for young people and their families about obesity and weight management and local support services is available.

Additional criteria:

- A.4. Services link with local public health teams, and refer overweight and obese young people to other services that help manage their weight.
- A.5. Staff are trained in nutrition and actively encourage young people to take opportunities to support healthy lifestyle activities.
- A.6. Staff are trained and confident in 'raising the issue of weight' with young people and their families, and know about the local services where they can get further support.
- A.7. Healthy eating provision that is 'bought in' should be provided by Association for Nutrition accredited individuals or organisations.

B. ALCOHOL AND DRUGS SERVICES

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- B.1. Services that work with young people at risk of alcohol and drug misuse problems are able to screen for substance misuse, and ask about other related risks and concerns such as mental health or sexual vulnerability.
- B.2. All professionals that work with young people know how to refer young people to the drug and alcohol services available locally. It is clear how young people can self refer to these services.
- B.3. Specialist alcohol and drug assessments are carried out by a trained professional as soon as possible. They are able to engage with young people, parents and carers and other professionals that are working with young people as required.

Additional criteria:

- B.4. A range of psychosocial interventions are offered and delivered according to need by competent and qualified professionals in line with NICE guidance.
- B.5. A range of age appropriate pharmacological (drug) interventions are offered and delivered by a qualified professional according to need.
- B.6. Staff working with young people are trained to deliver interventions and know how and when to refer out to other services for young people with complex needs including child sexual exploitation, gang involvement, domestic violence, crime and anti-social behaviour.
- B.7. Services are able to recognise, intervene appropriately and/or refer on young people affected by different trends in drug use including New Psychoactive Substances

C. MANAGING LONG TERM AND COMPLEX CONDITIONS

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- C.1. Staff recognise the young person first rather than the long term condition or disability. Staff realise that health is one element of what's important to young people with an ongoing health need. This approach is shared by all staff and made clear in information about the service.
- C.2. Staff receive training in adolescence as a context for understanding the impact of complex and long-term conditions
- C.3. Young people are supported and empowered to understand their illness/needs. Professionals offer information and advice to help young people and their families make informed decisions regarding their care, support needs, and treatment choices.

Additional criteria:

- C.4. Staff understand that young people with a long term condition or disability can face social isolation and loneliness and help by supporting ways of young people coming together in person or virtually linking to local and national projects.
- C.5. The service recognises that young people may have different needs depending on their age. All advice and information is appropriate for their level of understanding and stage of development. Services provide age appropriate space and resources within the healthcare setting.
- C.6. A young person with complex needs, and long term illness, may have many appointments and professionals caring for them. Every effort should be made to reduce the amount of education/employment absences and support continuity of care. A clear plan is in place to keep everyone up to date with communication (including, if appropriate, use of a passport of care). Appointments are as streamlined and coordinated as possible.
- C.7. Each young person should have a Key Worker, to help them to navigate the services they need and be a main point of contact. This person provides guidance about the information being received, offers practical support and advice, liaises with other agencies including education, and promotes self-management skills.
- C.8. The service has appropriate systems and facilities in place to identify and respond to young people's additional requirements and specific access needs. A flagging system identifies young people with a learning disability in case they have additional requirements e.g. double appointments. Specific communication needs are identified and accommodated. Mobility issues are provided for, and in all cases, young people are able to maintain privacy and dignity regardless of level of need.

D. MENTAL HEALTH AND WELLBEING

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- D.1. Young people, their parents and carers receive easy to understand information and advice that explains the roles of staff they might encounter in mental health services and makes it easier to share decision making. Young people are offered choice about involving other people in the assessment and treatment process
- D.2. Young people and their families receive clear information and advice about the treatment options and likely outcomes.
- D.3. Services are designed around the needs and wishes of the young people they are serving.

Additional criteria:

- D.4. Staff discuss choice of treatments and support with young people and their parents/carers. These discussions take place at the beginning and during young peoples' contact.
- D.5. Young people and parents/carers receive support and care from staff with the right skills who have received training appropriate to their age needs. This should include communication skills when talking to young people, understanding of what can and cannot be done, knowledge about available interventions, ability to respond to diversity issues such as gender identity and ethnicity, and clear understanding of informed consent.
- D.6. Young people are offered appropriate information and advice concerning whether to involve other people such as parents in their assessment and treatment process. Refusal of consent to family/carer involvement is accepted unless there is serious risk to welfare. Shared decision making underpins all actions. Even in cases where the overriding serious risks lead to compulsory treatment, young people are always offered appropriate information and advice to make treatment choices based on informed consent.
- D.7. Services are aware of current good practice in the field and be able to tell young people how they use it. This should include the following as appropriate:
 - The values and standards established in the CYP IAPT (CYP-IAPT principles in Child & Adolescent Mental Health services: Values and Standards: 'Delivering With and Delivering Well')
 - Quality Network for Community CAMHS standards
 - ACE-V Quality Standards. (www.youthwellbeing.co.uk)
- D.8. Young people, parents and carers are informed about how to access local support and useful resources e.g. Social media, Apps and other digital support tools

E. SEXUAL AND REPRODUCTIVE HEALTH SERVICES

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- E.1. A range of sexual and reproductive health services is offered, including but not necessarily limited to Chlamydia screening and treatment, routine and emergency and post-pregnancy contraception, pregnancy testing, referral for NHS-funded abortion services, and antenatal care.
- E.2. Where STI services are not available on-site, there are clear methods for seamless referral to other services or clinicians.
- E.3. Young people are offered appropriate information and advice to help them develop their ability to make safe, informed choices. This includes advice on healthy relationships and support to help them develop the confidence and skills to make positive choices about sexual activity.

Additional criteria:

- E.4. Appropriate, easy-to-understand information is available on a range of sexual health issues, including all methods of contraception, STIs, relationships, use of condoms and sexuality. The information makes it clear that prescriptions for contraception and testing and treatment for STIs are free.
- E.5. Staff receive training and support in communication skills, the latest evidence base for best treatment options, how to recognise and respond to diversity, how to get informed consent, and how to recognise signs of sexual coercion, abuse and exploitation.
- E.6. The service will see young people who are not ordinarily registered with them in order to provide sexual health advice and contraception, including emergency contraception.
- E.7. The service is inclusive of LGBTQ young people with diversity integrated into service design and publicity.
- E.8. The service has strong links with sex and relationships education programmes in schools and colleges and with other services and practitioners in touch with young people.

5. STAFF SKILLS AND TRAINING

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 5.1. All staff who come into contact with young people receive appropriate training on engaging and communicating with young people including those from marginalised groups. Staff adjust their language and approach accordingly depending on a young person's age and ability.
- 5.2. All staff who come into contact with young people receive appropriate training, supervision and appraisal on understanding young people and the issues that they face which can impact on their health and wellbeing.
- 5.3. Members of staff routinely receive training on safeguarding, confidentiality and consent including guidance on seeing young people without a parent/carer present.

Additional criteria:

- 5.4. Staff members receive regular training, supervision and appraisal to ensure that they can manage sensitive and/or difficult consultations and support young people in making their own informed choices.
- 5.5. Services include young people's feedback and views in revalidation processes for staff.
- 5.6. Inter-disciplinary training is undertaken in line with local safeguarding arrangements to ensure that approaches to safeguarding are in line with Working Together to Safeguard Children (WtSC) and guidance on Child Sexual Exploitation and FGM etc.
- 5.7. Staff are trained to use a tool such as HEADSS (see resources on page 25) to help discussions about all aspects of young people's lives. These tools are used in consultations and reviews.
- 5.8. All staff receive routine induction including training about working with young people.

6. LINKING WITH OTHER SERVICES

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 6.1. A holistic approach is taken to young people's care, with consideration given to social, educational, emotional and physical wellbeing.
- 6.2. The service is part of local networks and has good links and active partnerships with a range of other projects, organisations and services working with young people.
- 6.3. Services communicate with schools and support young people's access to education. For example flexible appointments to fit with young people's school timetables are considered seriously.

Additional criteria:

- 6.4. Where possible, other relevant services for young people are co-located within the service.
- 6.5. The service provides information about other local services for young people. All staff are familiar with local service provision and arrangements for referral.
- 6.6. Information about the service is provided to other relevant organisations and to key professionals working with young people. This information is kept up to date and is freely available and accessible to young people.
- 6.7. The service is aware of the emotional and psychological needs of young people and there are clear and appropriate referral pathways and signposting routes to ensure young people receive support as early as possible.

7. SUPPORTING YOUNG PEOPLE'S CHANGING NEEDS

The three Essential criteria in this section have been selected by young people as key to making a health service young people friendly. All three Essential criteria must be met to achieve **YOU'RE WELCOME**. You should also complete two of the additional criteria, you may choose the two that best fit with your service.

Essential criteria:

- 7.1. The service provides health care based on a young person's needs and abilities, not dictated by age alone.
- 7.2. Referral systems foster a positive approach to healthy transitions with established systems of communication between all relevant health professionals, departments and services.
- 7.3. There is clarity around the differing rules regarding different age ranges and consent. This information is shared with young people, parents and carers, and other relevant professionals.

Additional criteria:

- 7.4. 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 NICE guidance. Specific attention is given to the needs of young people with long-term health needs.
- 7.5. Staff members are trained to help young people, and their parents or carers, with the transition to adult services from the age of 12 onwards. All young people with ongoing needs have an individual transition plan including a named key worker for each young person who will provide continuity during the transition process.
- 7.6. The service provides publicity material specifically outlining the transition to adult services. This material is young people friendly and uses age appropriate language and images.
- 7.7. 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.

USEFUL RESOURCES TO HELP ACHIEVE YOU'RE WELCOME

1. Involving young people in the design, delivery and review of services

Participation Works Partnership: Hear by Right

www.participationworks.org.uk/events-training/products/hear-by-right/

Talking about Talking Therapies: Thinking and planning about how best to make good and accessible talking therapies available to children and young people

www.iapt.nhs.uk/silo/files/talking-about-talking-therapies.pdf

Involving children and young people in developing social care

Social Care Institute for Excellence

www.scie.org.uk/publications/guides/guide11/

A Guide to The Effective Involvement of Children and Young People: Resource Pack

Jordan's Change for Children Consultancy

www.nwleics.gov.uk/files/documents/guide_to_involving_children_and_young_people/Guide%20to%20Involving%20Children%20and%20Young%20People.pdf

Not Just a Phase – a guide to participation of children and young people in health services

Royal College of Paediatrics and Child Health

www.rcpch.ac.uk/what-we-do/children-and-young-peoples-participation/publications/not-just-phase/not-just-phase

Get Your Rights – Children and Young People information about rights in the NHS

Council for Disabled Children and National Childrens Bureau

www.getyourrights.org/

2. Confidentiality and consent

RCGP Confidentiality toolkit

www.rcgp.org.uk/clinical-and-research/clinical-resources/youth-mental-health/the-rcgp-adolescent-health-group.aspx

Guides to Confidentiality and health records: British Medical Association

www.bma.org.uk/advice/employment/ethics/confidentiality-and-health-records

3. Making young people welcome

GP Champions for youth health toolkit: Association for Young People's Health

www.ayph.org.uk/publications/623_GPToolkit_ONLINE.pdf

HEADDSS framework

www.usc.edu/student-affairs/Health_Center/adolhealth/content/a4.html

Right Here: How to Provide Youth Friendly mental health and wellbeing services

www.mentalhealth.org.uk/sites/default/files/right-here-guide-4.pdf

4. Providing high quality health services

NHS Choices

www.nhs.uk/pages/home.aspx

NHS go – App making NHS Choices accessible for young people

www.nhsgo.com

a. Healthy weight

Change 4 Life: Range of guides about healthy eating and exercise

www.nhs.uk/Change4Life

MEND

www.mendcentral.org

b. Alcohol and drugs services

AddAction resources

www.addaction.org.uk

Talk to Frank

www.talktofrank.com

c. Managing complex and long term health conditions

Council for Disabled Children

www.councilfordisabledchildren.org.uk/resources

Clic Sargent

www.clicsargent.org.uk

d. Mental health and wellbeing

Beat

www.b-eat.co.uk

My Access to Psychological Therapies

www.myapt.org.uk/

MindEd – e-learning to support young healthy minds

www.minded.org.uk

Young Minds

www.youngminds.org.uk

Talking about Talking Therapies: Thinking and planning about how best to make good and accessible talking therapies available to children and young people

www.iapt.nhs.uk/silo/files/talking-about-talking-therapies.pdf

Royal College of Psychiatrists – Quality Network for Community CAMHS (QNCC)

www.rcpsych.ac.uk/quality/quality accreditationaudit/communitycamhs.aspx?theme=mobile

CAHMS Press – Goals based outcomes (GBO)

www.ucl.ac.uk/ebpu/docs/publication_files/Goals_booklet_3rd_ed

CAHMS Press – Guide to using feedback and outcomes tools with children, young people and families

www.ucl.ac.uk/ebpu/docs/publication_files/Guide_COOP_Book010414.pdf

Healthy Minds

www.healthyminds.info/eslaresilience/

Liverpool CAHMS – Range of videos and resources

liverpoolcamhsfyi.com/

e. Sexual & reproductive health services

Brook

www.brook.org.uk/our-work

Terence Higgins Trust

www.tht.org.uk

Chiva

www.chiva.org.uk/

Body and Soul – Range of links and resources for children & young people living with HIV

www.bodyandsoulcharity.org/the-factory/library/

5. Staff skills and training**Youth Health Talk – Online resource for professionals with recorded interviews with young people talking about a variety of issues affecting them.**

www.youthhealthtalk.org

Mental Health First Aid training

mhfaengland.org/

HEADSS framework

- A template for the HEADSS assessment www.som.uq.edu.au/media/418866/headds.pdf
- Original publication that set out the HEADSS (1988): contemporarypediatrics.modernmedicine.com/sites/default/files/images/Resource-Centers/GettingintoTeensHeads.pdf

CYP Me First – Children and Young People Centred communication

www.mefirst.org.uk/

6. Linking with professional networks and special interest groups

- Association for Young People's Health www.ayph.org.uk
- Young People's Special Interest Group of the RCPCH www.yphsig.org.uk
- Royal College of Paediatrics and Child Health www.rcpch.ac.uk
- Royal College of Physicians Young Adult and Adolescent Steering Group www.rcplondon.ac.uk
- Royal College of General Practitioners Adolescent Health Group www.rcgp.org.uk
- Royal College of Nursing www.rcn.org.uk

7. Supporting young people's changing needs

Key Data on Adolescence

www.youngpeopleshealth.org.uk/key-data-on-adolescence

NICE – Transition from children's to adults services Guidelines

www.nice.org.uk/guidance/indevelopment/gid-qs10012

University Hospital Southampton – Transition to adult care: Ready Steady Go

www.uhs.nhs.uk/OurServices/Childhealth/TransitiontoadultcareReadySteadyGo/Transitiontoadultcare.aspx

General:

Rise Above

riseabove.org.uk/

National Children's Bureau

www.ncb.org.uk

British Youth Council – School Nurses Report

www.byc.org.uk/media/75447/byc_school_nurse_report_web.pdf

Royal College of General Practitioners – 'Talk to us' leaflets for young people or parents and carers

www.rcgp.org.uk/clinical-and-research/clinical-resources/youth-mental-health/information-for-young-people-and-their-families.aspx

Explain – Guides regarding various conditions

www.explain.me.uk

The Makaton Charity – Makaton signs

<https://www.makaton.org/>

Fixers UK

www.fixers.org.uk

Youth Health Movement

www.youthhealthmovement.org.uk

British Youth Council

www.byc.org.uk

Participation Works

www.participationworks.org.uk

Participation: spice it up

www.savethechildren.org.uk/resources/online-library/participation-%E2%80%94-spice-it

Involving young people in research

www.nihr.ac.uk/get-involved/young-people-and-research.htm

Support for youth participation from a European Level – Salto

www.salto-youth.net/rc/participation/

Child and Maternal Health Intelligence Network – Public Health England

www.chimat.org.uk/camhs/participation/commission

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