



investing in children

Re-evaluation for Investing in Children membership: Home and Hospital Support Service

Following on from my last evaluation the Home and Hospital Service has been very busy working to ensure that the whole team are very much working in partnership with children and young people. Previous evaluations have been undertaken with 'parts' of the service. This year I would like to reflect on work that has been on going throughout the service.

Evidence of dialogue and change starts with the newly designed Leaflets: -

Following on from the redesign of the CFS/ME literature as part of last years evaluation, other literature has been designed in the same format. This was done using ideas and suggestions made by the young people and also asking for children and young people's views of the finished articles. Please see attached materials used in gaining views from service users.

Developments from service to service: -

Maybe –

The evaluation system for this service has changed and the young women are given extra questions with regards to childcare. To talk about the service offered within Home and Hospital by the 'MAYBE' group I visited priory court November 2006. I met with one young woman – Karen – who told me about the service she receives.

Karen has been in the unit for most of her pregnancy. Karen was the only young woman in the unit because the other two young people could not make their session. Karen told me that **“you can ring and say how your feeling or if you have other appointments.”** Paula Waugh and Jan Blair try to support the young women in every way they can from: -

- **Applying for key funds for extra resources that the young women suggest. Recent purchases include**
- **A microwave**
- **A sterilizer**
- **A baby gym**
- **Xmas tree**

Visitors to the group are invited to help the young women and address issues that they have, these include: -

- Surestart
- Midwives
- College
- Health visitors

Surestart – link the young people into children’s centres in their area. From Surestart they can receive resources, family support and lots of extra advice on being a parent.

Midwives – they visit the young people in preparation for the birth of their baby. Paula also supports the young people in visiting the maternity unit of University Hospital in Durham.

College – moving on from school the young people can be supported by the college. They are able to provide information on welfare and also what benefits they are entitled to.

Health Visitors – Visits from the Health Visitors mean that the young people have contacts in the community before the birth of their child. From this contact Health Visitors started a social group at Bullion Lane in Chester-le-Street. A group of young women from that area were pregnant at the same time. *A group was set up to support them when they wanted i.e. at 3.30pm on a Friday which is straight after school. Another Health Visitor has secured £3000 in funding and is working with the young people on how to spend it.*

Karen said that the service she has received has been good. She has felt supported and still able to achieve in her education. School has also been very supportive and links have been maintained for Karen’s smooth return to school.

This service is offered in East Durham through The Optimum Group and after birth in the ‘Prime-Time’ Group.

Please see attached Evaluation of Advisory Impact –Pupils 2005 –2006. The questions have been redesigned because of comments and suggestions made by the young people.

CFS/ME

As part of my evaluation, I attended a review for Matthew in October. Matthew is a young person who has received support from Home and Hospital Service in school and at home with tuition as a young person with ME. Matthew agreed that it was okay to attend his review. Matthew attended the review supported by his parents and everyone else in the room at the time. Matthew was more than happy to discuss his workload and his progress. Everyone was happy, especially Matthew who was feeling well and happy at how things were going.

The group discussed coursework and deadlines. Matthew talked about moving on and that he has written to New College to introduce himself and inform them of his condition. At that point Matthew was still waiting for a reply.

Louise Gulliver from Connexions also attended the review and offered Matthew support with strategies for moving on. Matthew and Louise were set to meet at half term.

At the end of the session the group worked through their action points. ***Matthew read this and agreed.***

When working with students who are taking exams, Home and Hospital can set up teaching staff to support students who need to take exams at home.

The team also receive new information and resources on CFS/ME and have started to ensure that information is shared with service users, please see an example of how – a letter sent to young people sharing with them new leaflets from Great Ormond Street Hospital.

GAP

To highlight developments in this service for children and young people, Jane told me of a tool that was developed to meet the needs of one particular young man. An anxious young person discussed with his worker what made him particularly anxious; in order for him to complete his day they created a card.

Please see attached the young man's card, specific to him, as well as GAP literature and other resources.

The idea of the card has now been rolled out across the teams. It proved such a success that the team built on this.

More evidence of dialogue and change: -

- *Young people are involved in the interviewing process of new appointments for the service.*
- *Young people are invited to their own reviews. Although lots do attend them, some choose for others to represent them and express their views if they don't want to come.*
- *Pathway letters – All year 11's are given a letter. It checks where they are now for Home and Hospital to support transitions into Adult service.*
- *Young people continue to be supported one to one*
- *All aspects keep young people informed and up to date with new and relevant information*
- *The 'Hospital Leaflet' is being re-drafted and will be changed as a result of young people being involved in a design competition.*
Debbie – The Hospital Teacher continues to provide education in the schoolroom and at the bedside.
- *Anxious pupils are using the schoolroom at Bishop Auckland Hospital in the interim.*

Home and Hospital clearly show their progression in a whole team approach from evaluation to evaluation. This year I found children and young people easier to access at their point of service delivery. Each one able to talk about participation in their preferences of learning. New leaflets have been designed with children and young people building on from the successes of previous dialogue with young people. The development of the 'Card' for Anxious Pupils, and the involvement of children and young people in interviews also demonstrate dialogue and change.

At Investing with Children, we work with organisations and services which maintain their Investing in Children membership status by providing evidence from a specific aspect of their service one year and another aspect the next. Home and Hospital have provided evidence, which clearly highlights what can be achieved when a whole team works together to achieve change in offering the opportunity for dialogue to all service users.

Therefore in respect of the continued commitment from the whole team and with the endorsement of some of the young people I met, I would like to recommend that Home and Hospital Support Service remain an Investing in Children member. I would also like to say a special thank you to Jane for updating me and collating the team's evidence.

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Investing in Children
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