



Children's
Health Scotland

ANNUAL REVIEW AND IMPACT REPORT 2018-2019

We work to make sure
that ALL children and
young people get the
best quality healthcare.

VISION, PURPOSE AND VALUES

The aim of Children's Health Scotland (CHS) is to make sure children and young people get the best quality healthcare.

How we do this is informed by our **Vision**, which is 'for every child and young person in Scotland to realise their right to the best quality healthcare' and our **Purpose**, which is 'to make sure children and young people get the healthcare and treatment they need'.

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.



VISIONARY

We act as ambassadors within our sector by continually driving awareness of children's health rights in Scotland.

FEARLESS

We exist to make sure young people get treated well and are safe and will challenge when necessary to protect their healthcare rights.

FRIENDLY

We are friendly and approachable, engaging with children and young people and our key stakeholders, encouraging collaborative networks, and creating effective partnerships with key organisations.

INFORMED

We offer expertise and information on the healthcare rights of children, young people and families.

SKILLED

We work inclusively and aim to be skilled and professional in our approach to our work.



INTRODUCTION

We are delighted to present our Annual Review and Impact Report for 2018/19 which gives a snapshot of our work over the past twelve months.

In April 2016 we launched our three-year Children's Health Scotland Strategy, Promoting the Healthcare Needs and Rights of Children and Young People. This Annual Review tracks our progress against the Key Priority Areas outlined in this strategy, which were:

1. Awareness Raising
2. Information and Training Provision
3. Service Support and Service Delivery

It also summarises the impact we have made in our sector over the past year. The targets set in our Strategy 2016-19 were ambitious but realistic and were delivered by staff and volunteers working together to help children and young people and their families.

As we move to launching our new three-year strategy it is worth remembering that our organisation was founded in 1961, as Mother Care for Children in Hospital.

We began as the result of research undertaken in the 1950s by James Robertson, a Psychoanalyst, into the effects of separation from home and family on children in hospital. At that time, children were enduring long, lonely stays in hospitals, now more commonly referred to as Adverse Childhood Experiences.

Today, we continue to make sure children and young people get the healthcare and treatment they need.

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.

We could not achieve any of this 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 still essential to ensure our

work continues and that every child and young person can continue to exercise their rights to best quality healthcare.

Finally, this review would be incomplete were I not to pay tribute to Liz May for her selfless commitment to Children's Health Scotland, without which CHS would not be in the strong position it finds itself today. Liz retired as National Co-ordinator in April this year after 13 years at the helm. While we were sorry to see her go we are delighted to welcome Helen Forrest, her successor, as Chief Executive, who has made an immediate impact and whom I am confident will take our organisation to the next level.



Professor Richard Olver
Chair, Children's Health Scotland



OUR EXECUTIVE COMMITTEE

Chair	Richard Olver
Vice-Chair	Gwen Garner
Treasurer	Derek Quirk
Trustee	Alison Closs
Trustee	Zoe Dunhill
Trustee	Jane Holmes
Trustee	Una McFadyen
Trustee	Kay Pratt - to 15 August 2019
Trustee	Sylvia Smith
Trustee	David Thompson - to 7 January 2019
Trustee	Laura Thorburn

ADVISERS

Frances Barbour; Lady Caplan; Dr Alice Fitzgibbon;
Gita Ingram; Juliet McCann; Dr Elaine Lockhart;
Jacqueline Reilly; Professor George Youngson.



OUR STAFF

Chief Executive Officer (from May 2019)	Helen Forrest
Area Co-ordinator Children's Health & Wellbeing Service, Glasgow	Dagmar Kerr
Area Officer Children's Health & Wellbeing Service, Tayside	Michelle Wilson
Development Officer Hard to Reach Service	Linda Alexander
Development Officer Looked After Children and Young People Service	Anne Wilson
Development Officer Self-Management Service	Simita Kumar
National Co-ordinator/ Company Secretary (to April 19)	Elizabeth May
Programme Assistant Self-Management Service	Conor Smart

OUR PATRON

We were proud this year to welcome award-winning singer and songwriter KT Tunstall as our new Patron.



Children's Health Scotland

OUR FINANCE

Finance Officer: Alison Glass FCCA
 Independent Examiner: Jeffrey Crawford & Co
 Bankers: Royal Bank of Scotland

	2019	2018
INCOME		
Voluntary Income	£206,191	£176,090
Charitable Activities	£13,069	£17,724
Investments	£725	£97
	£219,985	£193,911
EXPENDITURE		
Raising Funds	£10,549	£9,216
Charitable Activities	£195,634	£177,520
	£206,183	£186,736
ASSETS AND LIABILITIES		
Current Assets	£184,480	£169,331
Current Liabilities	£9,716	£8,557
Net Current Assets	£174,764	£160,774
Fixed Assets	£377	£565
TOTAL CHARITY FUNDS	£175,141	£161,339

The full accounts available from: Company Secretary,
 Children's Health Scotland, 22 Laurie Street, Edinburgh, EH6 7AB

OUR FUNDERS

Our main funding source for the year was from the Scottish Government, via the Children, Young People and Families Early Intervention Fund. These Funds were administered by CORRA. We are grateful for this funding and for all the other funders who have enabled the work of Children's Health Scotland over the past year, which include: Robertson Trust, BBC Children in Need, Snowball Trust, The Leng Charitable Trust, Nancie Massey Charitable Trust, St James Foundation, Henry Duncan Award, Hugh Fraser Foundation, WCH Trust for Children, Ponton House Trust, WM Sward, The Forteviot Charitable Trust, Ann Rylands Trust, Waitrose and Harold Merton Adams Trust.

Our thanks also go to Jenny Lowe and the Margaret Gilbride School of Dancing for their support.



Scottish Government
 Riaghaltas na h-Alba
 gov.scot

We acknowledge the support of the Scottish Government through CYPPEIF and ALEC Fund Grant.



Children's Health Scotland was proud to be involved in the consultation process and development of the Supporting disabled children, young people and their families: guidance. Launched by the Scottish Government in April 2019, it aims to help improve the experience of disabled children, young people, and their families. It was developed in response to the request of families for a centralised resource which signposts to relevant information and organisations.



KEY PRIORITY AREA

RAISING AWARENESS

In our Strategy 2016-19 we set out our intention to raise awareness of the healthcare needs and rights of children and young people by focusing on:

1. Providing knowledge and expertise on the health rights of children and young people.
2. Commissioning our next Parental Access and Family Facilities Survey.
3. Our 40th Anniversary Conference.
4. Direct contact with opinion leaders and key groups.
5. The European Association for Children in Hospital (EACH) Charter.
6. Influencing policy development.



OUR IMPACT

Knowledge and Expertise

Over the past year we engaged with 1,195 children and young people about their healthcare rights and provided:

1,374

Parents and carers with information via guides, packs, face to face meetings, workshops and attendance at events.

450

Parents of children and young people with long-term health conditions with information on Self-Management.

258

Families received our newsletters.

53

Asylum seeker, refugee, or BME parents received information on child health rights.

10

Asylum seeker, refugee children received direct support.



FAMILY FEEDBACK

96%

Said they are better able to access healthcare services for their child.

93%

Rated their understanding good or excellent.

100%

Noted an increased understanding of the healthcare rights of children and young people.



Parental Access and Family Facilities (PAFF) Survey

The eighth in a series since 1985, we have now carried out our most extensive PAFF Survey of NHS Scotland Hospitals admitting children and young people. We surveyed paediatric wards, neonatal units and hospitals with adult wards that admit children and young people. We achieved survey responses in excess of 90% for each of the individual components of the survey and the key findings will inform our Strategic and Operational Plans in the future.

Our 40th Anniversary Conference

We delivered our successful 40th Anniversary Conference towards the end of 2017. Titled 'Overcoming the Challenges to Equality' the event was chaired by Dr Steve Turner, RCPCH Officer for Scotland and attracted a breadth of healthcare staff. Dr Catherine Calderwood, Scotland's Chief Medical Officer, delivered the Keynote Speech on Realistic Medicine which set the scene for a full day of exploring health inequalities.

Direct contact with opinion leaders and key groups

The healthcare needs of children and young people were represented on 19 national and local committees and we provided direct support to 298 professionals.

The European Association for Children in Hospital (EACH)

EACH is an international umbrella organisation open to European non-governmental, non-profit associations involved in the welfare of children in hospital and other healthcare services. Over the past year, as a member of EACH, we have worked towards bringing the EACH Coordinating Committee Meeting to Scotland and this prestigious European event will be taking place in Edinburgh from 25 to 28 September 2019.

Influencing policy development

Our organisation continued to offer families opportunities to influence child health policies and delivery through our Family Participation Group. In particular, we worked in close partnership with Edinburgh Napier University (practice placement video diaries), Scottish Government (Supporting Disabled Children and their Families Resource), Genetic Alliance (Rare Resource) and SIGN (Family Information Booklet on FASD) inputting to their resources and toolkits for parents and carers.





“

I feel I now have a good understanding of the needs and rights of children in healthcare. As a carer I now feel armed with the knowledge which will benefit the child in my care.

”



KEY PRIORITY AREA

INFORMATION AND TRAINING PROVISION

In our Strategy 2016-19 we said we would promote awareness of the rights of children and young people amongst parents, carers and professionals, so that they can assist children and young people to have their rights upheld and their healthcare needs met. We would achieve this by focusing on:

1. Developing Health Rights Information Packs for parents/carers and professionals
2. Delivering training and workshops for professionals, including those from hard to reach groups.
3. Developing training resources.
4. Distributing resources to organisations and professionals.
5. Developing our website.



OUR IMPACT

Rights Information Packs

358

BME parents/carers (Asylum Seekers, Refugees, migrants and Gypsy/Travellers) received packs, guides and translated information.

248

Foster and Kinship carers received carer packs.



Workshops and training

Over the past year we have delivered 20 workshops.

129

Foster and Kinship carers received training to help them support the health needs of children and young people in their care.

55

Professionals have now completed our e-Learning resource.

56

Oral Health Educators in Aberdeen, Inverness, Glasgow and Edinburgh received our Dental Play – A Rights Based Approach training.

24

Carers attended training to increase their understanding of disability related issues so that they were better able to support disabled children in their care.



Resources for organisations and professionals

Since April 2018:

3,153

Professionals received resources on the health rights of children and young people.

214

Organisations were directly supported by Children's Health Scotland.

1,042

Professionals received information about our children and young people's e-Learning resource.

376

Professionals accessed information and resources on health rights for children and young people.

Development of training for professionals

Our Rights e-Learning resource was launched in June 2018 at the NHS Health Scotland Conference. Developed in consultation with NHS staff, the Scottish Government GIRFEC Team and Rights and Participation Team, it aims to encourage reflective rights-based practice for health and social care practitioners who meet children and young people in their work. It has been developed in the context of the Children and Young People (Scotland) Act 2014, the United Nations Convention on the Rights of the Child and the EACH Charter.

Additionally, our original DVD information resource for Kinship carers and associated organisations was updated in 2018 and reproduced to reflect both our name change and to highlight Citizens Advice Scotland's National Kinship Care Service.

Redevelopment of our website

The redevelopment of our website is now complete, and it is regularly updated with news and information.

Thanks to CYPFEIF Funding, Children's Health Scotland was able to attend the Scotland Welcomes Refugees Gathering 2019 at the TouchBase Business Centre, Glasgow. Visiting with our Health Play Box, banner, bubbles, and a suitcase full of information we joined this vibrant, fun and family friendly event that was a showcase of international art, music, storytelling and much more.



KEY PRIORITY AREA

SERVICE DELIVERY

In our Strategy 2016-19 we said we would continue to deliver and develop our services to meet the healthcare needs and rights of children and young people. The following pages outline our achievements over the past year within this Key Priority Area.

HARD TO REACH SERVICE

Our Hard to Reach Service aims to ensure that we are easier to reach and better placed to know the barriers which prevent some families, children and young people accessing health services or achieving their child health rights.

Key highlights over the past year include:

- Development work with Black and Minority Ethnic families, and Asylum Seekers and Refugees, to identify the barriers which prevent families from exercising their child health rights.
- A major piece of work to investigate how local authorities support migrant children, young people and their families to exercise their healthcare rights to access NHS services. It is intended to feedback examples of best practice to all Scottish local authorities.

CHILDREN AND YOUNG PEOPLE IN AND LEAVING CARE SERVICE

Our service supports the best possible provision of healthcare services for Looked After Children and Young People in Foster and Kinship Care. We do this by promoting the universal recognition of the needs and rights of children and young people in and leaving care, and developing appropriate resources for them and their carers to combat this vulnerability. In the course of the last year we delivered 16 sessions to 129 carers on health-related topics.

PARTICIPATION AND ENGAGEMENT ACTIVITY

A key highlight over the past year was continuing to offer families opportunities to influence child health policies and delivery through the Family Participation Group. We worked in close partnership with Edinburgh Napier University (practice placement video diaries), Scottish Government (Supporting Disabled Children and their Families Resource), Genetic Alliance (Rare Resource) and SIGN (Family Information Booklet on FASD) inputting to their resources and toolkits for service users.

Recently a group of our 10-12 year olds attending our Self-Management Service had the opportunity to take part in a climbing day at Blackford Quarry. Our young people are used to encountering challenges, but for many standing at the base of a sheer rock wall with a climbing rope in their hands was a completely different type of challenge. They scrambled, slipped and pulled themselves upwards, searching for tiny hand and footholds on the cliff wall under the expert guidance of the climbing instructors. They threw themselves into climbing and came away on the day with big smiles on their faces.



SELF-MANAGEMENT SERVICE

We offer a Self-Management Service for children and young people with long-term health conditions. Self-management supports and encourages children and young people to access information and to develop skills to enable them to live their lives on their terms.

During the past year, working closely with the Royal Hospital for Children (Edinburgh), we continued to deliver workshop programmes for children and young people with long-term health conditions. The programmes included art and music therapy, and mindfulness techniques.

OUR IMPACT

Key highlights over the past year include:

- Supporting 65 children, young people and families in Lothian.
- Carrying out presentation delivery and awareness discussions with 180 parents, carers, children and young people with health conditions.
- Working collaboratively with Mental Health Foundation and UCan project that resulted in the 'Stress Less' Pack that will be used as a tool to deliver 'Make it Count' Campaign in schools.
- Recruiting a new Assistant and Youth Volunteer.
- Working collaboratively with over 300 health professionals and charities that form 'Family Support Services' at RHSC Edinburgh.
- Exploring the expansion of Self-Management Service in Glasgow and Grampian.

Feedback from Clinician

"I just wanted to feedback that one of the diabetes patients that came to clinic last week was really extremely positive about their experience at your Self-Management workshops. She spontaneously told me all about them and found the workshops themselves really useful. Mum reported that she had been much happier in herself after the programme, and she has made some good friends with others that attended. It has also made a difference to her diabetes management as she is now using her libre sensor again, having seen others using it helpfully at the sessions."

“

It is most definitely important to have Children's Health Scotland inputting to this group. There are so many barriers, especially for BME community women, e.g. language, religion, cultural, emotional etc. How else are families to learn and be aware of services available to them, thus making positive changes in their lifestyles and quality of life? How else can the families make their voices heard?

Some of the changes that I have seen and heard from mums are that they have been communicating more with their children and partners. Mums now know who and where to contact relevant bodies related to their concerns and worries.

**Family Learning Development Worker,
Dundee International Women's Centre**

”



CHILDREN'S HEALTH AND WELLBEING SERVICES

During the past year we have continued to deliver our Children's Health and Wellbeing Services in NHS Greater Glasgow & Clyde and in NHS Tayside. We represented the healthcare needs and rights of children, young people and their families on a range of committees and working groups and provided practical support and advice to families.

Tayside

We have worked hard in Tayside to establish robust partnerships to enable us to have good quality representation at Integrated Joint Board level. This is important as it will, in the future, help us to have the healthcare rights of children and young people represented consistently throughout Tayside.

Key highlights during the past year include:

- Working within a Dundee high school on a weekly basis to provide an accessible service for young people. The service focuses on the health and wellbeing of children who need support.
- Working with a member of the Scottish Paediatric Anaesthetic Network on the design of an information sheet / podcast and infographic for children and young people and parents and carers whose children are to undergo an anaesthetic.

Greater Glasgow and Clyde

Children's Health Scotland continues to be an active member of the Rights of the Child Group which aims to influence practice across the whole area and promote a rights-based approach to healthcare. We work to support the efforts of the Health Board to meet the rights of young people as they move from paediatric to adult services. This is being achieved through membership and involvement in developing a board-wide transition policy which aims to support a smooth transition process for all young people, regardless of their condition.

Key highlights during the past year include:

- Partnership working with the Prince and Princess of Wales Hospice which is developing a dedicated service for young adults with life limiting conditions.
- Speaking to new children's nurses about the importance of children's healthcare rights and how to adopt a rights-based approach in nursing practice.



Help us make sure children and young people get the healthcare and treatment they need.

PLEASE DONATE TODAY

MY HEALTH: We offer information and resources and represent and support all children and young people and their families when they need help with their healthcare and the right to it.

MY RIGHTS: We exist to raise awareness of the health rights of children and young people.

MY MIND: We provide workshops for children and young people, some with a range of mental health and long-term conditions, to develop skills and strategies to self-manage their conditions.

MY VOICE: We are a national voice that is dedicated to informing, promoting and campaigning on the healthcare needs and rights of all children and young people.

If you would like to make a donation to help fund our work please send a cheque to the address below or go online at www.childrenshealthscotland.org and click on the donate button.

THANK YOU.

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

We acknowledge the support of the Scottish Government through CYPFEIF and ALEC Fund Grant.

