



Children's Health Scotland

SCOTTISH CHILDREN'S HEALTH WEEK A FUNTASTIC SUCCESS!

Pages 4-8



THANK YOU
KT

Our Patron, KT Tunstall, launched Scottish Children's Health Week with a video message to highlight the week and congratulate all those nominated for a Scottish Children's Health Award.

THANK YOU
CATRIONA



Catriona Shearer interviews winners of Scottish Children's Health Awards

Page 9



Our good friend Rory tells us a story

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THANK YOU
RORY



Find out who won a coveted Scottish Children's Health Award!

Pages 10-23



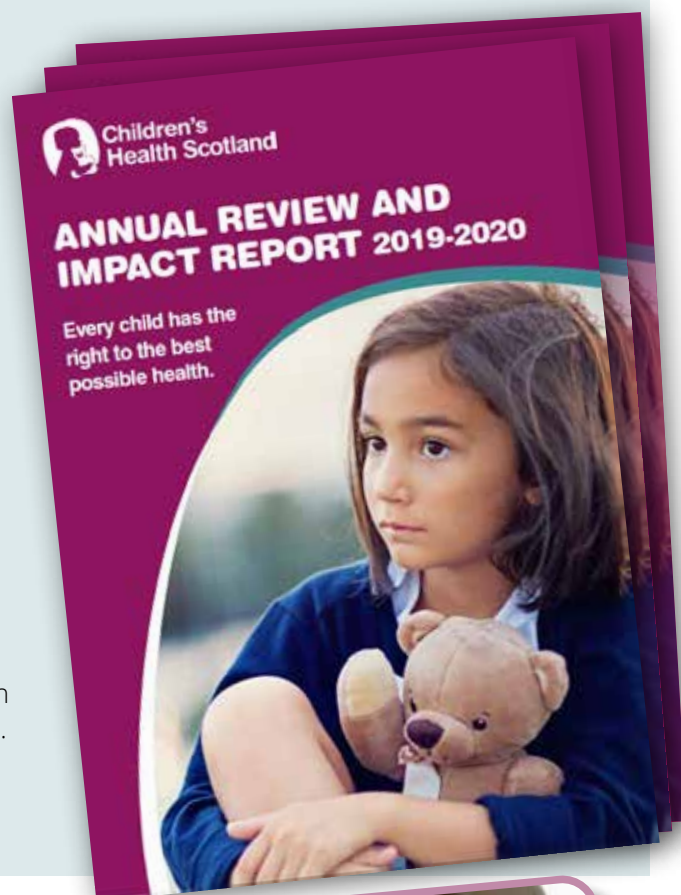
ANNUAL REVIEW AND IMPACT REPORT 2020

Our Annual Review and Impact Report for 2019/20, which gives a snapshot of our work over the past twelve months, has been published.

The review tracks our progress against our five Key Strategic Priority Areas as outlined in the Strategic Plan whilst summarising the impact we have made in our sector over the past year. The targets set were ambitious, but realistic, and delivered by staff and volunteers who worked together to help children, young people and their families.

We are still the only charity in Scotland dedicated to informing, promoting and campaigning on the healthcare needs and rights of all children and young people. This could not be achieved without the hard work, knowledge and enthusiasm of our staff, the dedication of our supporters and volunteers, and the generosity of trusts and foundations. This support is essential to ensure our work continues and that every child and young person can continue to exercise their rights to best quality healthcare.

To view the Annual Review and Impact Report visit www.childrenshealthscotland.org.



What's Inside:

- 5** Our very first Scottish Children's Health Week was an enormous success.

- 8** Our good friend Rory Crawford reads us another story as part of Scottish Children's Health Week.

- 9** Journalist and TV presenter Catriona Shearer helped us to virtually present the first Scottish Children's Health Awards 2020.

Special Feature:

Our Patron, Scottish singer and songwriter KT Tunstall helped us to launch Scottish Children's Health Week.



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- 25** My Health - Play and Information packs sent to vulnerable families in Scotland.



Research by Children's Health Scotland provides a picture of local support and information services for refugee and asylum-seeking families

Whilst carrying out our work in local communities we became aware that some refugee and asylum-seeking families were reluctant to use health services. Navigating the complexities of new systems, language, and its unspoken expectations were impacting their health.

To investigate this further, Children's Health Scotland carried out research to put together a picture of local support and information services which could empower refugee and asylum-seeking families, children and young people to exercise their right to the best possible health, especially when problems or barriers are encountered, and for us to be able to signpost help appropriately. This research was published in August and key recommendations include:

1. GP practices and NHS departments check accessibility of the telephone and online appointment systems and where necessary make reasonable adjustments to ensure all children and young people can access health services.
2. Staff understanding how to use and access their NHS board's interpretation and translation policy. For example, where possible and for medical treatments, to employ interpreters with specialist knowledge.
3. Consideration of a National Vulnerable Persons Resettlement Scheme approach to provide face to face support to help access healthcare regardless of national origin.

4. Children, young people and their families to receive all information in a way that it can be understood to ensure involvement in decisions about their health.
5. Children's rights and wellbeing impact assessments (CRWIA) and Equality impact analysis are completed to identify potential barriers to health rights in anticipation of the UNCRC being incorporated into Scottish domestic law.
6. Children's rights are meaningfully embedded into all health sector training, including GP staff roles.

To find out more about the research and view a copy of the survey visit www.childrenshealthscotland.org.



ANNUAL GENERAL MEETING OF CHILDREN'S HEALTH SCOTLAND

The 2020 Annual General Meeting (AGM) of Children's Health Scotland will be via ZOOM on Saturday 17 October 2020 at 11.00 am.

The activities and finances of Children's Health Scotland from April 2019 to March 2020 will be discussed at the AGM, together with some of our key achievements during the year. If you would like to attend our AGM please email events@childrenshealthscotland.org.



SCOTTISH CHILDREN'S HEALTH WEEK 2020



31 Aug - 6 Sept
#feelinggood

As Patron of Children's Health Scotland I was really excited to let everyone know about Scottish Children's Health Week and the Awards. We have created a whole week focusing on the health and wellbeing of children and young people and the right to the best possible health and it was awesome.



THANK YOU
KT



Woohoo – oh what a week! A huge thank you to all those who took part in our very first Scottish Children's Health Week which was an enormous success. Thanks to you, we showcased a tremendous amount of activities focusing on the health and wellbeing of children and young people and their right to the best possible health.

ACTIVITY BOOK

We created a FREE downloadable Activity Book, jammed full of games and activities to get children, along with their carers and families, thinking about their health and #feelinggood!

In addition to the Activity Book, we created a social media campaign on our Twitter and Facebook sites using the #feelinggood tagline, so that people could follow our daily posts as the week progressed. Each day we unveiled a winner of our inaugural Scottish Children's Health Awards 2020, alongside activities and videos from our staff and partners to celebrate the theme of each day.

#MONDAYMOTIVATION

For #mondaymotivation and our theme of #beactive, our Activity Book suggested putting on a puppet show for friends and family, using odds and ends from around the house to create some DIY puppets! To help us with this activity, Michelle from our Tayside Children's Health and Wellbeing Service created a video tutorial on how to make some simple puppets and use them to put on a show! Michelle uses games like this in her health-related play work with younger children in schools and nurseries in the Tayside area to help them feel more comfortable with upcoming healthcare appointments or procedures, or to help them understand previous experiences.



In addition to Michelle's puppet tutorial, we turned to our new online Self-Management Service, SMS:CONNECT for an idea of how we could all #beactive. This service is for children and young people aged 10-17 in Scotland who are living with long-term health conditions. The goal of this 6-week programme is to build confidence and self-esteem in the participants so that they feel empowered to take control over managing their health. There is also social emphasis and we encourage children and young people to take part in games and discussions during the sessions so that they can make friends. One of the most popular games was our weekly Scavenger Hunt, which saw children and young people racing across their homes to find hats, books and lipstick in an effort to win the sought-after Scavenger Hunt Prize! For Children's Health Week we took the Scavenger Hunt to social media and encouraged our followers to #beactive in finding the listed objects!

Continues overleaf...

Continued from previous page

SCOTTISH CHILDREN'S HEALTH WEEK 2020

31 Aug - 6 Sept

#feelinggood

#TRYITTUESDAY

Living with a long-term health conditions requires tremendous amounts of bravery from children, young people, their families, and carers, which is why for #tryittuesday we used the tagline #bebrave. Our Activity Book included ideas such as superhero obstacle courses and imaginative role play, which is a great way to demonstrate bravery and to help channel it into your own life. Throughout our Summer SMS:CONNECT Programme, many of our participants have demonstrated immense bravery, but a special mention went out this week to Shaun, who allowed us to share his inspiring Digital Story with our social media followers. He created a picture story to explain how important it is to try new things and do things that matter to you, regardless of what everyone else thinks.



#WELLBEINGWEDNESDAY

For many children living with health conditions much of their healthcare focuses on physical symptoms and treatment – so for #wellbeingwednesday we wanted to help our young followers #becalm and focus on their mental health. We featured a poster created by our friends at Scottish Attachment In Action (SAIA), the 'My Calming Poster'. This poster explains the physiological link between the chemical adrenaline and the emotion of anger and things that we can do to help us calm down.

To help with relaxing, we were joined by Amy, who created a video for us on how to use breathing to help children and young people feel grounded and in-control of their emotions. Amy has been a

huge part of the SMS:CONNECT Programme, and feedback has shown that participants gain a lot from learning breathing techniques and have even found ways to implement them into their daily lives to help them #becalm.





#THURSDAYTHOUGHTS

On Thursday of Scottish Children's Health Week, we unveiled the winner of the Health-Related Play Award, along with the tagline #thursdaythoughts. For our social media activity today, we turned to Dagmar, our Area Co-ordinator for the Greater Glasgow and Clyde regions, who shared a Dental Play Box that she uses in health-related play work. CHS advocates for health-related play for all children, and it is not simply an opportunity have fun – play is serious business when it comes to children's health! The work carried out by Dagmar is important in helping children physically, mentally and emotionally, and is essential criteria in the UNCRC and EACH Charter.

#FEELGOODFRIDAY

Dagmar was also instrumental in reaching out to CBeebies star Rory Crawford, who created a wonderful video rendition of "Two Monsters" by David McKee for #feelgoodfriday. The tagline for Friday was #befriendly so this story was the perfect choice. Our Facebook followers listened to Rory narrate the bickering monsters who were arguing about everything – only to realise that they were both agreeing with each other after all! Having different opinions from our friends and family is often challenging, but it is also what makes each of us interesting and unique. Alongside challenging children and young people to read with friends to #befriendly, we encouraged them to find out the likes and dislikes of their friends and families to see whether they had any differences in opinions! For example, Rory really dislikes smelly cheese – but we know there are plenty of people out there who would certainly disagree!



#SUPERSATURDAY AND #SPECIALSUNDAY

Over the weekend, we ended a brilliant Children's Health Week with tags challenging followers to #bekind and #behelpful. To encourage kindness and to highlight the brilliant work done by Anne, our Head of Development, who works closely with Kinship Carers, we created short interviews with the families that she supports. There was a special focus on the challenges faced by kinship carers throughout the COVID-19 lockdown, and the importance of moving this service online using apps such as Zoom and WhatsApp to stay in touch.

In addition to this online activity, Linda made a huge effort to #behelpful by setting up a stall in Westside Plaza, Westerhailes, so that she could spread the important messages underlying Scottish Children's Health Week 2020. Linda advocates for health equality through campaigning and working with communities. At these stalls she encouraged children, along with their families and carers, to get excited about Children's Health Week, and more importantly, to understand how essential it is to bring down barriers that prevent some children, young people and families accessing health services or achieving their child health rights.



Friendships matter



Our Friday theme for Scottish Children's Health Week was #befriendly and it was totally awesome to have our good friend Rory Crawford read another story for us to publish on our Facebook page to celebrate this day.

Rory read the story of 'The Two Monsters' by David McKee (published by Andersen Press). In the story, the red monster and the blue monster fiercely argue and call each other names. They end up breaking down a whole mountain, only to discover that they were actually agreeing with each other.

This fun story led us to thinking about differences in opinion, differences in taste and realising how important it is to #befriendly. Asking friends, family and new acquaintances about their opinions and views, and respecting their answers, might help us to get to know them better and discover how much we have in common.

We know Rory through his work at Cbeebies, where he stars in the show 'My Pet and Me', and for Scottish Children's Health Week we asked him to tell us a bit more about himself and to share his likes and dislikes. Here is what he told us:

"Most importantly I'm a dad to a wee boy (4) and girl (18 months). I'm a marine biologist by training but have done lots of jobs. I was a paperboy, made pizzas, worked in a shop, an aquarium, on nature reserves. Now I work with teams all over the world to try and stop seabirds being accidentally caught by fishing boats - from the eastern Baltic to Namibia and Chile to Iceland."

"My likes and dislikes...of course there are many!"

"Likes: Music - playing guitar, singing, dancing, and listening to funk, soul, hip-hop and reggae. I like being a dad, the sea (and swimming in it), birds, trees, smelling flowers, looking at bugs, meeting new people, weightlifting, trying to do handstands, coffee, growing vegetables, cooking and cycling with my children."

"Dislikes: racism, injustice, roads filled with cars, smelly cheese, artificial grass, selfishness."

After the story reading, we asked our Facebook followers to find out something new about a friend and chat about their different opinions and what they had in common – in a friendly way of course.

We are grateful for Rory's time and for the wonderful way he brings stories to life. We can't wait to hear the next story!





SCOTTISH CHILDREN'S HEALTH AWARDS 2020

These awards have been created to celebrate courageous children and those who are making a difference to the health and wellbeing of children and young people in Scotland. We are delighted that Journalist and TV presenter Catriona Shearer helped us to virtually present the awards and interviewed all the winners. Their stories are featured on the following pages and we would like to send out a huge well done to all the winners and a huge thank you to Catriona for helping us to present these awards.

**THANK
YOU
CATRIONA**

Turn over to
find out who
won a coveted
Scottish
Children's
Health Award!



CHILDREN'S CHOICE AWARD

WINNER: **CHRISTINA LIDDELL**



Relationships shape the way we see the world and affect all areas of our learning and development. This award was created to give a child/young person the chance to say 'thank you' to someone special in their life who is making or has made a significant difference to their world. We were looking for someone special whose care really stood out whilst they were undergoing treatment.

A visit by independent dancer Christina Liddell not only brightened up a long stay in hospital for Poppy Smith - it transformed her life and made her dream come true, which is why she nominated Christina for the Children's Choice Award. *"It was really hard being in hospital and not being able to do fun things because I was so poorly",* remembers Poppy. *"Christina came to see me every week and played songs I liked and helped me to dance. Even when I didn't feel well enough to dance Christina would visit me and talk about music and dancing and make me feel better."*

Poppy's mum Laura says Christina's visits were the highlight of her daughter's week in hospital. But the dancer's influence stretched way beyond the ward. *"Christina continued to support Poppy once she was discharged, with dance lessons in the community. She also invited her to work on a show for the Edinburgh Fringe and*

it just had such a huge impact on her self-confidence".

Poppy says being part of the dance show at the Fringe Festival was an amazing experience, but the adventure didn't end there. The Dance Base teacher from South Queensferry had taken it upon herself to arrange for Poppy to meet her favourite band after asking what her dream was. *"Christina also helped me to meet Little Mix and I can't believe she did that for me."*

Meeting your girl band idols might be a fairytale for every nine-year-old, but for Christina, Poppy had much more star quality. *"On occasion a child comes into your life, like Poppy, who completely and profoundly impacts you in a way you can't quite put into words. She has to be the most inspiring and incredible person I've ever met. I'm so humbled that she would think of nominating me."*



Christina admits the news brought a tear to her eye and that she still can't quite take it all in. *"I've been blown away by Poppy's gesture. For me, it all comes back to the amazing children and young people I have the joy of knowing and working with through Edinburgh Children's Hospital Charity. I feel so indebted to them as they always have and continue to be such an inspiration to me. They bless my life so abundantly."*



The Children's Choice Award is a way of saying thank you to someone who has made a significant difference to a child or young person whilst they are undergoing treatment and with this nomination, Poppy Smith would like to say: *"Thank you, Christina for helping children like me."*

In deciding on Christina as worthy winner, the judging panel commented she goes the extra mile, makes dreams come true and gives extra confidence to the children. Proud Christina is delighted with the accolade and says, *"this award is such a wonderful encouragement to know the work I'm able to do through Edinburgh Children's Hospital Charity makes a difference to the lives of so many deserving children in their greatest time of need."*

Congratulations Christina on winning the Children's Choice Award.

Christina is a dance teacher who goes the extra mile and makes dreams come true. When Christina is involved nothing is impossible. She gives extra confidence to children and makes a difference to their world.

JUDGING PANEL

HEALTH AND WELLBEING AWARD



**WINNER: RONA WATSON,
NHS RESPITE CENTRE MANAGER
AND THE SUNNDACH AND
CALAREIDH TEAM**



SCOTTISH
CHILDREN'S
HEALTH
AWARDS 2020

WINNER
HEALTH AND
WELLBEING
AWARD

Children are precious and so is their health and wellbeing. When parents leave their children in the care of practitioners, they also hand over responsibility for their health and wellbeing. This award celebrates a team who are making a difference to the health and wellbeing of children through their treatment or advocacy.

Sunndach and Calareidh are both 24-hour nurse-led respite centres within NHS Lothian. The teams care for children with complex care needs within a community-based environment; some on a residential basis, some who are shared-care and others who come in for respite. But the aim is the same for all - to provide a 'home-from-home' style setting for the children, with individually themed bedrooms and a range of personal touches to make their experience comfortable and dignified.

Respite Centre Manager Rona Watson leads the Calareidh service and Debbi Dunlop is her equivalent

over at Sunndach. Rona says winning the Health and Wellbeing Award is a huge morale boost and is keen to point out it's very much a team effort, which is made up of Nurses, Clinical Support Workers and Housekeepers. "Each child's level of ability and personal preferences are taken into account and staff spend a lot of time just getting it right for every child. They're constantly striving to improve the life of each child whilst they are at Calareidh."

Apart from the clinical care the children receive, staff organise an annual barbecue for them and their families to meet up and mingle. They throw Christmas parties with DJs and



provide prizes, treats and entertainment for all - to help make memories.

So dedicated is Rona and her team to making a difference that they've been shielding from their own families during lockdown in order to protect the children in their care in the Centre.

Fiona O'Sullivan of Edinburgh Children's Hospital Charity nominated Sunndach and Calareidh after being "blown away by the selflessness" of the team. *"They have truly gone above and beyond what is expected of them in their jobs in order to keep the lives of terminally ill children as safe as possible."*

The children who access this service have complex medical needs, which the staff meet every day as part of their job, but what makes this team special and deserving of this award, says Fiona, are all the little moments that make the child's stay homely, supported and safe. *"Their nurturing personalities and overall commitment to their work ensures that families are comforted in knowing that their child is receiving the best possible care in their absence."*

Whilst Rona is "immensely proud" of the team, she's modest when it comes to their efforts but is thrilled with the award. *"It's so lovely to be recognised for all the hard work and we're very excited to have won."*

Despite this team having had little to no human contact throughout

lockdown due to COVID-19, Fiona feels the accolade is a touching tribute. *"Because of the amazing sacrifices they have made to shield themselves, and although we can't give them the hugs they all need, receiving this award would certainly boost morale and give them the recognition they deserve."*

Congratulations Sunndach and Calareidh Team on winning the Health and Wellbeing Award and thank you for making a difference.



A team – led by Rona Watson that goes above and beyond for the children at end of life and with very complex needs. We all agreed that they are exceptional and worthy winners of the Health and Wellbeing Award.

JUDGING PANEL

HEALTHCARE RIGHTS AWARD



SCOTTISH
CHILDREN'S
HEALTH
AWARDS 2020

WINNER
HEALTHCARE
RIGHTS
AWARD



WINNER: TARA
IRVIN, CHILDREN
AND YOUNG
PEOPLE'S HEALTH
DEVELOPMENT
NURSE

All children and young people have human and healthcare rights. For example, children have the right to the best health possible and to medical care and the right to play and education in hospital. These rights are articulated in the United Nations Convention on the Rights of the Child (UNCRC) and the European Association for Children in Hospital (EACH) Charter. This award acknowledges the extraordinary steps taken by a nominee to advance the healthcare rights of children and young people.

Tara Irvin has worked in nursing for over three decades. The experience, knowledge and skills she's gained throughout the years in community roles - in School Nursing and then in Health Improvement - have proved invaluable in her current job as Young People's Health Development Worker at NHS Fife.

As a passionate champion of Children's Rights, Tara says her role is quite unique in that it allows her to engage with children and young people, keeping them at the centre of service developments and projects. "Working directly within Children's Services has allowed me to support colleagues, promoting the



also been key in the 'What Matters To You?' national campaign, helping create a School Nursing Charter.

"Tara never loses sight of keeping the child or young person as the focus of her work," says Jennifer, and has fought to assure that children and young people's rights are being fully represented within an interagency context by advocating for the services to always ensure that they have engagement and participation with those they serve as a central focus. Tara absolutely represents as a change agent and champion for our children and young people in Fife."

Tara says winning the Healthcare Rights Award was a lovely surprise and, while delighted at the accolade, says it's not just down to her. *"I'm very lucky to have both a very supportive management team and colleagues like Jen, who are also champions of children's rights. I couldn't do the work I do without any of them, or the children and young people I have the pleasure of working with. I feel this reward isn't just for me, it is for everyone within Community Children's Services."*

Congratulations Tara on winning the Healthcare Rights Award.

rights of children, young people and their parents and carers, recognising that they should be central to our assessments, interventions and planning".

The Healthcare Rights Award celebrates the extraordinary steps taken by a practitioner to advance the healthcare rights of children and young people - and it's Tara's tireless work to advocate for children's rights that led to colleague Jennifer Grant (NHS Fife School Nursing) nominating her. *"Tara is always striving to ensure the rights of children - and their voices - are paramount in everything she does. For many years she's worked to facilitate and develop services for young people that are inclusive, current, evidence-based and person-centred."*

Tara has been instrumental in advising on and supporting a number of services, including Sexual Health community drop-in (The Hub), School Nursing Health Zone line, School Nursing NearMe contacts, and School Nursing promotional materials to name but a few. She's



Tara is a true champion of children's rights and in particular of GIRFEC. This was a really well written submission highlighting a very worthy winner. It was Tara's use of children's rights that has helped to ensure the health and wellbeing of children.

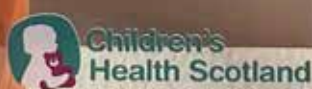
JUDGING PANEL

HEALTH-RELATED PLAY AWARD



SCOTTISH
CHILDREN'S
HEALTH
AWARDS 2020

WINNER
HEALTH-
RELATED
PLAY AWARD



WINNER: CLOWNDOCTORS AND ELDERFLOWERS

Health-related play is more than just a chance to have fun - it is a serious business when it comes to children's health and wellbeing. It can help children physically, mentally and emotionally and is an essential part of treatment that can help to speed up recovery either in hospital or at home. For this award we were looking for someone special, or a special team, making a significant difference to a child's life through health-related play.

They say laughter is the best medicine and Hearts and Minds' Clowndoctors and Elderflowers are dispensing it generously. These professional creative artists are helping bring joy and laughter to children in hospital, hospice care and Special Educational Need Schools - and to adults living with dementia in residential care across Scotland.

It's more than just a chance to have fun - this type of play helps physically, mentally and emotionally and speeds up recovery both in hospital and at home. Meaningful human connection is vital for wellbeing, which is why,

through connecting to people's humanity, the team can transform experiences of adversity to ones filled with lightness and joy. And it's this empathy and kindness which has scooped The Clowndoctors and Elderflowers the Health-Related Play Award.

The team usually visits around 17 locations across Scotland every week working in close collaboration with healthcare and educational staff. But the COVID-19 Pandemic meant they had to find other ways of connecting with children and benefitting people living with dementia.



The judging panel acknowledged the work is highly skilled and were impressed with the feedback from parents whose children have had virtual visits. Their tributes are testament to the impact it has: *"You all do a fantastic job in lifting the spirits of children and families who are facing very challenging times in their lives."*

"You have always been in need to brighten up these wee souls' lives - and probably now more than ever!"

"Thank you so very much for the amazing video! Charlotte was so excited with it and can't stop talking about it. You left a very, very positive mark on her. Thank you all for what you do - it's made us smile as well as her."

It's clear the Clowndoctors and Elderflowers are in high demand - so Roll Up, Roll Up and join the physically-distanced queue to learn more, or check them out online at www.heartsminds.org.uk

Congratulations Clowndoctors and Elderflowers on your Health-Related Play Award.

Ladies and Gentlemen, behold the 'Clowndoctor on Call' - a digital service to engage with those who need human connection the most - those who, due to their conditions and COVID-19, can no longer access their normal services. Prepare to be amazed as these madcap merry-makers turn a practice that was delivered in the same room as the child, adult or family into one that is delivered virtually and beamed into living rooms in the space of one week. But these virtual visits, which stay true to the artistic quality of clowning, were a completely new way of working for the team and are in now in high demand.

It's this creativity, adaptability and kindness that led to Hearts and Minds' CEO Rebecca Simpson nominating these freelance artists for the Health-Related Play Award. *"They are artistic wonders and amaze me. They dived in and created something quite spectacular. I am absolutely delighted that Hearts and Minds' Clowndoctors have won. It's such an honour."*



It's easy to think this is just a bit of fun but the work is highly skilled and involves staff and parents to give the best to a whole range of children. The nomination came with many personal tributes and we would encourage viewing of the Hearts and Minds website for further information.

JUDGING PANEL

IMPROVING LIFE EXPERIENCES AWARD



WINNER: CHILDREN AND YOUNG PEOPLE CONTINENCE SERVICE, FIFE

Through this award we wanted to recognise the commitment and expertise of a nominee or team making a significant difference to improving life experiences of a child or young person undergoing treatment. We were looking for a nominee making a difference to the confidence and resilience of a child or young person, so they are better able to deal with their current difficulties. The nominee may also have helped children and young people develop basic skills and habits to help them deal with challenges later in their life.

"As Nurses, we do not expect awards for doing the job we love," says Sheila Kelly, of the Children and Young People Continence Service Team, "but it is still a great feeling to know that people appreciate and recognise the commitment we have in supporting young people to achieve their full potential."

And that's the aim of the Improving Life Experience Award - to recognise the commitment and expertise of those making a significant difference

to the confidence and resilience of a child or young person, so they are better able to deal with their current difficulties. The Fife Children and Young people's continence service is the embodiment of that.

The idea for the team was pursued by Lynn Mushet (Lead Nurse for the Children & Young Peoples Community Nursing Team) who, after a lot of work, was able to employ a full time Continence Nurse Specialist - Tracey Thomson and two part time



Staff Nurses - Sheila Kelly and Sarah Watt. She says the "team's passion is palpable" and they are always evaluated very highly.

"I'm really proud of the service the team delivers, but more importantly, the impact that they have on the children & young people and their families' lives."

The service offers support for all young people aged 4 to 19 with bladder and bowel dysfunction, and aims to help them achieve complete continence, or to manage the condition discreetly and effectively. It offer clinics from 10 locations across Fife and also works jointly with colleagues from the paediatric Urology service in Edinburgh, to facilitate specialist investigations provision locally; which reduces time out of education for the children, travel time and costs for families and improves continuity of care with the children and families.

Tracey is passionate about raising the profile of the effects and treatments for incontinence. She's committed to reducing the embarrassment and disgrace often associated with incontinence and promotes learning about the condition.

In attempting to normalise and encourage communication around continence issues, the team have distributed 'World Bedwetting Day' posters, along with information leaflets to the 156 local authority schools, and 3 private schools within the region and the 55 GP practices across the area. The team has also held a number of sessions in supermarkets and shopping centres across Scotland to spread the word and raise awareness

of the service, what it provides and where clinics are offered. Tracey says *"It's an honour to be given this award in recognition of doing a job we all love."*

The judging panel was impressed by 'the great leadership of a dedicated team'. It said it has achieved a great deal in a short time and expects the team to continue to make a real difference to the lives of children and young people.

Congratulations Children and Young People Continence Service Team, Fife



We were greatly impressed with Tracey and her leadership of a dedicated team on what may well be thought of as a Cinderella service. They have really achieved a great deal in a short time. The panel expect this to continue to make a real difference to the lives of children.

JUDGING PANEL

YOUNG ACHIEVER AWARD

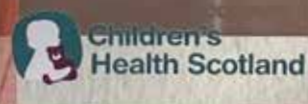


WINNER: **JACK TAIT**



SCOTTISH
CHILDREN'S
HEALTH
AWARDS 2020

WINNER
YOUNG
ACHIEVER
AWARD



*This **JOINT** award acknowledges a child who has shown great determination and kept going, when it might have been so much easier to give up. We were seeking a child or young person who has gone above and beyond, showing enormous courage in their life and never giving up.*

East Lothian lad Jack Tait loves playing football and is the goalkeeper for his local team Lothian Colts, so it's fair to say the Young Achiever Award is in safe hands.

The nine-year-old, who lives in Macmerry with his mum, dad, sister and Skittles the cat, has been attending an asthma clinic since early childhood. He's had multiple hospital admissions and endured lots of tests and procedures, meaning he's missed out on a lot of school time and playing with his friends. Despite this, Jack *"continues to have a positive outlook on life and thinks of others before himself"*, says Ann McMurray, his asthma nurse specialist at NHS Lothian.

It was Ann who nominated Jack for the Young Achiever Award saying he rarely complains about taking medications, having physiotherapy,

or having invasive tests. *"Jack has found ways of coping with his health conditions and writes stories to convey how he's feeling. He always puts on a brave face"*, she says.

The Macmerry Primary School pupil is a dedicated supporter of the Edinburgh Children's Hospital Charity and has helped to raise hundreds of pounds through sponsored events. Jack's tendency to think of others before himself and his enthusiasm in raising money for the hospital impressed the Scottish Children's Health Awards judging panel. They chose Jack as joint winner of the Young Achiever Award, which acknowledges a child who has shown great determination and courage in their life and who has gone above and beyond. Ann thinks Jack more than fits the bill and sees him as their "wee superhero".



how excited he'd be. "I was over the moon for him, Jack is my hero. He goes through his little life with such courage."

It's back to school now for Jack after a lengthy summer. He's moving up into Primary 6 and is looking forward to it. "I can't wait to go back as we've been off for so long", he says. It's been a strange time for everyone during the pandemic - and children up and down the

country have coped admirably, but not many will be able to return to school having picked up an accolade. "The award means a lot to me, and I can't believe I won. So thank you!"

Congratulations Jack - and good luck for the future.

The feeling is definitely mutual. "I met Ann through going to the hospital when I'd been poorly and having my check-ups", says Jack. "I really like her, she's a kind and helpful lady, who will always be there for me."

Like many soon-to-be-ten-year-olds, Jack's into football and playing his PlayStation, but was delighted at a gift from kind-hearted Ann. "She once got me a teddy and it had my name on it," he remembers fondly. But it's clear that nominating Jack for this award has made an even bigger impact on the youngster. "I didn't know I'd even been nominated until my mum told me that I had won! I was happy, surprised and shocked as I wasn't expecting it."

Jack's mum Kayleigh was delighted to break the news and said she knew



We were really impressed with Jack who thinks of others before himself. He also helps with sponsored events and raising money for Edinburgh Children's Hospital.

JUDGING PANEL

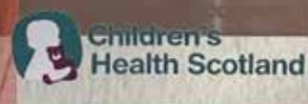
YOUNG ACHIEVER AWARD



WINNER:
ISABELLA RENNIE

SCOTTISH
CHILDREN'S
HEALTH
AWARDS 2020

WINNER
YOUNG
ACHIEVER
AWARD



This JOINT award acknowledges a child who has shown great determination and kept going, when it might have been so much easier to give up. We were seeking a child or young person who has gone above and beyond, showing enormous courage in their life and never giving up.

Just before Isabella Rennie turned two, she was diagnosed with a brain tumour and then a spinal tumour. After undergoing brain surgery, she spent many months in the neurology ward at the Royal Hospital for Sick Children, Edinburgh.

Margaret McEwan was her Play Specialist. "I met Bella in 2013 just before her 2nd birthday. She had to re-learn a lot of the things she had just learnt, like walking and talking, because the tumours affected the left side of her body. I spent many hours with her singing and playing and we are now great friends and we still keep in touch regularly."

Despite spending the majority of her early life in hospital, Isabella - who's now nine - is thriving and doing

fantastically well at school. "She is an extremely intelligent little girl who is a huge bookworm and loves singing and dancing," says Margaret. "Even though she's unable to do all the moves that everyone else can because it's difficult for her to balance sometimes, she never gives up and always gives it her best shot."

Margaret remembers fondly Isabella's preparations for her parents' wedding. "Her mum and dad were getting married when she was a lot younger and she wanted to decorate her 'walker' to make it all pretty so it wouldn't stand out as much. She puts her all into everything."

Isabella has overcome so much in her short life and Margaret says she has continued to defy everyone around



theatre group at another local charity where she lives and helps to fundraise for them. "I just think she has gone through so much and done so much for others that she deserves to be recognised for her achievements," says Margaret. "She has been an inspiration to me at the Royal Hospital for Sick Children in Edinburgh and always comes to see me every time she comes in for an appointment."

The judges found it incredibly difficult to separate the two young finalists in this category, so they didn't and made Isabella the joint winner of the Young Achiever Award.

Congratulations Isabella - you've made a huge impact on the lives of so many.

her. She gets very nervous about coming into hospital for tests and procedures but is always very brave. She is such an inspirational little girl who has overcome so many hurdles to get to where she is today."

Margaret nominated Isabella for the Young Achiever Award not only because of the determined and dignified way she has dealt with her illness, but because of the selflessness of her and her family. "Bella and her family have raised money throughout her ordeal (and 80+ weeks of Chemo) and provided many books, arts and crafts, medical kits and lots more for other children within the hospital."

Isabella also attends dancing and a

We can understand why Margaret nominated Isabella. She is an inspiration to others, never gives up and Isabella and the family are also fundraisers. A remarkable lady!

JUDGING PANEL



我的健康

Ma santé

نم یتمالس

Afya yangu

My Health

Sănătatea mea

Sức khỏe của tôi

Moje zdravje

– Play and Information Packs sent to vulnerable families in Scotland

Working with the Trussell Trust and with grant aid from the Scottish Government's Community Wellbeing Fund, we distributed over 400 My Health | Play and Information Packs to support vulnerable families in the community.

The packs included hints, tips and information to reassure and encourage families to use health services together with merchandise, information and activities for children to try, to support their emotional health and wellbeing.

Commenting on the distribution of the packs Linda Alexander, Development Officer with Children's Health Scotland said:

"Our packs were distributed in July and created in response to headlines, evidence, and anecdotal data on the health and wellbeing of vulnerable families in the community. They included useful hints, tips and information on using health services in Scotland and some fun activities for children to try at home that can help to improve their emotional health and wellbeing. It is our hope that the packs will encourage children to try new health and wellbeing activities and for families in general to be more confident about using health services during this time."



The COVID-19 pandemic has had some unintended consequences; at a time when we should be vigilant about our health, the uptake of health services has dropped. The Scottish Government ran a national campaign in April to encourage people to seek medical help for urgent issues which are not related to coronavirus (COVID-19). At this time figures indicated that patients were delaying seeing their GP, and, in relation to children's health, a reduction in families bringing children for immunisations.





The My Health | Play and Information Packs

The packs included merchandise and guidance on mental health and wellbeing with an emphasis on the importance of breathing to help feel relaxed. Breathing can help to reduce tension and your heart rate, and can help children slow down, pay attention to their body and understand how they feel. We included the following in the packs:

- **A letter** explaining the contents of the bag and encouraging the use of health services if worried about the health of a child.
- **A My Health leaflet** explaining children's health rights to vulnerable families, and the resources available to them. The leaflet also included information on interpretation and translation and the right to an interpreter when accessing medical services.
- **Balloons with the following guidance.** Blow up the balloon. Now throw it in the air and see how many times you can clap before you catch it. Can you beat your score? Can you kick it instead? Find what works for you.
- **Bubbles with the following guidance.** Blowing bubbles can help with mindful breathing. Take it in turns to blow the biggest bubble before it bursts. You will need to concentrate because if you blow too hard then pop, your bubble is gone! Take one deep breath and blow slowly. Put one hand on your chest or waist to feel your lungs fill up and empty.

- **Notebooks with the following guidance.** Write in your notebook. Research shows that writing helps reduce stress and improve wellbeing by exploring and finding what makes us feel well.
- **Tip Cards.** A set of 10 tip cards explaining NHS services and the right to health.
- **Fortune Teller Game.** A game based on the GIRFEC wellbeing indicators and designed to be an interactive approach to engage children and young people about their health and wellbeing.
- **Walking information** which advised that it is a great way to keep healthy. It's good to go outdoors if you can; natural light and green space, even for a short time, is good for our physical and mental wellbeing. Try taking a photo, write a story, or draw what you see or feel when you get back home
- **Daily play.** This is vital for the healthy development of children and it contributes to their quality of life, their health and wellbeing, as well as their physical, social, emotional, and cognitive development.





Health Matters for Children and Young People in Kinship Care

We provide training directly to Kinship Carers. We also design bespoke sessions to suit specific needs and interests. This training is delivered **FREE OF CHARGE** as Children's Health Scotland is funded by the Scottish Government and other trusts and foundations. Please contact us for more information.

Training topics

- Managing the healthcare needs and rights of children in care
- Mental health and emotional wellbeing for children in care
- Consent and Confidentiality
- Play techniques to help children cope with Dental, Medical and Hospital treatment and pain
- Getting it right for Looked After Disabled Children and those with complex healthcare needs
- Impact of Loss and Change
- Adolescence Matters

Services during COVID-19

1:1 Phone and Email Support

on any health-related matter. Sometimes a listening ear helps. We can provide phone and email support on any health-related matter but please be aware that we cannot give medical advice. However, we do work closely with professional advisers and can signpost people to the right professionals/ organisations for further support.

Question and Answer Sessions

In these times of uncertainty, we would like to provide what reassurance we can. Please send in your questions to the email below and visit our website for details of forthcoming Q&A sessions.

Online Sessions

We can offer short bitesize sessions on some of the workshop topics: mental health and emotional wellbeing, ways to cope with stress and anxiety, loss and change. These will be advertised on our website.

Please ask us questions. For example we have been asked:

“Is it safe for my child to go to school when I am shielding?”

For more information and to arrange your training sessions, please contact:

Anne Wilson, Head of Development
Children's Health Scotland

Tel: 0131 553 6553

Email: anne.wilson@childrenshealthscotland.org



The aim of Children's Health Scotland is to make sure children and young people get the best quality healthcare. We are the only charity in Scotland dedicated to informing, promoting and campaigning on the healthcare needs and rights of all children and young people.



Kinship Carers Zoom it up!

Prior to COVID-19, Children's Health Scotland delivered workshops to Kinship Carers (KC) on health-related matters for their grandchildren often through local KC Support Groups meeting regularly face-to-face.

The effects of the pandemic have taken many forms but two of the most telling are:

1. The effect of social isolation when carers' groups (often a life-line) cannot meet.
2. Resurfacing trauma when the following aspects of COVID-19 mimic the child's early Adverse Childhood Experiences (ACEs).
 - Loss of relationships and loved ones
 - Lack of food, money and/or opportunities
 - Lack of routine and/or frequent changes in routine
 - People getting ill and dying
 - Adults being scared and not knowing what to do

"We were very keen to continue to offer support to Kinship Carers and had to think fast how to fix it and go digital," said Anne Wilson, Head of Development at Children's Health Scotland. "That is easier said than done when not everyone had access to equipment or the technological know-how to use it. Support group leaders came to the rescue here with tablets and direction."



"We have now run 12 sessions with different KC Groups in the mornings and evenings (teenagers are still in bed!) and the evening (before schools went back). After an introductory session to get to know the carers, we built future Zoom sessions round certain topics – eating or not eating, refusing to come out of their room, violence, running away, anxiety, transitions, aggression,

regulating IT access, worry about contact with birth families to name but a few. We followed up the session with notes and links to resources."

We know our support has been welcomed and really appreciated by Kinship Carers and thank the Scottish Government Wellbeing Fund for assisting us to provide this service.

“

Feedback from Kinship Carers:

"I could never have imagined I would meet a friend I was at school with – we have arranged to meet up."

"It is just so wonderful to be able to talk to other carers who are going through the same as you at the moment and know you will be believed."

”



Facing a crossroads

Providing face to face support for children, young people and families through our Self-Management Service (SMS) is one of our core services, so COVID-19 presented many challenges for us. Our main challenge was how to continue to support our children and young people through this pandemic.



Grant aid received from the Scottish Government Wellbeing Fund and Foundation Scotland helped us to set up home offices very quickly. We then became familiar with a whole new world of video conferencing platforms and working remotely whilst taking to the phones to speak with children and families. We listened to their experiences and shared these insights with policy makers. As we did, we experienced a growing waiting list of children and young people requesting our services and became acutely aware that we faced a crossroads.

Children and young people were telling us they felt increasingly isolated and lonely and experiencing health challenges. However, we were unable to deliver support services in the way we normally would. We knew we needed to act quickly to meet their needs but were mindful that this was a new direction for us as an organisation.

Did we have the resources and skills to adapt to online support?

Would children and young people want to engage online?

Could we still provide support and meet the needs of children and young people in this way?

Before taking off in a new direction we consulted with a number of children and young people. We were therefore confident that there was an underlying demand for a digital self-management service and set ourselves the challenge to get this up and running within three weeks. We virtually put our heads together to flesh out the digital programme and considered how we could make group sessions fun, engaging and supportive. SMS:CONNECT was born!





SMS:CONNECT



“ Oliver is becoming more aware of simple strategies that can be used to shift into a more positive or relaxed mental and physical state... Since being on the Programme, it is the first time he has ever mentioned his health issues without any prompting from an adult. It is also interesting that he is using the name of his ‘condition’.

Mum of Oliver (age 11):

”

A whirlwind of promotion, referrals and recruitment followed. Rather than putting leaflets and posters in hospitals and clinics, we sent out e-flyers and hosted virtual ‘home visits’. Without the normal level of contact and engagement, we worked hard to develop programme materials and ‘home packs’ to motivate and enthuse participants for the sessions. We gave out ‘contact cards’ and allocated ‘Coaches’ to each child/young person to build relationships that we worried would be lacking when interacting online. We had welcome sessions and ‘virtual tours’ of the platform to tease out issues around technology and provide support where needed, and built in some flexibility to session plans to allow us to respond to areas of interests or concern raised by the groups.

The moment of truth. Would anyone want to take part?

“Honestly, I am relieved and really proud to say a resounding YES!” said Laura Smith, Head of Children’s Health and Wellbeing at Children’s Health Scotland. “We quickly filled (and oversubscribed!) our age 10-12 and 13-17 programmes and found children and young people willing and excited to take part. Some even reported that they would prefer to meet others online than in person.

“We have now delivered our six-week programmes and 80% of the children and young people who signed up are still actively taking part. This is a better retention rate than most of our face-to-face programmes. Although there have been many challenges along the way, we have been pleasantly surprised by the unexpected positives to our new way of working. We’ve found that bringing the technology to the forefront, such as using the camera and reaction functions on video meetings to play games and interact, can help view them as valuable tools rather than barriers.

“Although we firmly believe in the value of face to face support, we absolutely see a place for SMS:CONNECT going forward. We have been able to reach different groups of children and young people within our existing area and extend beyond geographical boundaries. It has also kick started our plans to develop a way for children and young people to continue to engage with one another once they have completed a programme. This scary challenge has actually opened up a world of possibilities and we are excited to develop SMS:CONNECT and embrace technology for other services at Children’s Health Scotland.

“We’ve been told that we’re one of the first services of this kind to get up and running, and we are immensely proud of the team for achieving this in such a short timeframe.”

“ I am really enjoying this. It’s helping me feel more relaxed in myself. I have been chatting to one of the other young people on the course outside of this, we message each other on Instagram, I would like to make friends with some of the others too. They are all really nice, chilled people. I feel I can open up and talk to them better than some of my friends who I’ve known for years. I really like the discussions we do on the sessions.

- Young person

”



During the month of June, 2020, more than 1000 children aged 9 to 12 from over 40 schools in Scotland completed our Children's Health Challenge.

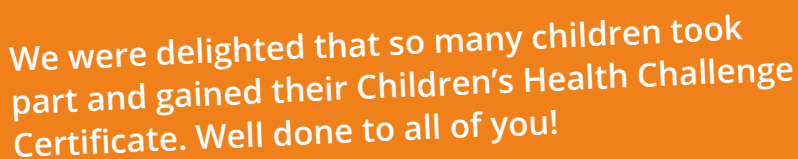
Children were given access to a safe, secure online platform for four weeks to complete the four levels of the Challenge. Each week they had to work through activities on health and wellbeing and healthcare rights and take part in a mini-relaxation session. Activities ranged from memory pair games, drag and drop exercises, and a board-game style quiz!

Here is some of the feedback from the children who took part:

"It helped me understand so much more about my healthcare rights."

"Feel much more relaxed now."

We also asked children to leave a 'wish' on the Wishing Wall – and this gave us an insight into the emotional and practical struggles these children were facing during lockdown



Many of the children asked us to make more levels – so watch this space!





What Matters to You Awareness Week June 2020



Coral Brady, Patient Service Manager at the Royal Hospital for Children Glasgow tells us how they managed to have a successful What Matters to You (WMTY) Awareness Week in June despite COVID-19 restrictions.

What Matters To You? is a question we routinely ask all our children, young people and their parents when they come to our hospital for either a procedure, or an inpatient stay. Focussing on WMTY for an awareness week helped us to promote, support and grow the movement with our hospital users, including our staff, short term attendees and inpatient cohort.

With the added challenge of COVID-19, our event planning and implementation had to be both age appropriately engaging, but also safe for both those providing the activities, and those taking part. We exhibited responses in public displays and invited our inpatients to participate in meaningful activities that they would find fun and engaging. We used our usual 1-1 play sessions to assist children and young people to create their own T-Shirts. In the afternoon, we connected up all the children and young people via Zoom for a game of WMTY Bingo – with the purpose of both safe socialisation and to give the children age appropriate space to share What Mattered To Them in the various game categories.



Family matters

Both children and young people said what mattered to them most was their family. At the time of WMTY 2020 we had a safe visiting policy in place, which meant children and young people could only have one parent with them. A specific toy or game mattered to children; however, young people noted their friends and being healthy as mattering to them.

Working together

Adults viewed working together, supporting each other and

compassionate care (giving or receiving) as the most important aspect of their time in the hospital. Adults asked were a combination of parents and staff, and this may be why working together featured so highly.

The feedback from participants who took part in WMTY has been extremely positive. All children, young people and adults within the hospital felt included and educated on the purpose of WMTY and there has been a noticeable increase in staff "checking in" with patients and indeed with each other, asking what is important to them.



Registered office:

Children's Health Scotland
22 Laurie Street, Edinburgh EH6 7AB

✉ enquiries@childrenshealthscotland.org

🌐 www.childrenshealthscotland.org



Find us on:



Scottish Government
Riaghaltas na h-Alba
gov.scot

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