



Promoting the healthcare rights and needs of children and young people

Guide to Engagement with Families - Session Outline

Time	Activity	Materials
	1. Welcome and introductions (Slides can be added here if necessary)	Power Point (PP)
	2. Housekeeping and ground rules (as necessary and appropriate to audience)	PP
	3. Action for Sick Children Scotland (2-6) <ol style="list-style-type: none"> 1. Who has heard of/used the organisation? (Show of hands) 2. How? Or Why? (Take comments) 3. Scene setting in relation to family engagement 	PP
	4. Session aims (please see reverse of this Session Plan) (7)	post its/flipchart
	5 Defining Participation (this is the what) (8-10) <ol style="list-style-type: none"> 1. Participants write a definition 2. Feedback 3. Discussion and comparison 	PP
	6. Policy and Background (this is the why) (11-13) <ol style="list-style-type: none"> 1. Policy Background 1 2. Policy Background 2 3. Policy Background 3 	PP
	7. First Principles and the UNCRC (14-22) <ol style="list-style-type: none"> 1. Quiz - What do you know about the UNCRC? (14) 2. The CYP Scotland Act 2014 – Part 1 (15) 3. Article 12 – keystone of participation (16-18) 4. Health Matters – associated UNCRC Articles (19-22) 	PP/UNCRC
	8. Participation in Practice (this is the what) (23-28) <ol style="list-style-type: none"> 1. The three stages (23-26) 2. The Participation Ladder (27) 3. Reflection (28) 	HO
	9. Traffic Lights Game (29) True false statements about the way participants' organisation engages with service users.	PP /traffic lights/bluetack
	10. Participate to Accumulate (this is the why) (30-31) <ol style="list-style-type: none"> 1. What's in it for me? (professional) 2. What's in it for you? (parent/carer) 3. Compare reasons 	PP/marker pens/A4 paper
	11. Let me count the ways (this is the how) (32-33) <ol style="list-style-type: none"> 1. Brainstorm ways of participation 2. Examples from practice 3. Where are we on the ladder? (either examples given or those on HO) 	PP/HO/flipchart paper and pens
	12. Pros and Cons (34) <ol style="list-style-type: none"> 1. Concentric circles – what barriers do you face? 	Space/Bell/timer/HO
	13. Golden Rules 935-36) <ol style="list-style-type: none"> 1. Participants construct list of best practice principles (Participation Charter) 	Flip chart paper/pens
	14. Last Words (37-38) <ol style="list-style-type: none"> 1. Summary 2. Pledges 3. Evaluation forms 	Cards/Bag/Box/ Contacts list

Guide to Engagement with Families

A 2-3 hour session. The session timings overleaf are very approximate and will depend on sections selected or omitted and participants' level of knowledge. However, this will depend on the amount of time a team, individual, group has available and it is therefore suggested that facilitators make a selection of the material according training needs and time available.

The Session will focus on:

- An introduction to the work of Action for Sick Children Scotland including their work in this area
- Knowledge of the policy background in relation to user involvement
- Theory and practice of participation
- Revisit reasons for engaging with families
- A chance to explore opportunities in relation to health and healthcare settings
- Practical tips for engagement with stakeholders.
- Information on other resources and toolkits for participation and engagement

Learning Outcomes:

By the end of the session, participants should be able to:

- ❖ Understand user participation and how it can be applied within their remit/organisation
- ❖ Identify the policy background relating to user involvement
- ❖ Access useful information and resources to support user participation and engagement