



Children and Young People Strategy

Improving services and experiences for
our youngest patients and families



WHY DO WE NEED A STRATEGY FOR CHILDREN AND YOUNG PEOPLE?

Creating a vision for the future

To deliver on our vision of “**working together to deliver outstanding care for our community**”, we need to think about the needs of all our patients and their families. We understand that hospitals can cause anxiety for children, young people and their families, and our strategy seeks to better support this community of patients in our health services.

We have **three key drivers** for the development of our strategy for children and young people:

Our Vision 2025

The strategy’s aim is to set out **our ambitions of what we can provide for children and young people by 2025**.

We have incorporated the views of our staff, patients and their families to build on our strengths, and address the challenges we are facing.

Responding to the specific needs of children and young people

We have witnessed an increasing complexity in the needs of children and young people. If we fail to meet these specific physiological and psychological needs, this can have a damaging and long-lasting impact on our patients lives.

The NHS Long Term Plan

The NHS Long Term Plan includes a number of areas which relate to the health and wellbeing of children and young people. In this strategy, we will be addressing matters which young people wish to see improved, including more accessible services for LGBTQ+ patients, better mental health support and the recognition of young people’s views.

WHERE ARE WE TODAY?

Our role in the community

- We are the main provider of **acute and emergency health services** for children and young people in Reading, Newbury, Wokingham and the towns and villages of west Berkshire and across its borders.
- We provide a range of **outpatient specialist and community services** across six locations.
- We are continuously developing and improving our services to respond to socio-economic changes around us, such as pockets of high deprivation and a growing population.
- We are proud to extend our role in our community to not only provide healthcare, but also **employment and career development opportunities** in a wide range of clinical and non-clinical settings.

Our services



Paediatric
Emergency
Department



Neonatal unit



Paediatric high
dependency unit



Inpatient paediatric
ward



Community
paediatrics



Paediatric day care
unit



Paediatric
specialities

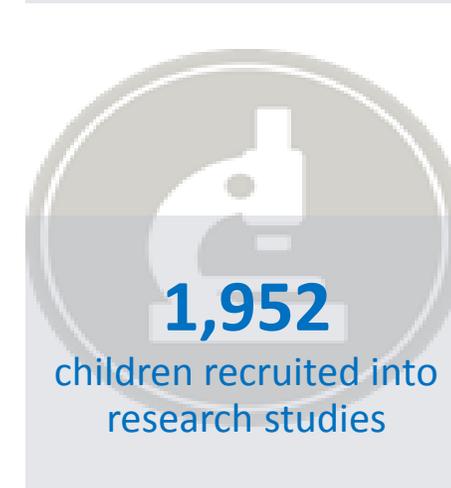
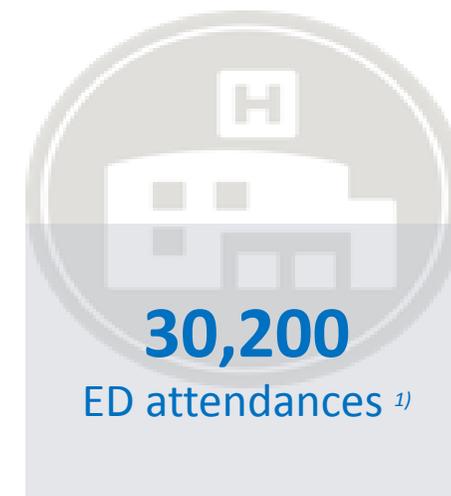
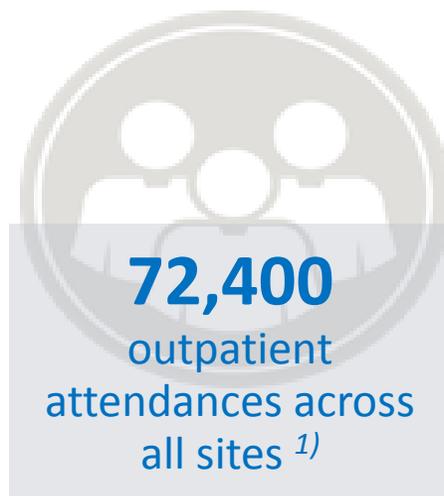


Research

We have made significant improvements

- We changed the neonatal jaundice assessment referrals from ED to our day bed unit, **reducing waiting times for parents and babies.**
- We developed a neonatal preceptorship programme for **newly qualified nurses.**
- We are working toward **BLISS** accreditation and **UNICEF** neonatal baby friendly status.
- We **improved access** to children and adolescent mental health services resulting in **reduced lengths of stay.**
- We are an **active member** of the Children's Board and on local special needs and disability (SEND) forums.
- We have **improved our working links** with parent carer forums across Berkshire West.
- We **consistently achieve excellent** Friends and Family Test results.
- We have recruited nearly 2,000 children into **13 research studies.**

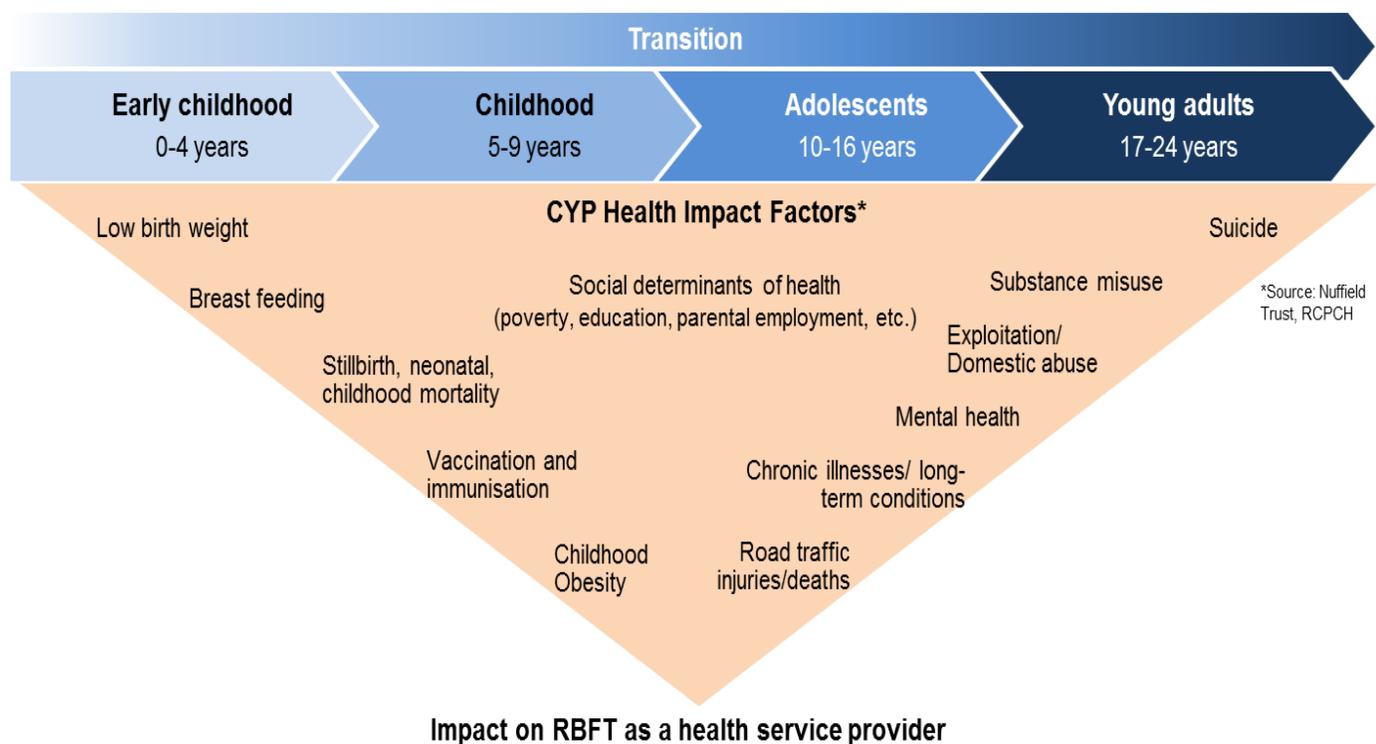
OUR CHILDREN AND YOUNG PEOPLE SERVICES IN NUMBERS



¹⁾ All numbers for patients under 18; FY 18/19

* staff employed specifically to care for our youngest patients. Across the organisation there are many more clinical and non-clinical staff from all specialties involved in the care

FOUNDATION OF OUR MISSION FOR CHILDREN AND YOUNG PEOPLE



- The foundation of our mission for children and young people services moving forward is based on a change of how we think about children and young people. We don't see them as a single homogenous group with a unique set of health needs and demands.
- They have specific physiological, psychological and emotional needs and failure to meet these needs can have a significant impact on their lives and roles as patients, dependents, siblings of patients and future employees.
- Children do not reach neurological maturity until 25 years of age and the stages of physiological and psychological development require specific management and care and the transition to adult services can be complex.
- Our framework recognises that transition starts early in a child's life and that health and psychological needs change over time.
- We, as a provider of health services, recognise and consider those elements to shape services, our thinking around children and young people as a whole and as specific patient groups.

OUR MISSIONS AND AMBITIONS FOR TOMORROW

Mission

What is our role in providing services for children and young people and their families?

- We want to create an organisational culture and ethos which puts our children and young people and their families at its heart.
- We want to listen to children and young people along with their families to develop and implement new services and patient-facing technologies.
- We want to work closely with children and young people, their families and stakeholders to meet the needs of our local community.
- We want to support children and young people in a smooth transition from childhood to adolescence and adulthood.
- We want to promote our organisation as an excellent place to work, with training and career development opportunities.
- We want our children's research team to deliver high quality research for our patients' benefit.

Our values

Our four core values support us in making decisions and interacting with colleagues, patients and partners.

- 1. Compassionate:** In every interaction and communication we treat colleagues, patients and families with care and understanding.
- 2. Aspirational:** We strive to continuously improve, to be the very best that we can be – as individuals and as an organisation.
- 3. Resourceful:** We respond to the challenges of today and tomorrow in effective, efficient, innovative and optimistic ways.
- 4. Excellent:** We commit to excellence in everything that we do – placing patient safety and quality at our heart.

OUR JOURNEY FORWARD

This strategy is built around **four themes**, which support our vision of '*working together to provide outstanding care for our community*'.

- Transforming our staffs' thinking and behaviours to improve the services we provide.

Innovation in Services



- Making all our sites more friendly, safe and accommodating for children and young people and their families.

Experience & Environment



- Attracting young people to a career in the health service and in particular in our organisation. Making sure we do everything we can to retain our existing staff

Careers



- Making sure that what we say and how we say it is right for every audience – children, young people, their parents and siblings.

Communication & Engagement



OUR CHILDREN AND YOUNG PEOPLE STRATEGY

Strategic objectives

Provide the highest quality care

Invest in our staff & live out our values

Drive the development of integrated services

Cultivate innovation & transformation

Achieve long-term financial sustainability

Ambition

What is our role in providing service for children and young people and their families?

Innovation in Services

Improve access and quality of our services by engaging and co-design with children and young people

Careers and Education

Position ourselves as a local employer of choice for young people to a career in the health service and in particular in our organisation

Experience and Environment

Improve the environment in all our sites to better meet for specific and bespoke needs of children and young people and their families to improve their experience when visiting our facilities

Communication and Engagement

Improve our communication and engagement with staff, children and young people, families, external stakeholders with age-appropriate content and messages

Specific deliverables

What we want to achieve in each area?

- Every specialty will have a transparent and clear transition pathway for the transition of care from paediatrics to adult services.
- Children, young people and families have been involved in the co-design of service improvements and patient-facing technological developments of our digital hospital
- We have improved our emergency care pathway and reduced hospital admissions from our accident and emergency department
- We are using our information systems to track, monitor and map the service provision and utilisation for CYP esp. vulnerable groups (SEND, hidden disabilities and mental health conditions)

- We have created a digital interface with accessible tools that is easy to navigate for children, young people and their families
- We developed a “suite” of patient engagement projects ensuring all local communities are represented
- We are driving forward the local agenda to improve health and care for the youngest populations, through multi-agency working

- We have a defined learning and development package available which gives our staff the skills and knowledge to care for and adequately safeguard children and young people
- We provide a wide range of career opportunities across the organisation and a broader range of apprenticeships.
- We have jointly developed work experience and other educational programmes with our local education providers
- We have increased the number of young volunteers and patient leaders
- We have successfully launched the Health for Youth “Junior Carers” programme and involving schools within the local area

- We have developed a RBFT CYP branding
- All patient experience and engagement initiatives and programmes are aligned and regularly report to a single oversight committee
- We are a trauma-informed organisation through existing local partners and stakeholder groups from health and social care and local authorities
- We have successfully launched the access for hidden disabilities working group to improve our services for patients with learning or hidden disabilities. We have rolled out the hidden disabilities lanyards.
- The RBH estates master plan reflects the needs of CYP and families
- We have adequate provision of family friendly facilities in all our sites
- Our 16 and 17 year old patients are cared for in the clinical setting which is most appropriate for their care needs