NEON

Northwick & Ealing Outreach Network

WHAT IS NEON

NEON is an innovative new model of care being piloted for 16-24 year old patients admitted to Adult Wards at LNWH. It is based on the successful KAOS model at Kings and will launch early 2023.

NEON will involve youth workers from each of the three boroughs carrying out holistic assessments, health promotion, signposting to local support services, and community follow-up if required.

We aim to visit and support every young person admitted beyond A&E.

HOW DOES IT WORK

Three local organisations have been commissioned to deliver this pilot.

A full time youth worker from each organisation will be based at Northwick Park or Ealing to support hospital admissions Mon-Friday between 10:00-18:00

Working in partnership with the clinical staff, the youth worker will receive a list of young people admitted to the hospitals each morning. They will meet with each young person to do a HEADSSS assessment, as well as promote overall wellness and improved health, and signpost to services that may help address underlying social needs.

Check out the three organisations delivering the youth work:
www.hfehmind.org.uk
www.igniteyouth.org.uk
www.pliasresettlement.co.uk

HOW DID WE GET HERE

This latest pilot is part of a growing commitment to creating a culture of care for young people at LNWH.

In 2019, Young Harrow Foundation conducted research at Northwick Park, in partnership with staff, to better understand the needs of young people entering A&E. Many developments have taken place since then...

- Two youth workers in the A&E department specialising in youth violence and exploitation
- A youth Wellbeing Guide, created in partnership with young people, which came second in the Elizabeth Molyneux Prize
- A youth voice panel
- A Darzi Fellowship Programme dedicated to understanding and improving the experience of young people in LNWH
- Training resources for staff

WHAT IMPACT WE WANT TO SEE

- We hope to support 150 young people a week, through three full-time youth workers
- Increase health outcomes for adolescents and reduce re-admission rates
- Better hospital-wide awareness of the specific needs of adolescents
- Staff having confidence young people are being supported through the right specialist agencies

ORGANISATIONS INVOLVED

young harrow foundation

NHS London North West University Healthcare NHS Trust

London North West Healthcare Charity

Honesty Equality Accountability Respect Teamwork — Putting patients at the HEART of everything we do

pliasresettlement the vital link

iGNITE! engage empower transform

mind Hammersmith, Fulham, Ealing and Hounslow

London Business School

St Giles

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