

United Nations Convention on the Rights of Children (UNCRC)

NHS
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Purpose

The purpose of this report is to provide detail on how NHS 24 have made progress in the 2017-2020 period in regards to their legislative duties under The Children and Young People (Scotland) Act 2014. Part 1 of the Act sets out the duties on Public bodies in relation to the United Nations Convention on the Rights of Children (UNCRC) and includes a range of areas relating to the wellbeing of children and young people. Children and young people are defined as those up to the age of 18 years, additionally, duties under the UNCRC include young care experienced people up to the age of 26 years.

In order to ensure that NHS 24 embed the rights of children in everything we do, NHS 24 will continue to work collaboratively with our patients, families, young people and Health and Social Care partners. NHS 24 will contribute to improving urgent care, by helping the public, carers, their families and health and care professionals to access the correct service, make the right decision, at the right time, using the right information.

Introduction

About NHS 24

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our colleagues to co-design services using technology and a digital first approach to sustainable service development and delivery. Fundamentally we are committed to our legal duties in ensuring the rights of all children are upheld and enshrined in everything that we do.

Our Services

111

NHS 24 is best known for providing care and advice when GP surgeries and pharmacies are closed. People across Scotland can call NHS 24 using the free phone number 111. This gives people access to help and advice if they cannot wait until their GP surgery reopens.

Health Information and Support Services

NHS 24 provides access to evidence based health information and support through a range of different services including:

- NHS inform
- Care Information Scotland
- National Smoking cessation service Quit Your Way

NHS inform hosts Self Help Guides and Scotland's Service Directory to signpost to health and wellbeing services across Scotland.

Scheduled Care Services

The Cancer Treatment Helpline allows patients undergoing treatment to self-refer for triage and if appropriate onward referral into local cancer services.

The Musculoskeletal (MSK) service is a telephone advice and triage service for people suffering problems such as back pain, this is paused due to the pandemic. The NHS inform helpline and web chat have also been paused due to the pandemic. The NHS inform number is being used for the National Flu Line.

'Quit Your Way Scotland' and 'Care Information Scotland' have resumed. Both services are operating on reduced hours and offer web chat.

Scottish Emergency Dental Service

This service delivers advice and support on dental health and dental services to the people of Scotland during the out-of-hours period. Patients who contact NHS 24 with dental symptoms are assessed by Dental Nurses. Following assessment, the Scottish Emergency Dental Service (SEDS) booking hub directs the patient to the relevant dental care pathway.

Breathing Space

Breathing Space is a confidential phone and web based service for people in Scotland experiencing low mood, depression or anxiety and offers a listening and signposting service.

NHS Living Life

NHS Living Life is an NHS 24 telephone service offering Cognitive Behavioural Therapy (CBT) and Guided Self-help (GSH) using a CBT approach. CBT is an evidence based approach to help treat a wide range of emotional and physical health conditions in adults, and young people over the age of 16.

Mental Health Hub

In March 2019, the Mental Health Hub was established and Psychological Wellbeing Practitioners joined Mental Health Nurses to expand the skillmix and enhance the workforce at NHS 24. The Mental Health Hub provides a compassionate response for those experiencing distress, mental health crisis and or concerns around their mental wellbeing. The service is evolving at pace in with a view to offering a seamless patient journey by providing the right care at the right time and right place. Enhanced pathways are developed with The Distress Brief Intervention Programme, Police Scotland and Scottish Ambulance Service.

United Nation on the Rights of Children (UNCRC) – the legislation

The Scottish Government has unanimously agreed to the general principles of the United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Bill. It is critical that this commitment is delivered as rights protections for children and are now more important than ever. Global changes, like the rise of digital technology, climate change, prolonged conflict and mass migration are completely changing childhood.

Adult decision makers are struggling to develop legislative and policy responses to ensure rights are fulfilled in childhoods that are in many ways significantly different from our own experiences. As the experts in their own lives, children's unique perspectives must be at the heart of our solutions.

NHS 24 Responsibilities

The Children and Young People (Scotland) Act 2014

The Children and Young People (Scotland) Act 2014 addresses a range of areas relating to the wellbeing of children and young people and contains a number of provisions and duties that apply to public bodies. The Act sets out the duties on Public bodies in relation to the UNCRC.

The Act 2014 places a duty on specified public bodies, including NHS 24, to report every 3 years on the steps they have taken in that period on the requirements of the UNCRC. Additionally, the duties as a Corporate Parent as set out under part 9 of the Act, require NHS 24 to ensure the rights and wellbeing of care experienced young people and care leavers up to the age of 26. There are over forty rights contained within the UNCRC for children, however, there are four guiding principles that underpin every other right within the Convention.

The four guiding principles are as follows:

- For rights to be applied without discrimination (Article 2)
- For the best interests of the child to be a primary consideration (Article 3)
- The right to life, survival and development (Article 6)
- The right to express a view and have that view taken into account (Article 12)

Furthermore, the Act, places a requirement on Local Authorities and Health Boards through Children's Services Plans to identify local needs, priorities, and actions, and to develop solutions that address the needs of the children, young people, care experienced young people and of the families they support. This aligns with Scotland's approach to promoting and improving the health and wellbeing of every child through Getting It Right for Every Child (GIRFEC) and statutory obligations for health boards.

This report sets out NHS 24 rights-based actions taken over the past three years from their services. Under the following headings, this report demonstrates the commitment of NHS 24 in ensuring the rights of all children and young people are protected, respected and realised, as enshrined in the UNCRC.

NHS 24 Key Progress 2017-2020 UNCRC

Fairness: Digital and telephone based health and care services

NHS 24's Engagement Team (previously known as the Participation and Equalities Team) is responsible for the day-to-day management of stakeholder engagement, equalities and human rights, and community engagement. This includes working within the framework set out by associated legislation and NHS Scotland standards.

The Engagement Team more generally facilitates equality impact assessments and works with people and staff, third sector organisations and partner Health Boards to meet and maintain community engagement and equalities standards. The Engagement Team supports the organisation with its corporate parenting responsibilities.

In terms of children's rights all processes within NHS 24 are consistent, fair, without discrimination and views from children and young people are taken at the time of a call (age appropriate). NHS 24 processes are evidenced based, aligned with current best practice and governed by the NHS 24 Clinical and Operational Process Review Group (COPRG).

Clinical support is provided to all NHS 24 staff as appropriate (clinical and non-clinical staff) when managing calls. Decision support key words are used within the system to identify the appropriate decision support process to be used, further supported with clinical supervision. This process allows appropriate risk assessment and identifies or excludes immediate life threatening situations, whilst ensuring all callers, patients and families are given access to the correct service at the correct time and appropriate referrals are made timeously within the out of hours and in hours period.

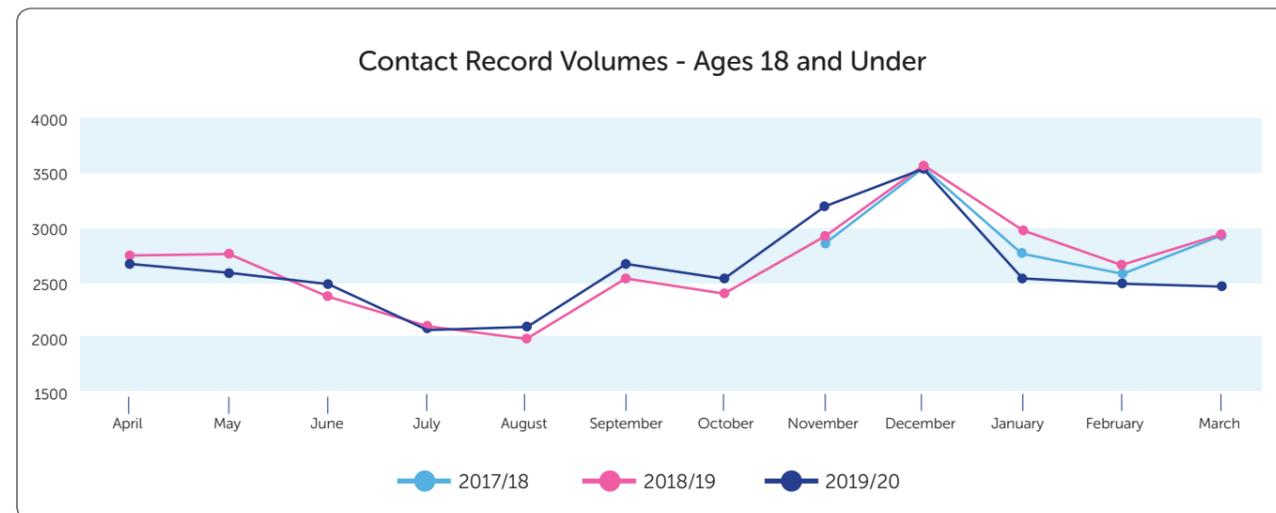
Over the last three years 796,662 children have been in contact with NHS 24 services that is approximately 6% of Scotland's children year on year under the age of 18, based on the 2018 National statistics. The volume of contact records for children and young people are split by age group with the final outcome/endpoint and keyword used to ensure an appropriate process can be seen in the following graphs.

2017*/18 to 2019/20

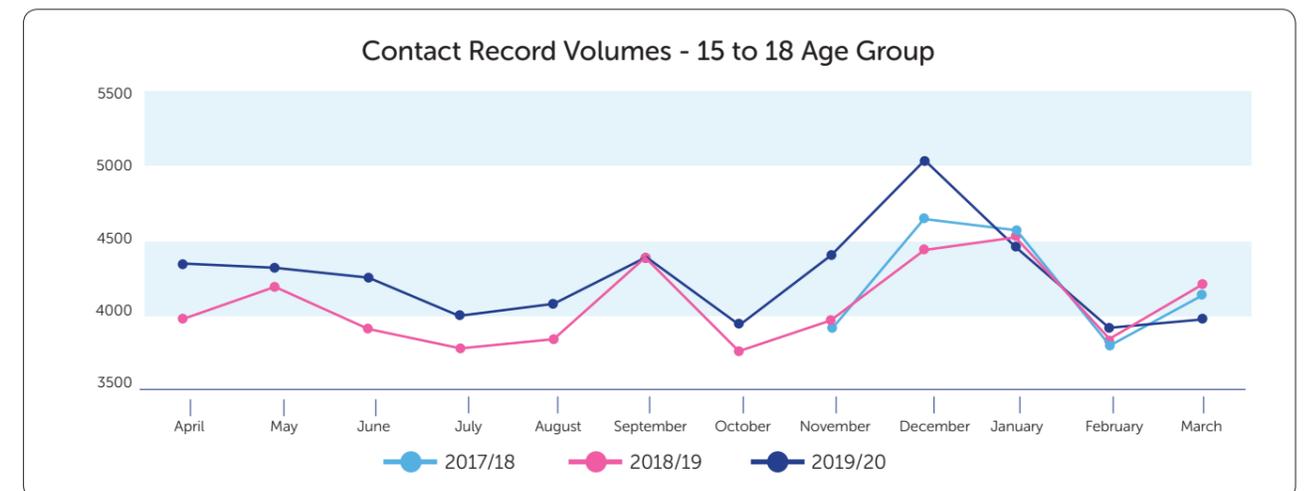
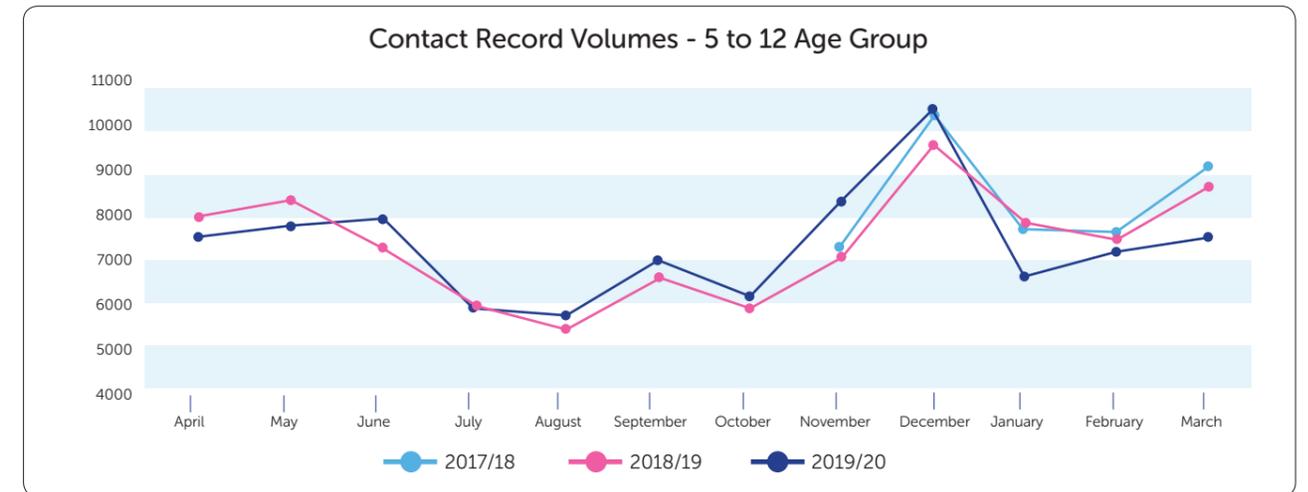
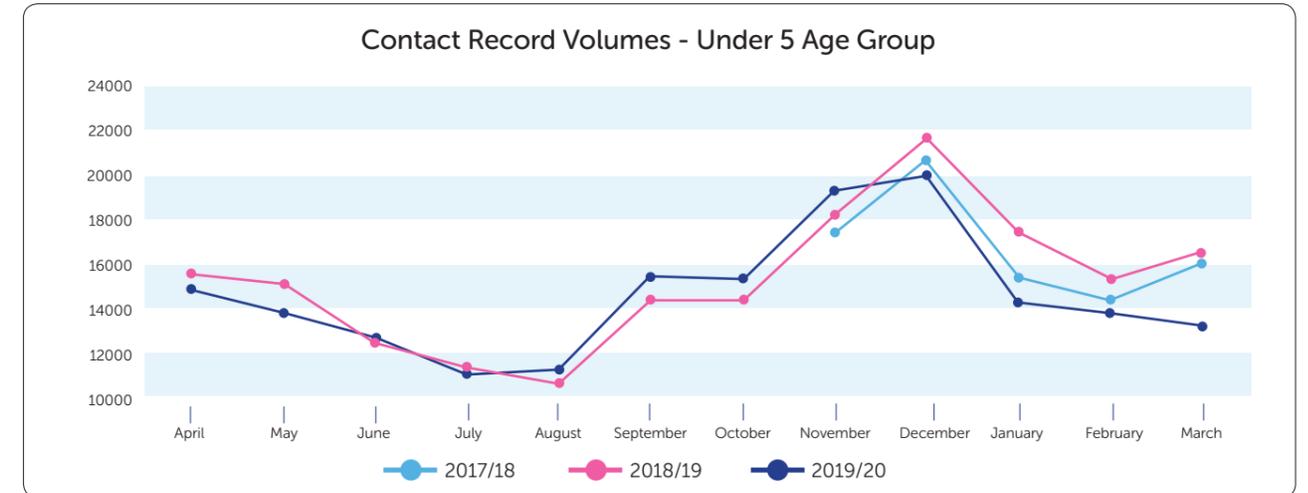
Record Volumes by Age Group

Age group	2017/18	2018/19	2019/20	Total
Pre 5	92,062	183,238	174,752	450,052
5 to 12	46,213	88,342	88,281	222,836
13 to 18	23,720	48,886	51,168	123,774
Total	161,995	320,466	314,201	796,662

*Please note the 2017 figures are not complete. NHS 24 moved to a new IT system during the year, the figures will include data from the pilot health board from May 2017 until national roll out in October 2017, historical patient age data was not transported into the current reporting database.



Age Group Split



Final Outcome/Endpoint Group

The following tables show the final outcome/endpoint groups for children and young people. It should be noted that the endpoints and groupings have been under review due to the introduction of the Urgent Care Pathway and any modifications to an endpoint/outcome or grouping are automatically backdated in the system (for example the Flow Navigation Centre is a new group created for Redesigning Urgent Care (RUC) however the endpoint it contains 'Patient sent to Minor Injuries Unit within 4Hrs' was moved from A&E so it appears that Flow Navigation has been active since 2017).

Pre 5

Endpoint Group	2017/18	2018/19	2019/20	Total
999	2,488	5,797	5,970	14,255
A&E / MIU	5,902	15,867	17,142	38,911
Contact GP Practice	5,645	11,515	9,760	26,920
Contact Midwife	28	72	69	169
Contact Optician	7	21	24	52
Dental	337	882	824	2,043
Flow Navigation Centre	10	35	23	68
GP Telephone Advice	1,917	3,406	5,193	10,516
Home Visit	867	320	216	1,403
Not assigned	44	23	12	79
Other Professional	2013	383	351	937
Pharmacy	2,698	6,620	5,744	15,062
Pre-prioritised	1,405	957	1	2,363
Self Care	18,287	35,597	33,724	87,608
Urgent Care Centre	52,224	101,743	95,699	249,666
Grand Total	92,062	183,238	174,752	450,052

5 to 12

Endpoint Group	2017/18	2018/19	2019/20	Total
999	847	1,844	1,785	4,476
A&E / MIU	3,396	9,062	9,651	22,109
Contact GP Practice	3,032	6,372	5,352	14,756
Contact Optician	14	45	37	96
Dental	1,899	4,572	4,45	10,916
Flow Navigation Centre	13	89	71	173
GP Telephone Advice	1,080	1,834	2,882	5,796
Home Visit	401	300	212	913
Not assigned	31	82	85	198
Other Professional	5	7	14	26
Pharmacy	1,450	3,292	2,878	7,620
Pre-prioritised	948	675	0	1,623
Self Care	8,815	16,565	16,671	42,051
Urgent Care Centre	24,282	43,603	44,198	112,083
Grand Total	46,213	88,342	88,281	222,836

13 to 18

Endpoint Group	2017/18	2018/19	2019/20	Total
999	543	1,290	1,213	3,046
A&E / MIU	2,626	6,356	6,586	15,568
Contact GP Practice	2,213	5,140	4,668	12,021
Contact Midwife	63	142	115	320
Contact Optician	15	29	31	75
Dental	1,028	2,442	2,445	5,915
Flow Navigation Centre	17	41	59	117
GP Telephone Advice	1,413	2,610	3,292	7,315
Home Visit	292	353	256	901
Not assigned	23	58	27	108
Other Professional	92	137	200	429
Pharmacy	552	1,575	1,504	3,631
Pre-prioritised	443	340	0	783
Self Care	4,686	8,905	9,993	23,583
Urgent Care Centre	9,714	19,468	20,779	49,961
Grand Total	23,720	48,886	51,168	123,774

Keyword Split (searches)

The following tables show the top 10 keywords selected by the Call Takers who created the record. Please note the top 10 is based on the three year total rather than individual years.

Pre 5

Keyword	2017/18	2018/19	2019/20	Total
Seasonal Initiative	20,330	56,561	43,592	120,483
Temp	10,785	19,310	19,221	49,316
Rash	8,291	14,610	14,113	37,014
Cough	8,043	11,471	13,625	33,139
Breathing	6,900	10,860	12,606	30,366
Vomiting	5,812	9,334	8,911	24,057
Fever	4,226	7,771	9,259	21,256
Ears	2,992	4,447	4,556	11,995
Unknown	2,207	5,738	4,021	11,966
Head	1,706	3,773	3,461	8,940
Top 10 Total	71,292	143,875	133,365	348,532
Overall	92,062	183,238	174,752	450,052

5 to 12

Keyword	2017/19	2018/20	2019/21	Total
Seasonal Initiative	3,841	8,213	8,202	20,256
Rash	4,576	7,967	6,527	19,070
Temp	3,697	5,483	6,109	15,289
Abdominal	2,858	6,330	5,513	14,701
Ears	3,196	4,746	4,916	12,858
Cough	2,604	3,685	5,029	11,318
Throat	2,566	3,438	3,997	10,001
Breathing	2,183	3,298	3,779	9,260
Vomiting	2,137	3,860	3,248	9,245
Fever	1,560	2,709	3,923	8,192
Top 10 Total	29,218	49,729	51,243	130,190
Overall	46,213	88,342	88,281	222,836

13 to 18

Keyword	2017/19	2018/20	2019/21	Total
Abdominal	1,850	4,102	3,756	9,708
Seasonal Initiative	1,549	3,812	3,924	9,285
Throat Pain	1,644	2,710	3,391	7,745
Chest Pain	907	1,787	1,909	4,603
Rash	881	1,866	1,774	4,521
Vomiting	957	1,732	1,675	4,364
Unknown	724	2,025	1,412	4,161
Headache	888	1,557	1,648	4,093
Urinary	768	1,566	1,503	3,837
Breathing	758	1,412	1,644	3,814
Top 10 Total	10,926	22,569	22,636	56,131
Overall	23,720	48,886	51,168	123,774

NHS 24 Digital Services

Content standards

The health and care information produced by the digital team is closely monitored and scrutinised to make sure there's a consistent application of Plain English principles and readability standards. We aim to make all of our information as accessible and inclusive as possible by simplifying it where we can and using common and easy to understand language. We are aiming for a median reading age of 11 for all of our content and use various tools to ensure this.

Improvement

Although we use technologies for testing the readability of our information this is no replacement for testing with people. We suggest children should be an important cohort for inclusion in the development and testing of health information and we will engage more actively with this group throughout our development work. Some of this work is already underway with a national Youth Forum helping in the evaluation of our mental health self-help guides.

Content formats

We know from research into health information seeking behaviours children are more engaged with multimedia content than flat text (HTML text without any additional formats, features or functionality to enhance it). Over the last two years we've been actively working to diversify the channels and formats we use to communicate key information to engage more with younger audiences. We are working closely with our communications colleagues to produce more visual content and with our suppliers to develop richer and more immersive and interactive functionality.

Improvement

Our approach to developing multimedia content has been very much data-driven to date. We will do much more focused and targeted content development by including young people in research and co-production activities. We will have more active engagement with younger people at the start of and throughout projects. To do this we will involve them in the equality and diversity impact assessment process and at the planning stage of any project.

Content for children

Our digital health and care information products contain very little information specifically for children. NHS inform carries information around health rights which are universal and some tailored content around conditions (cancer types in children, exercise and healthy eating guidelines), however these are still targeted towards adults reading on behalf of a child in their care and not for children themselves.

Improvement:

We have had some early discussions with colleagues in the Children and Families Directorate at the Scottish Government to suggest there's a significant gap around health information for children and child health concerns. We're really keen to take this work forward to complement the information already available for new and expectant parents on NHS inform and Parent Club.

NHS 24 Engagement for Children, young people and care experienced individuals

Our Corporate Parenting Responsibility

Our staff engaged with care experienced young people, who designed a poster titled 'ten top tips to use when speaking to a care experienced young person'. This poster was shared with staff via the 'Hot Topics' email, the weekly message that goes out to all frontline staff and contains key information.

The poster was added to NHS 24's 'Knowledge Lab', an online database of information to support continuing professional development. NHS 24's Knowledge Management Facilitator also shared the poster more widely through the @knowledgeN24 Twitter account.

In addition, the poster was printed and displayed across centres and uploaded to the staff intranet.

Working with Who Cares? Scotland

In January 2018, Who Cares? Scotland approached the Engagement Team to ask if a staff member would take part in a promotional film about corporate parenting.

A member of the team took part in this and spoke about the activities that NHS 24 had undertaken to meet our duties. Who Cares? Scotland shared the film with corporate parents to encourage other organisations to get involved in fundraising.

NHS 24 shared this video across our social media channels (Facebook and Twitter) and on the internal staff intranet.

Corporate Parenting Toolkit

In 2019, NHS 24 published a Corporate Parenting Toolkit. The toolkit provided a further opportunity to engage with our staff and to raise awareness of our role in supporting young people who are looked after and care experienced.

The toolkit contained a glossary about the different types of care, including kinship care:

- our duties as a corporate parent
- our planned activities
- a reminder of the ten talking tips
- what we can to help
- information on eLearning for staff.

The toolkit was launched with care experienced people and members of staff from Who Cares? Scotland in attendance.

Human Resources (HR)

Modern Apprenticeships

In 2019, NHS 24 commenced a partnership with Who Cares? Scotland to provide care experienced young people with Modern Apprenticeships. This structured, robust programme developed for employers consisted of three phases to ensure a seamless journey was in place for the Modern Apprentices.

Three directorates volunteered to be part of this project: Technology, Service Development and Communications.

A tailored recruitment process was adopted for these apprentices. The intention was very much for the candidates to get to know us before applying, and to support them through the recruitment process.

We also supported the mentors and line managers by running an employability programme before the apprentices started. This was to increase their awareness of care experienced people and of their individual needs once in employment.

Overall we ensured there was:

- close partnerships between our staff and the Who Cares? Scotland
- consistency, clear communication and constructive feedback
- buddy and mentoring
- gentle and well supported induction
- inclusion rather than tokenism
- line manager competencies are key – non-judgement, compassion, patience and the ability to listen
- travel voucher for the first month of employment to ease transition

All three Modern Apprentices who commenced in the autumn of 2019 are still progressing through their Modern Apprenticeship programme, and there will be an evaluation of this programme.

NHS 24 User Research team

The user research team developed a redesign of the NHS 24 Covid-19 app during the 2020 pandemic with input from NHS 24 Youth Forum members and from a national forum for young people between the ages of 11 and 26. As well as providing very valuable insights in how easy or difficult it was for them to complete set tasks on the app (this helped us refine the layout of the information) these participants provided specific feedback on the images used, on the headings of the main page, telling us exactly they liked or disliked about those. This informed improvements to the main page and some of the design features such as buttons, tiles and headings as part of the redesign of the app.

Engagement Team examples

Care Information Scotland evaluation – March 2018

An evaluation of the Care Information Scotland service was required as part of the lifecycle process. The aim was to explore the opportunities for a redesign of the Care Information Scotland service in order to better meet the needs of people who use our services including highlighting our services to people who do not currently use them. Eight young carers who are supported by North Lanarkshire Young Carers, Action For Children were asked five questions during a session where they were invited to discuss their thoughts and experiences. Their feedback was gathered and fed in to an Option paper and work will be progressed.

Care Navigation Workshop - Queen Margaret Academy, Ayr February 2020

The aim of this workshop was to raise awareness of NHS inform as a tool to support physical and mental wellbeing. The participants received an invitation to attend Queen Margaret Academy for Emotional and Physical Wellbeing event week. Workshops consisted of senior pupils with an aim to support their mental and physical wellbeing. Our approach involved 130 pupils (15-18 year olds) with six sessions, totalling forty minutes each in interactive sessions and presentations of NHS 24 services. Each pupil completed the "We'll Keep You Right Survey". The findings showed that pupils were not aware the help and advice available via NHS 24 services. These findings will be added to the evaluation of the ongoing engagement undertaken across Ayrshire and Arran. In small groups, participants used NHS inform to complete tasks based on different scenarios. The students who took part are now aware of where to go for help and advice.

NHS inform

NHS inform offers many mental health self-help guides which NHS 24 have developed in partnership with Heads of Psychology Services. The expansion of digital services in NHS 24 has seen the successful introduction of Breathing Space web chat for young people over the age of 16, including for care experienced young people up to the age of 26. NHS 24 also provides support for families through signposting to Parent Club and Solihull resources. Parent Club have also developed communications in a format for children, young people and their family members with learning disabilities. These communications provide an understanding of what people can expect when they contact the 111 service.

Mental Health Services

Health

Every young person contacts the Mental Health Hub is assessed using a robust and effective mental health and wellbeing assessment framework. This ensures a consistent approach with equal opportunities for people of all ages to share views on their health, seek advice with discussion and be given a choice of interventions. The assessment covers mental health, engagement with services, medication, risk of self-harm and suicide, risk of harm to others, public protection, substance use, support network, physical health, interests, housing and finances.

Distress Brief Intervention Programme

NHS 24's Mental Health Hub has a defined pathway to refer young people from the age of 16 to the Distress Brief Intervention (DBI) Programme. Further consideration has already been given to what the referral of children under the age of 16 could look like. The DBI definition of Distress is 'An emotional pain for which the person sought, or was referred for, help and which does not require (further) emergency service response'. With a clear vision of connected compassionate support. The majority of individuals referred to and benefiting from DBI have a number of presenting problems (low mood, stress, thoughts of self-harm, alcohol and/or drug use) and a number of contributing factors (relationships, housing worries, homelessness, money worries, loneliness, bereavement).

Protection

Mental Health Law

NHS 24 have provided feedback on the independent review of mental health legislation. The current Mental Health (Care and Treatment) (Scotland) Act 2003 has overarching principles to protect human rights, provide minimum interference in individual liberty and the maximum involvement of those with lived experience.

Mental Health – Scotland’s Transition and Recovery Plan

NHS 24 as a key mental health stakeholder has contributed to the development of the above plan. The plan outlines the Scottish Government’s response to the mental health impacts of COVID-19. The plan has key information about access to our services in NHS 24 and specific reference to work to incorporate the UNCRC into Scots Law. The plan aims to develop a population health response to the mental health wellbeing of children, young people, and their families.

Equality Act 2010

NHS 24 Mental Health Services are committed to working within a rights based approach and have carried out a robust equality assessment. Children and young people are involved in their care and decisions about their treatment. Our staff are aware of their duties under the Act.

Breathing Space

Our Breathing Space service has engaged, and undertaken a number of activities with children and young people within educational and sporting establishments. This was to raise awareness of “Its Ok Not to be Ok”, as well as support and encourage young people to talk. There has been a number of “Take Some Breathing Space Benches” set across Scotland, and young people helped inform where these benches were placed. The work within Breathing Space is ongoing and they continue to support the rights of children through the work that they do.

Delivered Mental Health Awareness Sessions	Intervention with various organisations
Educational Establishment	Schools, Colleges and Universities
National Boards	NHS Youth Forum, Corporate Parent: Careleigh Celebration and Who Cares? Scotland: Positivity Café
Community Learning and Development	Positivity Café’s, Care Café’s and Awareness Raising Sessions
Sporting Bodies	Football, Rugby (SRU) and Netball Scotland groups
Annual events and workshops	National Union of Students
Breathing Space Benches	National: Currently 12 most developments involving young people.

NHS 24 Public Protection Service

Child Protection which is underpinned by the UNCRC in Scotland has to be seen in the context of the wider Getting it right for every child (GIRFEC) approach, which is enshrined within the Children and Young People (Scotland) Act 2014 and promotes action to improve the wellbeing of all children and young people. The overarching concept of GIRFEC is a common approach across all agencies in Scotland, which supports the delivery of appropriate, proportionate and timely help to all children and young people, as they need it.

The Public protection process for raising a referral with partner agencies is key to getting the right help at the right time (this can be in hours or out of hours). Key documents within NHS 24, the Public Protection Policy, Accountability Framework and the Learning and Development training strategy, are all aligned to National policy, guidance and legislation, in turn, supports the referral process.

There is close partnership working with particular agencies for example Health boards, Social Work, Police Scotland and Scottish Ambulance Service (SAS). There is a single point of contact for each of these services within key areas of public protection. The national support in which the lead nurse for public protection is vice chair, the Scottish National Leadership group for Child Protection (SNLCP), and a member of Child Protection Committee (CPC) Scotland provide strong foundations as we ensure children’s rights are respected and acted upon.

Raising awareness

Learning and Development

Recognising and responding to keeping children and young people safe is at the heart of everything we do at NHS 24. To achieve this, we work collaboratively with our learning and development team to ensure our e-learning module (mandatory for all staff) and face to face core induction for public protection, mental health and learning disabilities as well as all clinical processes are contemptuous and in line with national and local policy/guidance.

Core induction

Core induction for all staff is delivered by our Learning and Development team which is central to all NHS 24 services provided. Their programmes of Induction can take up to six weeks and there is robust systems and clinical processes through their programmes delivered. All related relevant mandatory learning is contemporary and aligned with current legislation. Assessment of individuals' ability to work within NHS 24 are scrutinised by a highly expert team. Some programmes are tailored and bespoke for specific groups, such as mental health. NHS 24 have developed their Core Induction Programme which consists of key sessions on Children and Young Peoples Mental Health and Public Protection. These sessions are delivered by subject matter experts and incorporate patient experiences of accessing mental health services.

Our mental health service has a workforce educated with evidenced based and contemporary resources for Children and Young Peoples Mental Health. NHS 24 use TURAS Learn and in partnership with NHS Education for Scotland have identified key learning. This is the Essential CAMHS foundation learning programme - Modules 1-3 and the 3 CAMHS animated Learning Modules are mandatory.

These equip our mental health services staff with an understanding of child, adolescent and family development, engagement with and adaptations required to meet the needs of children and young people. The modules aim to develop knowledge of mental health and the classification systems and psychopathology. Having this as a baseline equips our staff with not only the skills and expertise to support children and young people – but also to provide education on their wellbeing, condition and methods of support.

Furthermore, NHS 24 Public Protection service deliver bespoke training to specific disciplines within the organisation, and more work is underway within this area. NHS 24 Public Protection Policy and Accountability framework sets out roles and responsibilities for all staff groups within NHS 24. A key message throughout is the rights of all children, young people and care experienced individuals.

All staff receive regular updates through team talk (internal communication messaging), seven minute briefings and safety huddles to any changes in national guidance/policy/legislation, this was particularly important during the pandemic, COVID-19 and the Equal Protection from Assault (2019).

Vision

The UNCRC is the cornerstone that underpins policy and legislation concerning children in the United Kingdom. The Convention changed the way children are viewed and treated, that is, as human beings with a distinct set of rights rather than objects of care and charity and, following its ratification and acceptance by UK Government over 25 years ago, subsequent legislation and policy concerning the lives of children reflects this.

In conclusion, identifying, respecting and promoting the rights of children and young people is essential to improving outcomes for all children and young people and NHS 24 will continue to implement improvements as our services evolve.

At NHS 24 we will aim work to devise a CRWIA (Children's Rights Wellbeing Impact Assessment) this will be used when implementing any service for children, young people and care experienced young people. This will involve engaging with young people who use any of the NHS 24 services to support the UNCRC and ensure those rights are firmly embedded across all services. This will include reviewing our processes to support systems that can evidence that children and young people are involved in making decisions about their care.

Digital services will explore new concepts such as self-help guides and will build on the good work already undertaken to develop digital services that ensure we get the best content on the most appropriate platforms for children, young people and care experienced individuals. This will involve further user research activity work with this target group.

Part of our role as a Corporate Parent is to prepare a plan that demonstrates how we can achieve our corporate parenting responsibilities. The steps we have taken so far have enabled us to reflect on what we have learned, and set out our plans for the future.

As a corporate parent, NHS 24 is expected to engage and work with other corporate parents to promote opportunities for care experienced young people. One of the ways in which we have achieved this is through the attendance at corporate parenting events where we have shared our practices and methods, and listened and learned from others. It is our intention to build on this and work more directly with our partner organisations. We continue to engage with the Centre for Excellence for Children's Care and Protection (CELCIS) in support and as a critical friend to our future plans.

Furthermore, our mental health services will continue to engage with children and young people so that their voice can be heard as we continue to improve services.

Partnership working through effective collaboration and communication within NHS 24 and with external partner agencies will continue to build on the strong foundations that NHS 24 have in place. Working together will further support the development of pathways, processes and systems to ensure the children and young people of Scotland have their rights listened too, respected and upheld.

Need more information?

If you wish further information on the contents of this report or wish to find out more information then please e-mail:

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