



Re-evaluation for Investing in Children membership:

Paediatric Home Care

This re-evaluation has been a long time in the offing and for this I sincerely apologise. Last summer Investing in Children was supported by some of the Paediatric Home Care Team in delivering a workshop at a Strategic Health Authority conference. Kim Lawther – Modern Matron, Helen Hall – Nursery Nurse, Daniel Willsher – ex service user, Tamzin Hey – current service user alongside myself and Holly Brookes presented a membership workshop to other health professionals.

Evidence of dialogue and change: -

SHA – Conference.

As a group we planned the workshop, we worked together to ensure that we all had something to say, everyone shared their side of their membership story and their experience of Paediatric Home Care.

Kim – shared the purpose of the team and how the team work with children and young people to provide the best service possible.

Helen – shared how the work with children and young people is facilitated.

Daniel and Tamzin – shared their stories and experiences of the team and their participation with Investing in Children.

Holly and I talked of Investing in Children, the purpose behind membership and together we were able to clearly demonstrate the positive results achieved when working in partnership.

Initially I met with Kim and Helen to catch up with what had happened since my last visit. The team very much offers the same service.

- Community nursing provided for children and young people who need – after care from operations including
- IV's
- Changing dressings
- General help and support
- Support and advice for parents
- Take bloods
- Support children and young people with a range of health issues e.g. Constipation.

Helen and Kim talked through how they deal with each child or young person as an individual and try to accommodate their wants and needs, as and when they arise.

Examples include: -

(Evidence collected by Holly Brookes – a young consultant who worked with IC in the summer of 2006).

- *Extra full time nurse for flexibility with appointments.*
- *After school appointments – In-school appointments are always negotiated with young people. Some young people are embarrassed by having to see a nurse in school. The nurses discuss with the teachers and the young people to how best address this:*
- *Nurses go in plain clothes*
- *Quiet areas are made available*
- *Fit around school timetable*
- *Negotiation with young people, families and nurses for visits and aftercare.*

Please see photograph: - A young man with pins in his legs. Pins which needed cleaning regularly. ***He wanted to go home, not stay in hospital; staff negotiated suitable homecare in order for this young man to go home.***

- *Dressing Clinic, which is offered on Treetops, has seen an increase in usage since the 'better' advertising as a result of this service in general.*
- *Evaluation forms have now been introduced. Although used regularly for older young people the team have recently introduced an alternative form for children, which asks what the children thought of their visit, it also has space for drawings and pictures. Changes are made depending on what children and young people say, positive feedback is also collated to support the service.*
- *School visits have increased – also with the purpose of advertising the service to children and young people. Feedback forms are filled in by children and young people and teachers.*

The Poo Poem – A young person wrote a poem about Poo!

Usually a taboo subject but something the Paediatric Home Care Team work with children and young people consistently to take away the worry, take away the fear and try to resolve the issues they face. This little boy was so happy by the end of his sessions he was truly inspired and made up this poem. *The team use this as a resource for conferences, discussions about the validity of their service and any other place they can.* (We also shared it at the SHA conference).

The Paediatric Home Care Team continues to provide a sensitive and responsive service to children and young people. As part of the evaluation process both Holly and I were able to talk to children and young people who have experience of care from the team and their comments included: -

- ***They come to you and fit around your life.***
- ***They told me what I needed to know***
- ***It meant I didn't have to go to hospital at all***
- ***They definitely listen.***

Daniel and Tamzin really enjoyed the SHA conference, they said they:-

- ***Felt valued***
- ***Enjoyed it***
- ***Felt part of something***

The nature of this service means that sometimes its very short term and in other cases it could be long term, e.g. children with constipation. The Paediatric Home Care Team tries to ensure that however long their involvement their service is provided in dialogue. Whilst dealing with the 'health' issues they listen to the children and young people, and work with parents and carers to get it right.

Kim and Helen were able to say 'we listen' and this was clearly backed up by the children and young people we met with. It was quite clear that because of the **listening** the service was **changed** for each young person.

The team continues to collect evidence of their success to help support their argument for need. However with an ever-changing NHS sometimes strategically the way forward appears unclear. However, I would like to thank the team for their commitment to working in dialogue with children and young people to provide the best service at all times. With this in mind I would like to recommend that The Paediatric Home Care Team continue to be an Investing for Children member, with the full endorsement of the young people.

Helen Mulhearn
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