**Northwick Park Hospital Youth Support**

**ACTION PLAN Jan 2020**

**Focus: Mental Health and Youth Violence**

**Summary**

**Research** (Sept 2019) conducted by the Change Champions revealed gaps in the service

**1) Support within A&E for young people (At the hospital / Environment / Processes)**

**2) How young people are connected to support after they leave the hospital (Referrals & Signposting)**

**3) Training (Support Staff) around Youth Violence and Mental Health for young people**

**Workshop** (Oct 2019)– brought key 18 organisations together and came up with some long and short term commitments to plugging the gaps – the main themes included.

**1) At the hospital** e.g. volunteers to talk to / support young people whist they wait, changing processes so YP don’t have to repeat their story over and over again

**2) Environment** e.g. more youth friendly waiting area designed by those with lived experience of mental health – soft calming music, QR codes and posters in toilets for signposting.

**3) Referrals & Signposting** e.g. Make sure YP feel more included in their referral process and are aware of youth clubs for example who can provide one to one after care. Invite relevant organisations to referral meetings so staff become familiar feel confident to refer YP there.

**4) Supporting Staff** e.g. organisation can offer training on youth violence and mental health issues for staff to help build confidence in dealing with YP. Discussions on how to streamline YP processes to avoid them having to repeat their story

**Key Stake Holder Review** (Nov 2019) – NHS staff, NHS Harrow CCG, Harrow Council, YHF staff / Change Champions. This meeting was designed to find out what the hospital wanted to focus on – 4 key areas were identified

1. Create a series of short **Training Videos** to add to their existing portal for NHS staff in conjunction with organisations specialising in youth violence and mental health
2. Organise for more hospital **Volunteers** to support young people passing through A&E
3. Improve the **Environment** so it’s more conducive for young people e.g. make the waiting area more youth friendly possibly having a Raspberry Pie mini computer in waiting area designed to help young people sign up for different community services (for after care) themselves online anonymously
4. Improve **Referral Pathways** to make sure they fit the young persons needs e.g. use YHF website search facility to direct the users to organisations that a relevant to Northwick Park referral system for young people

**Action Plan** (Jan 2020)

**Referrals & Signposting**

* On the YHF website all programs that should be accessible should have a description that includes the word ‘Northwick Park’ and then a link with this search can be used very easily at the hospital.
* Tweak existing referral pathway based on workshop feedback - Joe Tobin (NHS Harrow CCG) to share an example of an alternative pathway with Lauren (NHS).
* Safety net meetings – organisations can attend – Thurs lunchtimes – develop a process to support this
* Is there any organisation in Brent and Harrow that would agree to become the referral pathway lead for this piece of work which would include and email and contact number advice line for hospital staff?

**Supporting Staff**

* Develop a Video offer that can test out an ongoing training offer at the hospital, as staff are not long term fixed so training needs to be available at all times to staff.
* Find out costs of video and one to one training (someone to sit with staff on the job and give advice) and determine a process where-by if the hospital want a session how they can book it. Via YHF website?

**Environment**

* Update secure room waiting area – graffiti wall
* Organise Raspberry Pie mini computers for the waiting area and update with organisations in Harrow and Brent for young people to sign up to Via YHF & YBF website?
* Develop a process to gather relevant posters, leaflets etc to be displayed in the waiting room

**Volunteers**

* Volunteers to support YP in A&E - Head of Volunteering has agreed to pilot this with their existing volunteers first and maybe get involved with their upcoming youth volunteer scheme (16-17year olds) – a role description is being drawn up. Meet in Jan 2020 to discuss further. Later roll it out to other volunteers.

**\*Key: NPH – Northwick Park Hospital, YHF CC– Young Harrow Foundation Change Champions HC – Harrow Council**

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| **ACTION** | **WHO TO LEAD** | **ORGS** | **Deadline** |
| Update secure room waiting area – graffiti wallDevelop process to gather leaflets etc ongoing basis | NPH | -CAMHS-YOT-Heads Up-Wish centre | Jan 2019 |
| Organise Raspberry Pie mini computers to leave in waiting area – Go health app?  | NPH | -PAPYRUS-Hopeline UK-St Giles Trust-trauma service team-Wealdstone Early support-YOT & Early support-Learn Harrow | March 2020 |
| Develop video offer | YHF CCNPH | Mind Harrow –county linesHC – contextual safeguarding-Red thread | March 2020  |
| One to one training –develop process | YHF CCNPH | -HEADS UP VOLS (MIND)-St Giles Trust-Young Brent Foundation – trauma informed restorative approaches-Ignite Trust-Every Step matters?YOT & Early support | March 2020 |
| Tweak referral pathways document based on feedback from workshop / research | NPH | YOT & Early Support, children’s commissioning | March 2020  |
| We can talk training – St Giles Youth workers – look into funding | NPH |  | Feb 2020  |
| Safety net meetings – organisations can attend – Thurs lunchtimes – develop process | YHF CCNPH  | -YOT & Early Support -EACH?-Wealdstone Early support | Feb 2020 |
| Add a line on the website on each relevant organisation so that NPH will appear when in search engine | YHF CC |  | Jan 2020 |

**Further Reading**

Workshop Notes

**At The Hospital**

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| **ISSUE** | **SOLUTION** |
| ON ENTERING THE RECEPTION LAYOUT IS ACKWARD TO TELL PERSONAL THINGS  | THOSE WITH LIVED EXPERIENCE TO HELP DESIGN RECEPTION LAYOUT |
| I WISH THE SECURITY GUARD WOULD JUST SMILE | TRAINING ON EFFECTIVE METHODS WITH CYP |
| THERE’S A NEED FOR YOUTH VOLUNTEERS / YOUTH WORKER TO ACT AS A SUPPORT | A TEAM OF ADVOCATES CAN CHANGE THE ENTIRE EXPERIENCE |
| EFFICIENCY IS TAILORED TO THE HOSPITAL NOT THE YOUNG PERSON | CENTRAL AGENCY ‘NON STATUTORY’ FOR INFORMATION IN THE HOSPITAL |
| I HAVE TO TELL MY STORY OVER AND OVER AGAIN, IT’S OVERWHELMING | INFORMATION SHARING ARRANGEMENT TO PREVENT REPETITION |
| SO I JUST SAY WHAT THEY WANT TO HEAR, AFTER ALL THEY’RE JUST TICKING BOXES, I JUST WANT TO GET OUT | SPEAK TO THEM IN A MORE AUTHENITIC WAY – BE YOURSELF |
| MY ANGER IS MISUNDERSTOOD, I’M JUST SCARED | REMOVE ASSUMPTIONS. UNCONCIOUS BIAS AND CULTURAL INSENSITIVITIES THROGUH TRAINING. KEEP STAFF UP TO DATE WITH THE DIFFICULTIES THIS GENERATION ARE GOINF THROUGH |
| CAN’T THEY BE HONEST AND TELL ME WHAT TO EXPECT -  | LET THEM KNOW WHATS HAPPENING WITH THEIR PHYSICAL TREATMENT WITHOUT TOO MANY CLINICAL TERMS.  |
| THEY DON’T HAVE TIME FOR ME | PROVIDE VOLOUNTEER / YOUTH SUPPORT WORKERS |

**Environment**

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| **IDEAS** |
| THOSE WITH LIVED EXPERIENCE HELP DESIGN  |
| SAFE SPACE WAITING AREA  |
| QR CODES FOR SUPPORT ADVICE |
| POSTERS ON TOILET DOORS |
| DISCREET INFO / BOOKS / LEAFLETS |
| MENTORS / PASTORIAL CARE |
| VOLUNTEERS FOR FRONT DOOR / RECEPTION AREA / WAITING AREA – PROSPECT WORK EXPEREINCE |

**Referrals and Signposting**

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| **ISSUE** | **SOLUTION** |
| I’M NOT INCLUDED IN MY EXIT STRATEGY – I DON’T REALLY UNDERSTAND THE NEXT STEPS | DISCUSS HOW TO BEST FORM AFTER CARE PLAN – FIND A WAY TO INVOVLE DHTE YOUNG PERSON IN THEIR AFTER CARE PLAN |
| WHO WILL FOLLOW UP WITH ME AFTER DISCHARGE? WHERE WILL THEY VISIT ME AND HOW WILL IT BE ARRANGED – THIS IS ALL UNCLEAR | SUPPORT NETWORK FOR PARENTSPEER SUPPORTHOME VISIT / PHONE CALLYOUTH GROUPS |
| I HAD NO IDEA THAT YOUTH CLUB OFFERED SO MUCH SUPPORT – WHY DON’T I HEAR ABOUT THESE OPPORTUNITIES TO GET HELP AFTER | IMPROVE OUR OWN NETWORKING / PROMOTIONDIRECTORY OF SERVICES |
| MAYBE IF THERE WAS MORE SIGNPOSTING, MORE SERVICES OR BETTER YET EARLY INTERVENTION | PROVIDE MORE INFORMATION TO HOSPITALS ABOUT ORGAINSATIONSUSE THE YHF WEBSITE AND SYSTEM  |

**Supporting Staff**

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| ISSUE | SOLUTION |
| WE NEED TRAINING TO HELP REDUCE THE FEAR OF YOUNG PEOPLE & INCREASE OUR CONFIDENCE – ACKOWLEDE THEIR SITUATION AND SHOW EMPATHY | SUICIDE PREVENTION TRAINING – PAPYRUSREFLECTION ZONE FOR STAFF & SUPPORT WITH CYP SKILLSDRUG AND ALCOHOL TRAINING - – EVERY STEP MATTERSCONTEXTUAL SAFEGUARDING – HARROW COUNCILMENTAL HEALTH – MINDTRAIN THE TRAINER PAN LONDON FR 600 PROFESSIONALS 2020  |
| MAYBE THE STSTEM NEEDS STREAMLINING SO THAT THE YOUNG PERSON DOES NOT HAVE TO TELL THEIR STORY OVER AND OVER AGAIN – THE INFORMATION SHOULE BE COPIED OVER  | SINGLE POINT OF CONTACTNEEDS A DISCUSSION ON HOW TO STREAMLINE |

* Organisations were then asked to commit to some quick win action points and long term ones. \* See next page for a full list of these action points / pledges.
* Meeting planned for 14th November to discuss next steps at Northwick Park Hospital including NHS staff, YHF Change Champions, YHS Staff and Harrow Council.

**\*YOUTH SUPPORT ACTION PLAN**

**Quick Wins**

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| Priya | Nagda-Swainson | PAPYRUS | Provide posters, leaflets, pens | Environment |
| Priya | Nagda-Swainson | PAPYRUS | Hopeline UK helpline suicide intervention / signpost to Papyrus and Hopeline UK | Staff Support |
| Shushila |  Faruqi | NHS - Health visitor | Liason safeguarding team to be made aware of all services that can be contatced where the clients could be sign posted after discharge | Environment |
| Sithini | Kujinga | NHS - Health visitor | As above |  |
| Rachel | Deeds | Mind in Harrow | Heads Up volunteers have lived experience which can collaborate with creating a safe welcoming environment (own expertise) | Environment |
| Rachel | Deeds | Mind in Harrow | Training - creating a safe listening space (active listening grounding) unique for YP themselves | Environment |
| Jules | Trompowsky | Brent Council | Rescue and response country lines project - 1:1 support available to YP in volved in country lines - support offered through St Giles trust, Abianda and Safer London - North London SPOC  | Support in Hospital |
| Sonya | Clarke | St Giles Trust - Trauma Services Team | Borough based caseworkers | Support in Hospital |
| Ebony | Pinnock | St Giles Trust | Training & SOS | Support in Hospital |
| ? |  | Harrow Council | Training Re: parenting involvement raising awareness of positive impact as well as potentially voiatile consequences | Staff training |
| ? |  | Harrow Council | Deliver contextual safeguarding training which will be specific to hospital challenges and what the frontline workers face. | Staff Support |
| Sandra | White | Young Brent Foundation | Trauma informed restorative approaches when interacting with young people and those who are vulnerable | Staff Support |
| Donna | John | Ignite Trust | Connect to cultural competency training and parent. Agenda for the black child. Connect Stars (Somali) | Staff Support |
| Rachel | Deeds | Mind in Harrow | Training to staff on gangs, youth violence, country lines. Sign post to Ignite. | Staff Support / referral |
| Rachel | Deeds | Mind in Harrow | Through Heads Up (provided by YP) staff training on listening to YP, listening skills, grounding techniques, engaging with YP | Staff Support |
| Rachel | Deeds | Mind in Harrow | Culturally specific training, possibly through Paiwand, Mosaic, - Heads up sign posting to 1-1 and group support CAAS, Wish centre, Mosaic and Paiwand | Staff Support & Referrals |
| Ami | Dave | Fulfil Your Potential CIC (Every Step Matters) | Through Head 4 Work - mental health awareness, resilience, blue light training for NHS staff | Staff Support |
| Ami | Dave | Fulfil Your Potential CIC (Every Step Matters) | Reflection Zone for professionals and volunteers, a space to dump, learn grow and explore | Staff Support |
| ? |  | YOT and Early Support | Training for prof & vol supporting CYP in any capacity, basic skills 10 weeks - 2hrs x 10 weeks one day - 1 full day trainings. Resilience building workshops | Staff Support |
| ? |  | YOT and Early Support | Networking opportunites, can come to NHS team meetings introduce the work we do and discuss external pathways | Referrals |
| Rochelle | Anderson | EACH | Refer in / liase with the above teams to signpost or refer into the early support service (or YOT if YP already known to YOT). Networking with NHS share services that are available. | Referrals |
| Jamaar |  | Wealdstone Early Support | Real talk (Each counselling & support)Brent age 14-21 substance misuse (drugs and alcohol) support  | Referrals |
| ? |  | Learn Harrow | YP in ED traumatised or want to leave, the YP can give consent for youth participation to call / text and arrange a 1:1 chat or 1:1 about support / activities. They also have parent training groups on emotional resilience. | Referrals |
| Jane | Jaroudi | HOPE | Introduction to cognative behaviour therapy course | Staff Support |
| Jane | Jaroudi | HOPE | Parenting course living with teenagers and anger management for parents of teens together | Referrals |
| Ami | Dave | Fulfil Your Potential CIC (Every Step Matters) | Mother tongue. One 2 one mentoring for parents, stress management workshop for parents of teens. | Referrals |
|  |  |  | Group programmes for YP DA- family - peer to peer. Flip the script - emotions, relationships, parenting 10 week prog ready to go. Groups for parents. | Referrals |

Longer Term Goals

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| Priya  | Garatra | Harrow Council - children comissioning  | Connect to right services outside of the hospital | Referrals |
| Priya | Nagda-Swainson | PAPYRUS | As a trusted helpline | Referrals |
| Ebony | Pinnock | St Giles Trust | Support work in Brent K2C Westminster & HOF? (Pink) |  |
| Rachel | Deeds | Mind in Harrow | Training - listening, grounding, engaging with YP. Head 4 work blue light training | Training and support for NHS staff |
| Teresa | Cleary | Redthread | Tailored training from youth workers to clinicians 1) challenging stigma 2) Increasing confidence in approaching YP | Training and support for NHS staff |
| Priya | Nagda-Swainson | PAPYRUS | suicide awareness, prevention training and asist courses | Training and support for NHS staff |
| Annie | Wade Smith | the wish centre | Self harm training | Training and support for NHS staff |
| Ebony | Pinnock | St Giles Trust | Preventative Training & SOS | Training and support for NHS staff |
|  |  | Heads UP | Young People can feed into consultation on designing positive environment | Environment |
| Annie | Wade Smith | the wish centre | Experienced in peer support groups for YP | Environment |
|  |  | YOT and Early Support | Can assist in re-decorating room / environment in the hospital, YOT have reparation projects that can assist with the above | Environment |
| Priya  | Garatra | Harrow Council - children comissioning  | Link to early support team | Support YP in A&E |
| Ebony | Pinnock | St Giles Trust | Support in trauma unit | Support YP in A&E |
| ? |  |  | Link in Harrows Early Intervention programme to YP presenting at ED especially gangs worker / mentoring. | Support YP in A&E |

CAMHS Environment Feedback for Quick win – NHS – Youth Voice Meeting 13 Nov 2019

What do we put in the youth waiting area?

* Painted walls – not clinical looking but not too bright and loud
* TV – not too loud – need a quiet space
* Magazines to suit different interests / books novels and non fiction
* Games that you can do alone such as cross words puzzles or paper to write draw – stationary items in the corner
* Paintings on the walls – calming?
* Mellow music – no words – calm sounds?
* Variety of comfy seats / bean bags
* Fish tank and or sensory corner – helpful and calming to look at
* Stress balls