



# Annual Review

2021



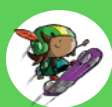
## Nottingham University Hospitals Youth Service

supports young people aged 11-25 years, living with long-term health conditions.

Established in 1998, the award-winning service brings a wealth of youth work experience to young people in hospital through an innovative curriculum that supports young people on their journey to adulthood.

2021 saw a new addition to our team. Our Emotional Health Youth Worker has been able to extend the support we offer to young people, particularly addressing their emotional and mental health needs.

Despite restrictions through the ongoing pandemic, we have worked flexibly to deliver a Youth Work programme, over the past year, to support the ongoing needs of young people whilst upholding our key aims:



### INSPIRE

We will **inspire** young people to reach their potential



### ENABLE

We will **enable** young people to have a voice



### ACHIEVE

We will support young people to **achieve**

NUH Youth Service

0115 970 9421



[nuhyouthservice@nuh.nhs.uk](mailto:nuhyouthservice@nuh.nhs.uk)



[nuhyouthservice.org.uk](http://nuhyouthservice.org.uk)



NUH Youth Service



@nuhyouth



@NUHYS

Nottingham  
Children's Hospital

QMC Campus  
Derby Road  
Nottingham  
NG7 2UH



## Meet the Team...

The Youth Work Team are made up of 5 staff and a team of dedicated volunteers.

**Donna Hilton** is the Youth Service manager and has been responsible for developing the service over the past 24 years. Donna also represents the Trust as a national Youth Work advisor for Healthcare Transition & Health-based Youth Work.

**Sian Caulton** is the Senior Youth Worker, joining the team in May 2019. Sian has a wealth of health-based experience with a background in sexual health and young people's cancer services. Sian leads on condition-specific groups for young people and Youth Voice.

**Ben Melling** is the Youth Development Worker, also joining the team in May 2019. Ben has over 10 years of Youth Work experience and leads on the Hospital Youth Club.

**Clare Alderson** is the Youth Worker for Renal Services, joining the team in June 2019. Clare has over 10 years of Youth Work experience, including a hospital placement in Hull.

**Michael Horne** is our new Emotional Health Youth Worker who joined the team in May 2021. Michael offers a range of talking therapies, advice, information and support to help young people understand their struggles, work through difficult feelings and develop coping strategies. Michael's post is currently funded by Nottingham Hospitals Charity.

The Youth Service also works with Youth & Community Degree students, as part of their professional placements. All students add a valuable element to the service and some take on specific projects whilst they are here.



Clare Donna Sian Ben



Michael



## THE YOUTH SERVICE VOLUNTEERS...

play an essential role within the team. Many of them are former patients who have transferred to adult services and offer an extra dimension of support to young people.

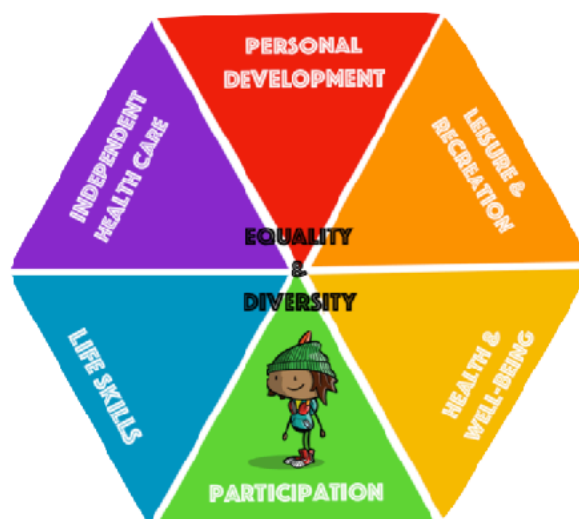
Most of our volunteers have been able to continue to support us through the pandemic by getting involved in online sessions and supporting the Youth Club.

## NUH Youth Service Curriculum...

*Youth Work is an educational process that engages young people in a curriculum that deepens their understanding of themselves, their community and the world in which they live and supports them to proactively bring about positive changes.*  
(National Youth Agency)

2019 saw us launch our new Youth Service curriculum, which is made up of six key areas to break the youth work process down:

- ★ Personal Development
- ★ Leisure & Recreation
- ★ Health & Wellbeing
- ★ Participation (Youth Voice)
- ★ Life Skills
- ★ Independent Health Care



The Youth Team offer a variety of engagement opportunities for young people through the curriculum that may include:

- ★ One-to-one support, advice and guidance
- ★ Weekly social sessions such as the Hospital Youth Club and the Board Game Cafe
- ★ Working alongside the specialist teams to provide young people’s clinics, health care transition programmes and condition-specific groups and projects
- ★ Trips, residential and special events (when circumstances allow these to happen)
- ★ A Youth Forum to promote youth voice and engagement
- ★ AQA Accreditations to help with personal development, health-care management and independence
- ★ The Aspire Programme - supporting life skills and healthcare transition



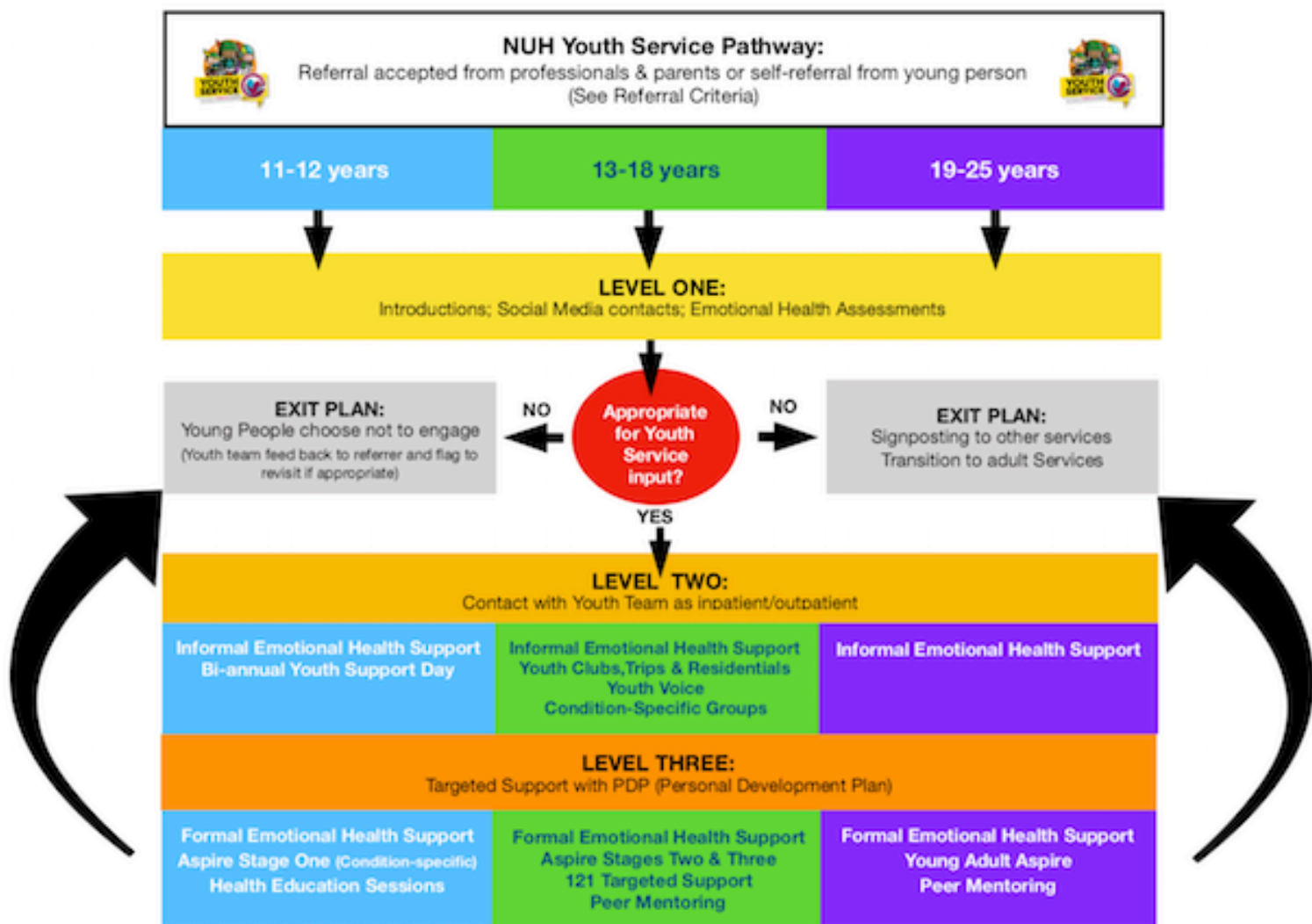


*“The value of the Youth Service has been more evident than ever this year. The team have pulled out all the stops to ensure they continue to reach out to young people despite the pandemic. As always, the Youth Workers have come up with innovative ways to continue to deliver bespoke Youth Work to young people with health issues.”*

(Lead Matron for the Youth Service)

## Youth Service Pathway

This year we are launching our new Pathway to enable professionals to see how the referral process works , along with our three levels of intervention. Our core offer will be for 13-18 year olds but we will also provide appropriate support for 11-12 year olds and for young adults up to 25 years old.



## Referral Criteria...

To get involved in the Youth Service, young people should be between 11-25 years old, living with a long-term health condition and meet one or more of the following criteria:

- ★ Isolation, lack of peers and/or interests & hobbies
- ★ Struggling with diagnosis/condition and/or treatments  
E.g. non-adherence and acceptance
- ★ Requiring support for any of the following:

◆ <b>Building positive relationships</b>	◆ <b>Motivation</b>
◆ <b>Coping strategies</b>	◆ <b>Positive decision-making</b>
◆ <b>Emotional health &amp; wellbeing</b>	◆ <b>Risk-taking behaviour</b>
◆ <b>Education, Employment or Training</b>	◆ <b>Developing social skills</b>
◆ <b>Identity &amp; self-awareness</b>	◆ <b>Taking responsibility for own actions</b>
	◆ <b>Transition to adult services</b>

Young people should consent to being referred and as much background information, as possible, should be passed onto the Youth Team via the Referral Form.

**NB:** Any inpatients that are hospitalised, but do not live with a long-term health condition, will still be able to access the Youth Service whilst they are in hospital as long as they meet the referral criteria.

Any young people hospitalised and/or in clinics for Emotional Health issues will still be able to access support from the Emotional Health Youth Worker, if appropriate and they have consented.

Any young people that are not appropriate for a Youth Work Pathway will be signposted to other relevant services.



## NUHYS in numbers...

The Youth Service has supported July 2020 to December 2021.

343

different young people from

### YOUTH CLUB

47 different young people have engaged in a Youth Club session with a total of 321 young people attending during 2021 when we were able to open.

47

61

61 different young people participated in the Youth Service online sessions over the past 18 months, with a total of 839 young people getting involved.

### ONLINE SESSIONS

### EMOTIONAL HEALTH SUPPORT

49 different young people have had support from our Emotional Health Youth Worker over the past 6 months, with a total of 226 engagements.

49

59

59 different young people have been involved in group work over the past 18 months, with a total number of 183 engagements. Examples of Groups are: Guts & Glory Gastro Group, Rheumatology Group ' Zoom in the Rheum', Renal Apsire Group, Aspire Bite Size and Health Education sessions.

### GROUP WORK

### TRIPS & EVENTS

40 different young people have engaged in day trips and events over the past 18 months, when we have been able to run them, with a total of 112 young people getting involved.

40

### DIGITAL CONTACTS

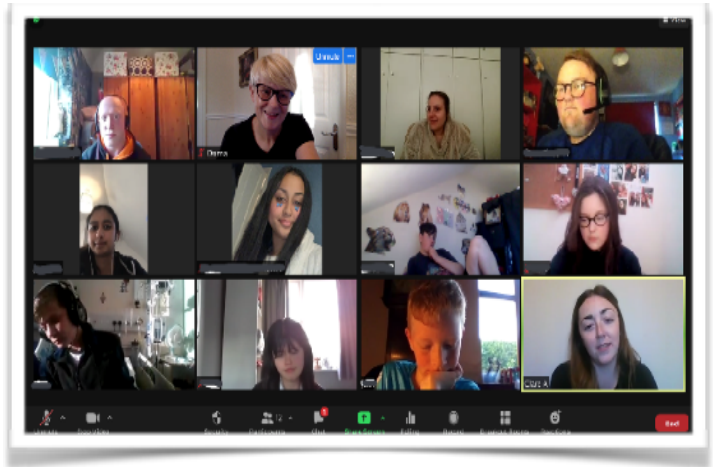
We have had a total of 1635 contacts with young people through text, WhatsApp & Social Media.

1635

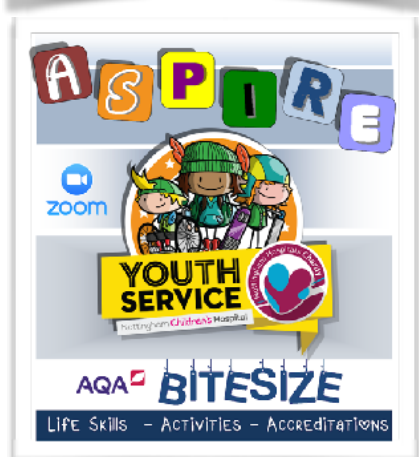
# Digital Youth Work...

Over the past 18 months the Youth Service, like so many others, have had to adapt the way we work in order to provide continuous support and respond to the needs of the young people we work with.

Our online Youth Work Programme has enabled us to continue this support but also extend our programme to reach those young people who may not have engaged in our previous or current face-to-face sessions. Over the past 18 months we have been able to offer the following Digital Youth Work Programme where **61** different young people got involved, with a total of **839** engagements.



**Zoom Youth Club**  
**Comication Drawing Sessions**  
**Saturday Kitchen**  
**Aspire Bitesize**  
**Youth Wellness Hub**  
**Board Game Cafe**  
**Among Us Gaming Session**



## Youth Club...

The NUH Youth Club is a safe, nurturing environment that aims to give young people with long term health conditions, the natural fun space that all teenagers need to grow, explore and express their individualism.

Young people can often become marginalised in society by having a long-term health condition. They may find themselves falling behind in their education due to the frequent visits for treatment and find themselves isolated from their friendship groups.

The NUH Youth Service provides a youth club environment to help tackle that feeling of isolation. It creates an environment where young people feel a sense of togetherness and that they are truly not alone.



Young people can meet up with somebody that might have a similar or completely unique condition to them; this allows them to explore their own feelings, and share with others, in a controlled space - where they can have fun!

When we had to close the Youth Club during the pandemic, it added to an already challenging time for many young people and so we worked hard to provide an online alternative, as well as putting risk assessments and safety measures together so we could open the doors again as soon as physically possible.

The 'new' Youth Club has been different, and challenging at times, but young people still value the face-to-face session and benefit from weekly peer support. Due to the rise in emotional health issues being presented to us during the pandemic, it has been a great addition to have our Emotional Health Youth Worker present at Youth Club so young people can chat through and tackle any issues through both one-to-one chats and peer group activities.

Since re-opening the Youth Club doors, we have had **47** different young people attend with a total of **321** engagements.



*“When I first heard about Youth Club, I was unsure whether to go or not as I didn’t know what to expect. I was really struggling with being diagnosed with epilepsy and my mental health was very bad. If only I knew then what I know now! This group has really helped me a lot to get through life and towards the end of last year I started to feel much in myself and coping with my epilepsy. The Youth Team are so supportive.”*



## Group Work...

Group work enables young people to get together to enhance peer support and develop key life skills.

Aside from our Youth Club sessions, and other activities, we have been able to bring groups of young people together, with similar conditions, for Peer Support and Life skills development. We have delivered these sessions online over the past year and young people have reported that they have been vital to help reduce isolation and other issues:

### Guts & Glory: Gastro Group

This group was created in 2019 as a result of conversations with young people who were looked after by the Paediatric Gastro Team. After receiving several referrals for young people living with IBD and other ongoing gastro conditions, it became apparent that there were some common struggles for these young people:

- ❖ Ongoing admissions to hospital and missing friends, school & 'normal life'
- ❖ Feeling isolated and not knowing anyone with a similar condition
- ❖ Finding it difficult to talk about their condition due to the private nature of toilet needs etc.
- ❖ Experiencing negative relationships with food & body image linked to their condition
- ❖ Lack of psychological support readily available for those who wanted to work through some of their difficult feelings.

Guts & Glory, as named by the young people, is facilitated by the Youth Team, including the Emotional Health Youth Worker, and supported by a volunteer living with IBD.

Since the start of the pandemic, this group has grown from strength to strength in terms of engagement and peer support around living with gastro issues.

We were able to run one face-to-face meet up in 2021 during half-term. The young people chose to go bowling and it enabled young people to meet in person for the first time. Six young people attended and were keen to get together again, when we are able to do so.



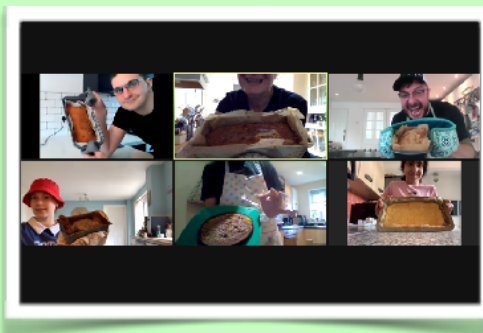
*“The Guts & Glory group has helped me because I have met other young people with similar or the same conditions as me. It makes me feel less alone and that what I am going through is valid. I like the group because I’ve made some new friends and it’s nice to know they can understand and relate to what you are going through.”*

## Aspire Bite-Size: Life Skills Group

Aspire Bite-Size was set up in 2021 to continue supporting young people throughout the pandemic for them to access healthcare transition support and to develop key life skills.

The group met online, via Zoom, and some of the topics covered were:

- Motivation Techniques*
- Introduction to Life Skills*
- Communications Skills*
- Creative Expressive Writing*
- Recruitment Training*
- Setting Goals*
- 5 Ways to Wellbeing*
- Cooking*



A total of **137** young people got involved in these sessions over the past 18 months, including some who lived further out and/or were unable to attend regular sessions such as the Youth Club. Due to the success of these, we hope to continue to run these sessions monthly throughout 2022.

## Zoom in the Rheum: Rheumatology Group

This is the newest addition to our condition specific groups. The aim is to bring young people together (virtually at least) who have shared experiences and often haven't met anyone else their age with a similar condition.

This group meets monthly (last Tuesday of the month) and is facilitated by the Youth Work team, with support from the Paediatric Rheumatology team.

So far we have held two groups, each with two young people attending. Our aim for 2022 is to ensure this is a well-established group to enable condition specific peer support.



## One-to-one & Community Support...

We have seen a huge rise in requests from young people for one to one support. At the start of the Pandemic we introduced **'Walk & Talk'** sessions to enable us to support those most in need (whilst adhering to Covid Restrictions). As a result of these sessions we have engaged with Young People that don't usually access groups or other Youth Service activities and we have supported young people with a range of issues including: developing friendships & relationships, accessing Eating Disorder and Mental Health Specialists, acceptance of Health Condition and support with contacting other Health Professionals.



## Emotional Health Youth Work...

Our Emotional Health Youth Worker (EHYW) was appointed in May 2021 in response to the rise in young people attending Nottingham Children’s Hospital, and Youth Work sessions, who were experiencing difficulties with their mental and emotional health.

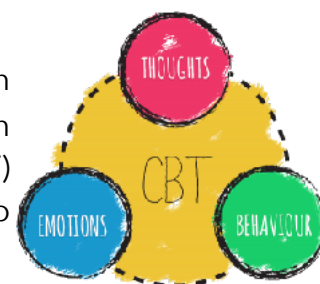
The key responsibilities of the role is to support the Youth Service and the wider health care team at Nottingham Children’s Hospital in providing one-to-one support for young people who present with ongoing mental and emotional health needs. This includes support through assessment, clinics, ward stays and discharge, as well as signposting to internal and external social and emotional services.

The EHYW provides a blended approach to mental and emotional health support that combines youth work with mental health expertise. During hospitalisation, young people are offered support that incorporates prevention, early intervention and treatment through various physical, creative and therapeutic activities. Input at this stage aims to help young people to manage their feelings and cope with the demands of their condition. Once back at home, young people can continue to access support, to work through their difficult feelings, and develop coping strategies to help them feel better. This programme of support is based on the individual’s needs and follows the Youth Service’s multi-level framework.

**Level One:** is where the young person is introduced to the Youth Team and may agree to an assessment and/or has limited contact with the team through channels such as social media.

**Level Two:** is where the young person will have regular engagement with the Youth Team through the various sessions that we run and/or informal EHYW support. Informal emotional health support is delivered through 1:1 or group interaction. These contacts are face-to-face and give young people the chance to express their emotions and have someone respond to them in real time. Young people are supported with information, advice and guidance on the steps they can take to improve their mental and emotional health.

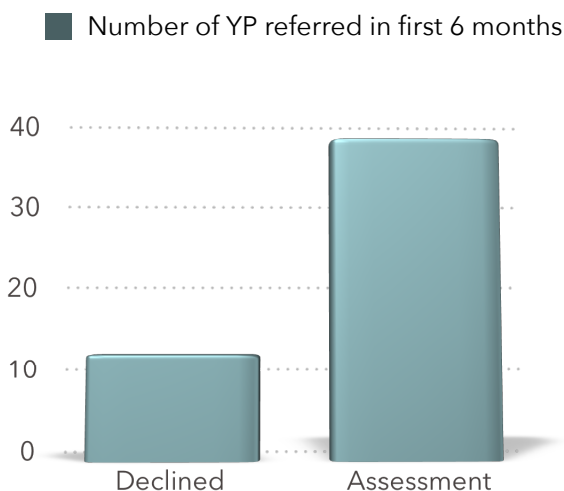
**Level Three:** is where the young person will be supported with an individualised treatment plan customised to meet their specific needs. Emotion Focused Coaching (EFC) and guided Cognitive Behavioural Therapy (CBT) teaches the young person coping skills in a combination of individual or group support and practices through on-site and community activities.



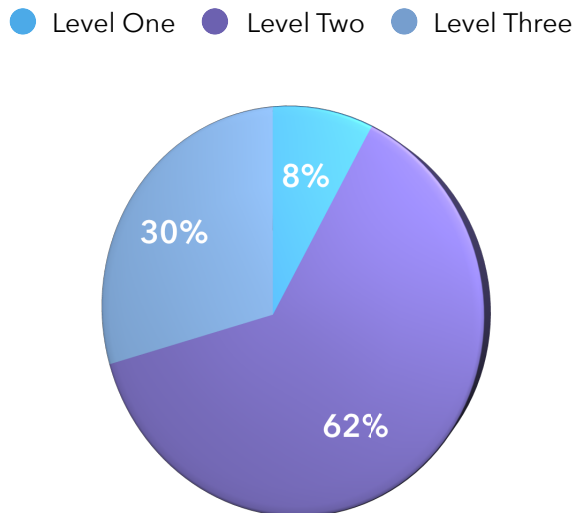
During the initial seven months since the work began, **49** different young people have been referred to the EHYW, with a total of **226** engagements. 12 young people declined input and 3 young people were signposted to other more appropriate services. However, 37 young people agreed to a consultation and assessment with the EHYW, of which 34 of those (**97%**) are involved at level 2 & 3.

The Graphs below show the number of referrals to the EHYW and the levels of intervention:

**Graph 1: Referrals**



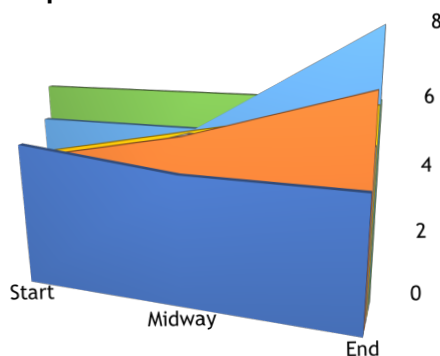
**Graph 2: Levels of intervention**



Feedback and outcome measures are collected and managed in accordance with the BPS Code of Ethics and Conduct (BPS, 2018), and the BACP Ethical Framework for the Counselling Professions (BACP, 2018). All standard measures contain either a self-report questionnaire, or a parent/carer report questionnaire, and are used to monitor progress and evaluate the effectiveness of an intervention. A number of these measures are used session-by-session, whilst others are used in the first and last session, and sporadically in-between.

Out of the young people involved so far, 6 of them have completed their formal mental health support during this review period. The Graph Below shows progress based on the goals that they set themselves at the beginning of an intervention, and where they felt that they were by the end of the intervention. Two thirds (**66%**) of the young people are shown to have made good progress towards achieving their goal, as demonstrated by the inclines in Graph 3.

**Graph 3: Goal Based Outcomes**



Almost **60%** of the young people who have had support from the Emotional Health Youth Worker were unknown to or had had not contact with the Youth Service before.

This highlights the importance of the addition of this role to the Youth Service to extend the support offered, especially at a time when the emotional health needs of young people are escalating and are likely to continue to do so.



## Renal Youth Work...

Our Renal Youth Development Worker (RYDW) has spent the last 18 months supporting young people to navigate their way through the continuing pandemic and finding creative ways to engage with people across the region.

Despite covid restrictions, the RYDW has continued to support young people by attending clinic appointments and treatments with them, as well as advocating on their behalf in important meetings regarding their care. In addition, the RYDW has supported young people digitally (via FaceTime, Skype, Zoom etc.) and visited homes, schools, colleges and adult units/hospitals (in preparation for transition in some cases) to further connect with young people in their own environment.



This has been such a difficult year for lots of our young people - not being able to attend school and college or spend time with their friends and extended family has been a challenge, meaning it's sometimes been even harder to manage their conditions within day-to-day life. With all of the complications, restrictions and disappointments the pandemic has caused for our young people, it has been vital to continue to provide diversionary activities and additional support for the times when everything has felt a little more challenging.

2021 has seen us engage with and support **84** young people with Chronic Kidney Disease (CKD) over **1719** interactions with the Youth Service. These interactions occurred over a variety of different settings and activities (such as the ASPIRE programme, Youth Club, day trips, 1-2-1s, visits, events and hospital-based appointments) to help those young people engage with other peers living with similar conditions and explore feelings, hopes, worries and advice around successfully managing their healthcare independently.



Coronavirus restrictions have meant that certain types of trips and experiences have had to be cancelled over last year; however, the Youth Service has been able to offer walk and talk sessions to young people, either in their local neighbourhood or in central Nottingham.

Many of our young people have been joining lots of the virtual groups over the last year and this engagement encouraged some to travel to Nottingham over the summer when we were able to do some activities in person over the school holidays.

Some of the activities the young people were able to enjoy were: archery, canoeing, rock-climbing, abseiling, team-building games outdoors, an Escape Room experience, Ten-pin bowling and a trip to an inflatable water sports centre. It was great to see young people finally getting to spend time with friends that they'd made virtually and have fun together.



We've also had lots of fun this year doing our virtual 'Kidney Kitchen' - an online cooking session where young people have the opportunity to cook alongside each other and learn how to make meals and snacks that are renal-friendly.

These sessions not only taught young people new dishes and gave them confidence about cooking independently, but also empowered them to consider how some popular foods can still be enjoyed, even if you're on certain types of food and fluid restrictions. A collective favourite recipe was renal-friendly pizza- the results were delicious!



Going forward, we are eagerly keeping an eye on the numbers of Covid cases and government restrictions and hoping (with everything crossed) that we will be able to plan more trips, a group for the British Transplant Games, our summer residential and maybe even a renal residential towards the end of the year. We will continue to provide support for our young people virtually and develop even more renal-specific groups and projects during the course of 2022.



*“The Youth Service has really helped me through the lock downs by helping me feel less isolated. As I crashed-landed with my health at the beginning of lockdown I had no clue what was going on. The Youth Service has helped me realise that I was not alone and made me feel better about myself. It has helped me develop and learn new skills like cooking and money management and it has also helped build my confidence with taking to other people. I am so thankful they were there for me.”*

## Renal Aspire Programme...

At the start of the year we were part of a really exciting NHS England research project. The focus of the project was to look at Quality Improvement within the context of young people preparing for transition to adult services, across the UK.

Within in the renal department, we've been looking at ways in which we could help our young people to feel more empowered and confident in managing their own conditions for quite some time, so to take part in this programme seemed like a 'no brainer' to us!

For the focus of our research, we wanted to understand if, and how far, a Renal-specific version of the Aspire programme might help young people living with Chronic Kidney Disease (CKD) to engage with medication management, transplant readiness and engagement with the Youth Service curriculum in the context of transition. The project ran for over 3 months and included groups of young people aged 14-18 on both haemodialysis and peritoneal dialysis; we did weekly Saturday sessions with the young people on haemodialysis (these were face-to-face) and weekly Zoom sessions with young people on peritoneal dialysis.



The sessions (planned and developed with the young people as we went along) covered lots of topics including:

- ❖ **Self-esteem**
- ❖ **Relationship-building**
- ❖ **Renal-friendly healthy eating**
- ❖ **Drugs and alcohol awareness**
- ❖ **Decision making**
- ❖ **Money management**
- ❖ **Resilience and managing emotions**



We had some amazing feedback from the people who took part; many of whom said that they had seen an improvement in their biochemistry levels, felt more confident about making decisions regarding their own condition and had a greater awareness of transition. Professionals also noted better condition management across both groups and two young people were even added to the transplant list for the first time following participating in our project. After the success of the project, we were able to continue our virtual group to create a general monthly 'Renal Aspire' group, open to all young people with renal conditions that we meet. These have been a huge success and have been attended by a mixture of young people who haven't been introduced to the transition process yet, those in the midst of it and some who had recently transferred over to adult services and able to share their experiences.

*“Aspire was somewhere I felt I belonged. It was great to talk to people who didn’t make fun or judge me and could actually understand me. I found it easier to talk the Youth Team about stuff I might not want to talk to my doctor about, which has enabled me to be more open about how I am feeling. I have learnt more about my condition and knowing more about my meds has been really useful. When I knew it was Thursday, I was like - Yay its Renal Group! Highlight of my week!”*



## Specialist Team Input...

It has been great to continue our work alongside the Specialist Teams over the past year by participating in Health Education Sessions and other projects. Here are some examples:

★ **Cleft Lip & Palate (CLP):** The Youth Team supported the CLP Family Day in October 2021 at Sherwood Pines Country Park. The Youth Development Worker went along to meet some of the young people and facilitate some activities.

★ **Cystic Fibrosis (CF) Team:** The Youth Team have engaged with the CF Team over the past year by taking part in MDT Meetings, attending clinics and liaising with staff for referrals. Young people living with CF have also benefited from 1:1 Walk & Talks with the Youth Team, attending Youth Club sessions during inpatient stays, and taking part in some of our Summer trips.



★ **Diabetes Team:** Young people living with Diabetes continue to access our weekly Youth Club and other programmes. Over the past 18 months the Youth Team have also supported the Diabetes Specialist Team in delivering Health Education Days for young people. These have included: Managing Diabetes through lockdown, Independence & Diabetes for starting Secondary School and Carbohydrate counting virtual cooking sessions via Zoom.



The Youth Team were also involved in a Young Adult Education Day for young people transitioning to adult services. A series of workshops were delivered, alongside the adult Diabetes Team, to help young people acquire knowledge and discuss issues relating to their diabetes. Examples include: alcohol awareness, sexual health, driving, wellbeing, budgeting and independence skills.

*“I really enjoyed the Diabetes Education Day. It was great to meet new people and the adult team. I learnt lots of new things about Diabetes that I hadn’t really thought about until now. The driving and alcohol workshops were really useful.”*





★ **Muscular Dystrophy (MD):** During 2021 we have worked to strengthen our partnership with the Muscular Dystrophy team at NUH and build links with the Youth Worker at Rainbows Hospice, who provides condition specific Youth Work support to young people living with MD. We are attending the monthly MD clinics to meet young people that are referred to us. Young people that want Youth Work support are signposted either to our own programme of activities or to Rainbows, depending on needs. So far, two young people living with M.D have attended our online youth club.

In October 2021, we were part of an online Transition event for young people with MD. Six young people attended this event and were given information on medical transition, disability benefits and Youth Work support.

★ **Epilepsy Team:** Our Youth Development Worker continues to attend the monthly Young People's Clinic. He has been able to engage and chat with young people in his own clinic room, as well as advocate for them with the team. This has resulted in more young people, living with Epilepsy, attend our weekly Youth Club, Summer Programme and other activities.

★ **Rheumatology Team:** The Youth Team have been continuing to support clinics and young people present on the wards/Day Case Unit. A new monthly online group 'Zoom in the Rheum' has been established recently, as well as young people accessing Youth Club, the Summer Programme and 1:1 support.

★ **Gastro Team:** As well as setting up the Gastro group (Guts & Glory), the Youth Team have provided ongoing support for young people in clinics and attending for treatment. This has led to young people, living with gastro conditions attending Youth Clubs, activities & events and accessing the Emotional Health Youth Worker for support.

*“I just wanted to say thank you for all you have done for both our patients and myself over the years. The input we have had from the Youth Team has been fantastic and a real asset, offering our patients a dimension to their care package that we would not have been able to provide without you. You all do such a fantastic job under hard conditions and I have been grateful to have worked with you.”* (Clinical Specialist Nurse)

The Youth Team have also worked alongside other specialist teams, accepting referrals and introducing young people to the Hospital Youth Club and other Youth Work support. These teams have included: Dermatology, HIV, Neurology, Sickle Cell, Haematology, Metabolic service and Oncology (in absence of the Youth Support Coordinators.)

We will continue to strengthen our partnerships with the Specialist Teams over the next year and offer support for Healthcare Transition.



## Trips and Events...



*“Planned activities can contribute to a young person’s learning and development. Through this, young people can gain confidence and self-esteem while having fun and socialising with their peers.”*

(National Youth Agency)

Due to Covid restrictions, our activity programme has been somewhat limited over the past 18 months. However, the Youth Team have organised various trips and events, when able to, to enable young people with long-term health conditions to meet together for new opportunities and peer support.

It is known that young people miss out on opportunities like this at school, and elsewhere, due to issues surrounding their conditions. By engaging in our activity programme it gives young people confidence and support in an environment where others understand them.

### Trips and events organised over the past 18 months include:

- ★ Colwick Park Adventure Centre (Archery, Canoeing, Climbing, High Ropes, Problem-solving & Raft Building)
- ★ Escape Rooms
- ★ Ludorati Board Game Cafe
- ★ Multi-activity Day
- ★ Narrowboat experience
- ★ Playhouse Pantomime
- ★ Picnic & Games in the Park
- ★ Spring Lakes Aqua Park
- ★ Ten-pin Bowling



We are extremely grateful for: **Nottingham Hospitals Charity**, and **NCC SOLAR** (Sport, Outdoor learning, Life skills, Adventure & Risk assessment) for enabling these events to happen.

# Gallery...



*“The Youth Service is great. When I was feeling down about my health issue they gave me someone to talk to about my feelings and problems and put things in place to help me. I had things to look forward to such as Zoom Calls, Youth Club and activities, especially through Covid with feeling alone.”*



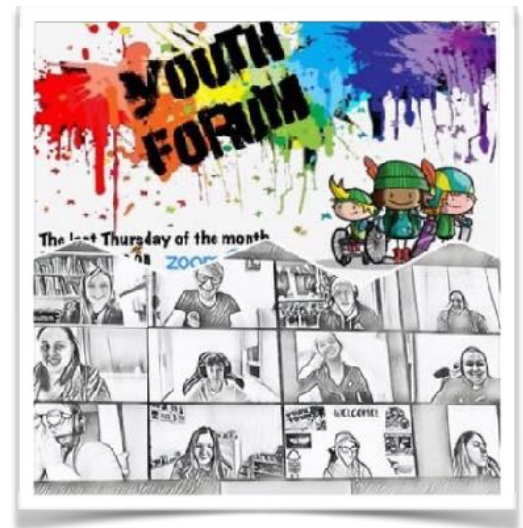
## Youth Voice...

The Children’s Hospital Youth Forum has always been something we are extremely proud of and passionate about.

Youth Voice (as renamed by the young people this year) is now largely an online group, which meets monthly to discuss improvements to Young People’s Healthcare.

Our Youth Voice agendas are always full of requests from NUH colleagues and external agencies for the views of our members as well as agenda items set by the young people.

During 2021, Youth Voice members have provided invaluable feedback on:



- ★ Weight Management services (now renamed Holistic , healthy lifestyle service as a result of Youth Voice input)
- ★ Nottingham University app development for Young People living with Rheumatology conditions.
- ★ Transition to Adult Services (in general and specifically for the Burns team)
- ★ Pathway development
- ★ Sexual Assault service leaflets
- ★ Youth Service programme development
- ★ Supporting other hospitals with Youth Forum set-ups.

During 2021, the Youth Voice members formed an invaluable part of the recruitment process for Newly Qualified staff Nurses and the NUH Youth Service Emotional Health Youth Worker. They were able to be part of online interviews and task-setting for shortlisted candidates.

One of our Youth Voice members now also represents NUH Youth Voice on a National level for Healthcare Transition support & feedback.

*“Oh my goodness thank you so much. Your whole team have been fantastic in your support with this project. The Youth Forum gave me some great feedback, honestly the original version is laughable compared to the final version! Their input is invaluable.”* (Clinical Specialist Nurse)



## Training and Development...

The Youth Service are continuously involved in training opportunities to help promote the role of Youth Work in a hospital setting and enabling others to improve their skills of working with young people.

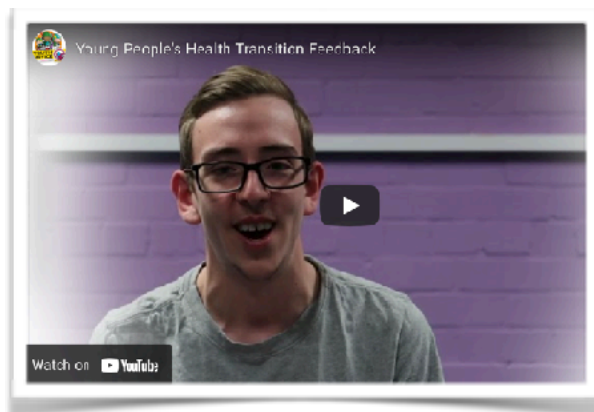
These are some of the examples of what the team have been involved in over the past year:

### ★ NUH Transition Education Day:

In June 2021, we attended the Online Transition Education Day and presented our renowned "Youth Work & Transition: a No-brainer!" presentation to both paediatric and adult colleagues with a special interest in transition.

Young adults, involved in the Youth Service, produced a short film about Healthcare Transition and how the Youth Service, and in particular our Aspire Programme, has impacted upon their lives and made their transition to adult services much smoother.

You can watch the video by clicking the link.



<https://youtu.be/7X6DUiud24Q>

### ★ National Healthcare Transition Networks:

The Youth Service Manager has presented at several national conferences and events on the subject of Youth Work & Transition. She has also been involved in delivering a Podcast for SBK Healthcare with the Burdett Trust National Lead Nurse for Transition. In addition to these, she was invited to be the National Youth Work Lead for Transition on the Burdett Trust Transition Advisory Group and helped to support the National Young People's TAG Team (Transition Advisory Group.)

### ★ Training for Newly Qualified Nurses:

During 2021 we supported four Newly Qualified Nurse training days. We facilitated workshops to raise awareness about Health Based Youth Work at NUH and delivered education around Professional Boundaries when working with Young People.



★ **Teaching to Youth Work Degree Students:**

As well as supporting professional student places here at the Youth Service, the team regularly provide teaching & training for Youth Work Degree students giving them an insight into Health-based Youth Work and an introduction to alternative placement opportunities.



★ **Health-based Youth Workers Group:**

The Youth Service Manager is the Chair of this national group that offers advice, support and networking for health-based youth workers. 'Coffee & Catch-up' events have been arranged via Zoom, over the past year, to network & offer peer supervision during lockdown.



★ **Staff Drop-in:**

2021 saw us launch our Drop-in support sessions for staff. This enabled staff members to pop into the Youth Room for a cuppa and chat with members of the youth Team where we were able to offer advice around young people's health issues, discuss referrals, emotional health issues and upcoming projects and events.

For 2022, we will be extending that support to provide training & information workshops for staff on a whole range of topics relating to young people's health. Examples include: anxiety, building resilience, eating difficulties, low mood, managing emotions & stress, sleeping difficulties and more.



The Youth Service are often involved in supporting other hospitals and projects with developing Youth Work and projects nationally.

Some examples over the past 18 months are:

- ★ **Support with Youth Work recruitment (providing job descriptions, advice and interview support)**
- ★ **Sharing project ideas such as the Aspire Programme and AQA Accreditations**
- ★ **Helping to set up and develop Youth Forums and Youth Volunteering**

*“Thank you so much for your advice, support and involvement in helping us recruit our Youth Worker. You have been amazing through this whole process!”*

(Head of Nursing, Western Sussex Hospitals NUH Foundation Trust)



## Awards and Achievements...

The Youth Service are proud to be the recipients of various awards and acknowledgements in Youth Work & Young People’s Health.

During the past year, as well as receiving numerous examples of positive feedback we have also picked up the following awards:

★ **NUH Family Health Hero’s Award:**

In April 2021 the team were overwhelmed when they were presented with the Family Health Hero’s Award. This award was awarded with this recognition for all the excellent work the team continued to provide during the pandemic :



*“The Youth Service have gone above and beyond in adjusting their service offering during Covid for their patient group at a time when other services and leisure pursuits were shutting down all around them leaving some of the young people vulnerable, scared and unsure. Some of the Youth Service provisions were truly inspirational and we know the service will continue to go from strength to strength.”*

(Children’s Hospital General Manager)

### Team NUH Awards: Volunteer of the Year...

Congratulations to our Volunteer Alex, who scooped the Team NUH Volunteer of the Year Ward 2021!

Alex has been volunteering with us for over 8 years, after initially being referred to us as a patient.

He has continued to volunteer with us throughout the pandemic by helping out with online sessions and Youth Club activities. He also put his name forward to help out at the Main Reception and signpost people around the hospital, when other volunteers couldn’t get in. Alex is a fantastic role model for young adults and we are so proud to have him as part of our service!



## Alex's Blog...

“I joined the Youth Service when I was 13 years old and sat in the corner at Youth Club, not speaking to anyone. The staff and volunteers got me to open up by encouraging me to take part in activities and make friends. When I was 16 my confidence had grown a lot and so I started helping out with the Tuck Shop and learning other skills. Throughout this I had learnt more about my autism and how it affected the way I saw the world.



I started to learn what I would like to do and this led me into peer mentoring with the Youth Service. I did a 2-year course where I learnt about communication, safeguarding, boundaries and confidentiality. I also got to do a project within the Youth Club with young people. I did mine around sport and group games. I started to encourage new members to join in, which made me proud especially understanding where they were coming from, as this was me when I first joined.

When I passed the course I became an official Youth Service Volunteer where I have been able to do so much in a leadership role. As well as helping with Youth Club, I have also supported young people on residential and day trips. I have been volunteering now for over 8 years and I have have got so much from being involved. From initially helping me with confidence and managing my anger as a young person to developing key life skills and more confidence as a young adult, which has resulted in me getting my first job recently, I am not sure where I would be without the Youth Service.”







We are extremely grateful for the support of **Nottingham Hospitals Charity** who enable us, year after year, to deliver many aspects of our programme to young people.

As well as providing grants for equipment, activities, trips & residentials, they are currently supporting our Emotional Health Youth Worker post.

If you would like to raise money for the Youth Service through Nottingham Hospitals Charity, we would love to hear from you!

### NUH Youth Service List of Honours...

- ◆ *Action For Sick Children Best Practice Award: Outstanding Achievement in Adolescent Services 2001*
- ◆ *British Journal of Renal Medicine Award: Innovation in Nephrology 2002*
- ◆ *Recognition as a case study for Best Practice by the National Youth Agency in 2003 and 2008*
- ◆ *Finalist in the first Children & Young People's Services Awards 2006*
- ◆ *Winner of the Children & Young People's Services Awards 2008*
- ◆ *Winner of the National Clubs for Young People Healthy Living Award 2008*
- ◆ *Nottinghamshire Youth Club of the Year & Youth Club Leader of the Year 2009*
- ◆ *Nottingham University Hospitals Star & Diamond Awards: The Volunteer Award 2009*
- ◆ *Finalist in the Children & Young People Now Awards 2012*
- ◆ *Finalist in the Children & Young People Now Awards 2013*
- ◆ *Finalist in the Children & Young People Now Awards 2016*
- ◆ *Winners of the NUHonours 'Patient Champions' Award 2016*
- ◆ *Finalist in the NUHHonours Chairman's Award 2019*
- ◆ *Diana Award Holders 2019*
- ◆ *Lord-Lieutenant's Award for promoting Youth Voluntary Services 2020*
- ◆ *Family Health Hero's Award Winners 2021*