



QI Month 2024

We Can Talk: Improving the experiences of Children and Young People under 25 years of age presenting to hospital with mental health needs.

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What highlighted the improvement opportunity?

Acute hospital staff report they lack the confidence and competency to deal with children and young people presenting with mental needs, leading to a poor experience for the patient as well as for staff themselves. Young people also report too many negative experiences of attending hospital due to their mental health.

What did you do to implement the change/improvement?

Launched We Can Talk training across RCHT. Launched care packages in Child Health for all children over 12 yrs. Included safe items for Children and Young people and a 'My Well being Chart.' Worked alongside young advisors team to ensure all wording and the approach we took was appropriate. Launched Emotional observations charts for patients presenting with mental health needs. Tried the packs and gained feedback. Included the RCPCH Emoji cards to assist Children and Young People who are non verbal or looking for an alternate way to communicate their emotions. Shared self risk assessment project from IOS project lead to promote other improvements with discharge and self care for Children and Young People.

What did you want to achieve?

To engage with staff to promote The We Can Talk training and train 100 staff in 6 months. To introduce an Emotional Well-Being Tool to increase the positive interaction CYP's have when admitted to hospital due to their mental health.

How will/did you know that there has been an improvement?

The training impact analysis showed:

- 96% of people who completed training said it would have a moderate or significant impact on the way they do their job
- 98% of people would recommend the training to their colleagues
- 97% of trainees thought that all hospital staff would benefit from the training



Have you had any feedback?

- "This is a very helpful, informative and practical training that all staff in hospitals should complete."
- "I would definitely recommend it to all of my colleagues. This has increased my confidence with young people that have mental health/self-harming issues."
- "Very useful, even if you don't think it is appropriate to your current role."
- "I've been looking for ear plugs for 3 days!" ... "Really useful thank you for caring."
- "This is brilliant, I think all children should have them if they are on this ward."
- "The care packages are a great idea, something useful the young people can actually keep. They seem really proud of them; one patient told me popper fidget toy' they didn't need paper as they could use their special notebook. "