

SUMMARY REPORT			ABM University Health Board		
Health Board			Date of Meeting: 25 th May 2017 Agenda item : 2 (ix)		
Report Title		Children/Young Persons Services			
Prepared by:		Eirlys Thomas, Head of Nursing Childrens Services			
Approved & Presented by:		Professor Rory Farrelly Director of Nursing & Patient Experience			
Purpose					
The purpose of this report is to update the Health Board as required by the Children and Young People's Strategy Board on the progress of services for Children and Young People in 2016/17, and the key priorities for 2017/18.			Decision		
			Approval		
			Information		Y
			Other		
Promoting and Enabling Healthier Communities	Delivering Excellent Population Outcomes	Demonstrating Value and Sustainability	Securing a Fully Engaged and Skilled Workforce	Providing Effective Governance and Partnerships	
	X			X	
Executive Summary					
This report sets out the progress made on the development of a variety of strategies that promote the engagement of Children and Young People across Abertawe Bro Morgannwg University Health Board.					
Key Recommendations					
<ul style="list-style-type: none">Recognise the positive contribution that the Children and Young People care committee has made to progressing a significant number of initiatives that have contributed to improvements in Children and Young People care.Note the successful development of the Children's Charter and partnership approach to its development.Note the development of the health board Children's Strategy and its Health Board values based framework.Reflect on the positive participation and examples of children experiences and feedback as a measure of successful outcomes for children and young people in our care.					
Assurance Framework					
Singleton Service Delivery Unit and the Children and Young Peoples Strategy and Commissioning Boards will monitor progress.					
Next Steps					
Implement the Children and Young Peoples' Strategy Board and the Children and Young Peoples' Commissioning Board Work plans.					

MAIN REPORT		ABM University Health Board
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Subject	Progress on the development of Children's Services across Abertawe Bro Morgannwg University Health Board	
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Situation

Children's Services are diverse encompassing from Birth to 18 years, across a wide range of specialities including neonatology, community and primary care services.

Abertawe Bro Morgannwg University Health Board will deliver accessible services for children and young people through the provision of high quality universal services ensuring that those children and young people who are most vulnerable receive targeted interventions as appropriate.

There are approximately 118,300 children and young people from birth to 18 years (2011 census) across Abertawe Bro Morgannwg University Health Board. We want those who are doing well to continue to do well. However, there is evidence that despite significant investment by government over many years, there is insufficient progress being made to improve the lives of our most marginalised and disadvantaged children and young people. Over 1 in 5 (142,600) children and young people aged under 20 live in poverty in Wales, (Health of children/young people in Wales 2016). It is noted that a higher percentages of children living in poverty are also seen within the cities.

In line with the Bevan Commission 2013 and the Social Services and Wellbeing Act (2016), Abertawe Bro Morgannwg University Health Board is committed to ensuring that services are delivered within a prudent approach.

As a consequence, we need to build upon the relationship between children and young people their families and partner agencies (including the third sector organisations), so that we can all work together as equal partners; co-producing services and solutions that best fit their health and social care needs whilst empowering children and young people and their families to gain greater control over their own lives (Social Services and Wellbeing Act 2016).

At the Abertawe Bro Morgannwg University Health Board meeting on 25th September 2014, a paper on the development on the Children's Charter was received and supported. The draft Charter was based on the United Nations Convention on the Rights of the Child. This was formally launched by the Chairman, Professor Andrew Davies and Non-Officer Member Mrs Gaynor Richards. This draft was launched during the Children's Conference 17th November 2014.

Following the launch of the draft Charter, there has been a great deal of development within children's services around the engagement and development of services for Children and Young People which will be outlined.

Background

The Health Board is committed to ensuring that all children accessing services are aware of and are treated in accordance with the United Nations Conventions for the Rights of The Child.

In 2015, the Health Board were invited to work with the Community Youth Councils from Neath and Port Talbot, Swansea and Bridgend Locality, to participate in the development of a Children's Charter based on the United Nations Convention for the Rights of the Child.

Membership within Abertawe Bro Morgannwg University Health Board included senior paediatric nursing staff, paediatric play staff, children and young people within the acute, community and third sector. This resulted in the development of the Children's Charter.

In collaboration with the University of Wales Swansea, Abertawe Bro Morgannwg University Health Board and the Observatory will further develop the concept of the charter, through a base line assessment involving professionals, Children and Young People to inform further research and to improve the outcomes for this client group. This will also lead to the development of performance indicators, which will hold to Abertawe Bro Morgannwg University Health Board to account in the assurance that children's rights are being upheld.

Outcomes from health:

- Listen to children and young people
- Ensure that all children and young people are aware of their rights
- Respect children and young people's right to have their say
- Educate all staff and ensure the organisation is rights based
- Empower children and young people around aspects of their health care

The re-organisation of the Abertawe Bro Morgannwg University Health Board's management structure has further strengthened the development of Children's Services. The appointment of a dedicated children services pillar, which sits within the Singleton Service Delivery Unit has further strengthened and supported the development of Children and Neonatal Services and put them on the forefront of the Health Board's agenda.

Assessment

Children and Neonatal Services have developed the following Strategies to support the engagement of their client group and promote the public and patient involvement agenda.

1. Children and Young People's Charter

The Charter was launched on 20th March 2017. The focus of the event was to engage Children and Young People on the varied aspects of health they have the potential to access. It was attended by key individuals across the three Local Authorities, Health and the Third Sector Organisations. Over 200 children from across schools within the Abertawe Bro Morgannwg University Health Board area attended the event. A choir from Ysgol Maes y Coed special school took the centre stage with their rendition of Les Miserable's.

The event was supported by the Chairman of Abertawe Bro Morgannwg University Health Board together with Professor Rory Farrelly Director of Nursing and Patient Experience, Gaynor Richard Non-executive Lead for Children and Young People and Jean White, Chief Nursing Officer for Wales. They were also joined by Sophie Millar, Chair of Abertawe Bro Morgannwg University Youth Board.

Underpinning Values of the Children and Young People Charter are:

- **THE RIGHT TO LIFE AND GOOD HEALTH** – All Children of all abilities have the right to life and healthy development, including the best treatment and advice, health and education to help them grow up to be healthy and happy.
- **THE RIGHT TO EDUCATION, PLAY, RELAX AND HAVE FUN** – Education, play and relaxation are an important part of everyday life. We will ensure that that the right person advises and educates you, so you can understand what your body needs to be healthy. The right person may be your GP, school nurse a therapist or other people who are qualified to support you.
- **THE RIGHT TO WHAT IS BEST FOR YOU** – We will work with you in your best interests, we will do what is good for you, help you understand what that is and get the help you need when you need it.
- **THE RIGHT TO INFORMATION** – You can ask us any questions you want and we will answer in a way you understand.
- **THE RIGHT TO RESPECT**– You have the right to be treated fairly and with respect. We will respect your language, religion, beliefs and family background. You will be treated as a child in your own right and be spoken to in a way which makes sense.
- **THE RIGHT TO HAVE YOUR SAY** – you have the right to tell us what you think and we will listen and involve you in decisions that affect you. You can ask for support in telling us what you think for someone else such as a family member, friend or a staff member. You are able to complain if you are not happy about something, we will take your complaint seriously and let you know what we have done about it.
- **THE RIGHT TO CONSENT** – We will ask permission from your parents, carers or guardians when you are receiving care but we will always include you in what is going on. From the age of 16yrs you can consent to treatment yourself but we will always listen to your opinion even before you are 16 years. We will always take your consent into consideration when accessing any treatment.
- **THE RIGHT TO PRIVACY AND CONFIDENTIALITY** – Wherever possible we will respect your privacy which means we won't talk about you to their people unless we have to. We will only share information about you if you or others could be harmed if we don't.

- **THE RIGHT TO BE SAFE** – You have the right to feel safe and we will protect you when you use our services. We will work effectively on your behalf and get you any other help when you need it.
- **THE RIGHT TO A FAMILY LIFE** – You have the right to involve your family in decisions about your health (if you want us to).

The charitable funds committee have agreed to support the development of a self assessment tool for the Children's Charter in partnership with Swansea University, by funding a PhD student to undertake relevant research over a five year period.

Summary of Progress and Plan for the Children's Charter - Year 1 (2016-17)

A literature review has been undertaken; this will present a detailed analysis answering the research question, 'what does a children's human rights approach look like.' It will examine what is a human rights approach and a children's human rights approach, tracing the history and development of both and giving consideration to the key element of such approaches. The Health section will examine children's human rights and health, models of practice globally for implementing a children's rights approach to health.

In order to develop a conceptual framework for a children's human rights approach to health in the welsh context, it will consider the policy and legal framework for health and children's health in Wales, and will report the inequalities facing children in Wales. The literature review will conclude with an analysis of what a children's human rights approach to health could look like and develop initial thinking about how this can be applied in practice.

Year 2

It has been agreed that in Year 2 the 'agreed service areas' for research to answer the research question:

What are the barriers to, and enablers of, children's human rights in relation to the principles of a children's human rights approach to health services?

This work will take place within Out-Patient, Community and Emergency services across Abertawe Bro Morgannwg University Health Board, which will also be monitored and audited by the Children and Young People Youth Board and Children and Young People's Strategy Board.

2. Children & Young People's Strategy Board

The purpose of the Abertawe Bro Morgannwg University Health Board Children and Young People's Strategy Group is to ensure the delivery of safe, effective and family or carer centred care for children and young people. This will be across all levels of care from the promotion of health & wellbeing through to referral for specialist care. Services will be developed for children and young people that are fit for purpose now and for the future, clearly aligned with the Health Boards five year plan, "Changing for the Better".

During the last year the Terms of Reference have been reviewed and agreed to ensure that there is representation from all key service providers across Abertawe

Bro Morgannwg University Health Board, Local Authority and Third Sector organisations.

The Board has developed and agreed a work plan for the year which includes the development of a Health Board wide Children's Strategy.

The draft strategy developed in partnership with all Health providers outlining the direction for the Health Board around services for the next 5 years within Abertawe Bro Morgannwg University Health Board. It is envisaged that this will be completed by September 2017, following further consultation with providers across Abertawe Bro Morgannwg University Health Board.

The draft Strategy has embedded children's rights through the document. The framework is built around health care legislation for children and young people across all spectrums of health care. It encompasses Health Care Standards and the National Service Framework for Children and Young People (1995).

If we are successfully to deliver on improved outcomes for our children and young people, the strategy will need to be underpinned by a number of supporting themes that are embedded in Abertawe Bro Morgannwg University Health Board Values whilst ensuring that children and young people's experiences of care within our organisation is at the forefront:

- The need to adopt a **whole child approach**, which gives recognition to the complex nature of children/young people's lives.
- **Working in partnership** with those who provide and commission children's services across ABMU including the third sector organisations.
- **Securing and harnessing the support of parents, carers and the communities** within ABMU.
- Responding appropriately to the **challenges we face as a society**.
- Preventative and early intervention approaches without compromising those **children and young people who currently need our services most**.
- Developing a culture here the views of **children/young people are routinely sought in matters which impact on their lives**.
- Ensuring that the needs of children/ young people are **fully assessed using agreed framework and a common language** and that services they receive are based on identified needs and evidence based.
- Driving towards a culture with respects and progresses the **UNCRC rights of the child**.

3. Children and Young People's Commissioning Board

The Children and Young People's Commissioning Board works closely with the Young People's Strategy Group to ensure that both work programmes are consistent and well aligned to the Health Boards overall strategy.

The following priorities agreed for 2016-19. However, on an annual basis the commissioning board will review its priorities and will determine whether new priorities need to be selected:

1. Children and young people have good emotional health and wellbeing.

2. Narrowing the gap in developmental milestones across the social gradient for all children by age 3 years.
3. Increase the percentage of babies being breast fed at birth, six weeks and beyond.

4. Development of the Children and Young People's Youth Board

Children's Services actively recruited into its first Children and Young People's Board in January 2017. There are currently 14 young people aged between 14-22 years of age as members. The Board is supported by Head of Nursing, Patient Experience and the Third Sector. This Board are currently meeting on a six weekly basis to develop their work plan for the forthcoming year.

Progress to date:

- Developing terms of reference for the group which are yet to be agreed and ratified
- Adopted the title of ABM Youth
- Developing their branding
- Visiting all in-patient children and neonatal areas
- Will provide constructive comments and develop easy read version of the Strategy once completed
- Set out their agenda and work plan for the forthcoming year

Key aims:

- Ensure the voice of children is heard across health care.
- Support the implementation of the Children's Charter across Health.
- Engage with Children & Young People around issues affecting them and reporting this back to the Health Board.

5. Young People's Participation in 15 Steps

Involving young people in the 15 Step Challenge has been a valuable experience. This has now been undertaken across all in-patient children's areas over the last year.

The issues highlighted by the young people have been addressed and action plan developed to ensure that the changes that are within our gift are undertaken.

The themes identified across both sites are;

- Ward Sister – friendly and helpful and spoke to all parents.
- Beds / Cots – not labelled/dated when last cleaned.
- Room required for teenagers – with a television, drinks and magazines.
- Icons on the white board need to be used, and the name of person in charge should be written daily.
- Nurses' name should be displayed above the bed.
- Nurses' staff room door should be locked at all times.
- Everyone entering the ward should be spoken to via buzzer system before entering the ward.

All young people were invited back to review and to see the changes made. Good practice is to be continued for 2017-18.

6. Children's Patient Stories:

The Patient Digital Story methodology introduced by Children Services has been very effective across Neonatal and Children Services and all areas are now making digital stories as part of their patient feedback and particularly to help the Board learn from both good and poor patient experience.

Specific feedback from some recent examples:

- Development of bereavement information for families across Children's Services. The booklet will go to the next Editorial Board in May 2017. This was developed in partnership with families.
- Good practice around care and support from Maternity and Neonatal services in terms of communication between the departments.
- Patient story supported the development of 4 houses on the Singleton site for families with babies within the Neonatal Unit.

Recommendation

This report provides an overview of the development of Children Services. It demonstrates good practice and the progress made around engagement of Children and Young People.

It recommends that the ABMU Children and Young People's Strategy be shared widely amongst partner agencies to further inform and develop Children Services across Health and Social Care.

A Prudent approach to health and care, is the need to build upon the relationship between children and young people their families and partner agencies (including the third sector organisations), so that we can all work together as equal partners; co-producing services and solutions that best fit their health and social care needs whilst empowering children and young people and their families to gain greater control over their own lives (Social Services and Wellbeing Act 2016).

This will include the implementation of pooled budgets and joint commissioning to support the health and wellbeing needs of all children and young people and their families within ABMU.

The Board is asked to:

- Recognise the positive contribution that the children and Young People Care Committee has made to progressing a significant number of initiatives that have been contributed to improvements in Children and Young People's care.
- Note the successful development of the Children's Charter and partnership approach to its development.
- Note the development of the Health Board Children's Strategy and its Health Board Values based framework.
- Reflect on the positive participation and examples of children experiences and feedback as a measure of successful outcomes for Children and Young People in our care.