



Annual Report

2019-2020



Nottingham University Hospitals Youth Service...

supports young people aged 11-21 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.

In July 2019 the Youth Service 'relaunched' with new aims, a new logo (to complement the Children's Hospital) and a new team. The aims are:



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



nuhyouthservice.org.uk



NUH Youth Service



@nuhyouth



@NUHYS

Nottingham
Children's Hospital

QMC Campus
Derby Road
Nottingham
NG7 2UH



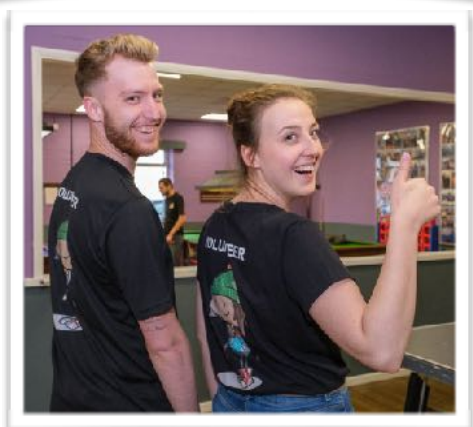
Relaunch Event...

In July 2019 it was great to celebrate our 'Relaunch' with the unveiling of our new logo, new team and new curriculum.

It was encouraging to see so many staff from the Children's Hospital come along and show their support for our relaunch.

The new logo was created to complement the current Children's Hospital logo; young people were involved in the design and **Nottingham Hospitals Charity** was incorporated into the finished product as acknowledgement for all the funding they provide for the Youth Service.

The young people particularly wanted our 'hero' character to appear gender-neutral. They were delighted with the finished designs and we would like to thank **Hill Langdell** for their time and commitment to this project.



Meet the Team...

The Youth Work Team are made up of 4 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 22 years.

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.



Clare Donna Sian Ben

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. His post is currently funded by Nottingham Hospital's Charity.

Clare Alderson is the Youth Worker for Renal Services, joining the team in June 2019. Clare has over 9 years of Youth Work experience, including a hospital placement in Hull.

The Youth Team also had a Diabetes Worker for a brief spell in 2019. This post has started to make a difference within the Diabetes Team for supporting young people but unfortunately, due to limited hours, the post is currently vacant and awaiting further development.

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.

All the volunteers receive training and supervision to support them in their role and most have a Level 2 qualification in Youth Work.



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.

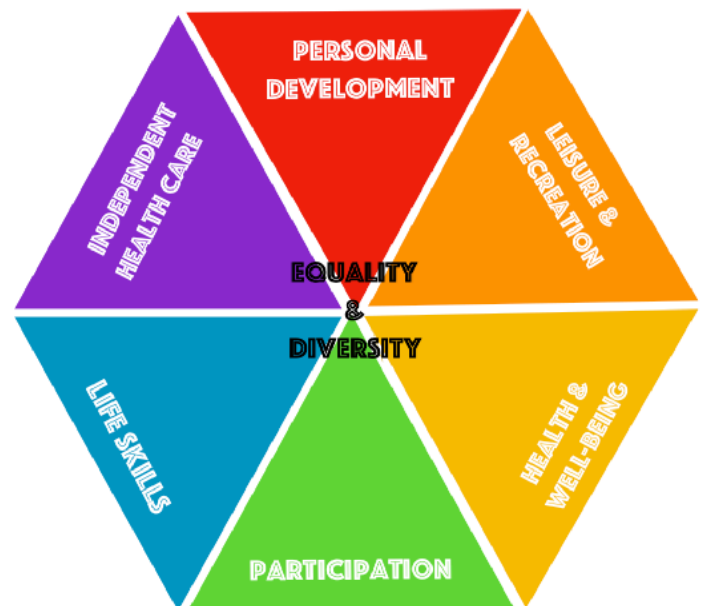
NUH Youth Service Curriculum...

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, transition programmes and condition-specific groups and projects
- ★ Trips, residential and special events
- ★ A Youth Forum to promote youth voice and engagement
- ★ AQA Accreditations to help with personal development, health-care management and independence
- ★ The Aspire Programme - our new Youth Work Development project (see page 16)





“The Youth Team provide a service that addresses the unique needs of young people, ensuring the focus is on the young person and their development rather than just their health issues.”

(Lead Nurse/Matron for Specialist Nurses)

Referral Criteria...

To get involved in the Youth Service, young people should be between 11-21 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:
 - ◆ Anger issues
 - ◆ Building positive relationships
 - ◆ Coping strategies
 - ◆ Emotional health & wellbeing
 - ◆ Education, Employment or Training
 - ◆ Identity & self-awareness
 - ◆ Motivation
 - ◆ Positive decision-making
 - ◆ Risk-taking behaviour
 - ◆ Social engagement and/or social skills
 - ◆ Taking responsibility for own actions

**Referral forms can be filled out on Medway or via email to the Youth Team:
nuhyouthservice@nuh.nhs.uk**

NUHYS in numbers...

The Youth Service has supported over July 2019 to the end of June 2020.

300

different young people from

YOUTH CLUB

88 different young people have engaged in a Youth Club session with a total of **496** young people attending from July 2019 to March 2020.

88**91**

TRIPS & RESIDENTIALS

51 different young people have experienced a day trip with the Youth Service over the past year, whilst **40** different young people have engaged in a Youth Service Residential.

ASPIRE PROGRAMME

15 different young people have participated in the new Aspire Programme. We have trialed 2 cohorts over the past year - a Stage 2 and a Stage 3.

15**44**

GROUP WORK

44 different young people have engaged in Youth Service group work. Examples of this are the Guts & Glory Gastro Group and the Board Game Cafe that were launched last year.

LOCKDOWN

63 different young people have engaged with the Youth Service during Lockdown (April - July 2020) with a total of **275** contacts through online Youth Work sessions and one-to-one support.

63**70**

AQA ACCREDITATIONS

70 different young people have gained various AQA accreditations over the past year; in addition to this we have also supported 16 of the Pears Project #Iwill young volunteers to gain accreditation units.

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 fall 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.



With an average of **16** young people attending each session from the start of the year, the youth club is now welcoming new faces each week, achieving numbers of as high as **30**, which brings new dynamics to the youth club. Young people can meet up with somebody that might have a similar or completely unique condition to them; this allows them to explore themselves and others in a safe, controlled space - where they can have fun!

We have incorporated some new activities throughout the Youth Club, enhancing our current services: arts and crafts, sports hall, table top games and a general theme for the night. We have also been able to merge some new ideas into the youth club. These have included volunteer-led activity areas, peer-to-peer discussion areas, guest speakers and workshops supporting health-awareness and life skills, where young people have been able to work towards AQA Unit Award Accreditations.



For the year ahead we are looking at implementing a Mentoring Scheme for young people who are new to the Youth Club so they can get direct support for their first few sessions.

Our volunteers at the Youth Club are a staple of what we stand for, many having come from a background of health conditions and once being a young person within the service. Their contributions to the Youth Club bring a new level of wealth to the other young people, often finding themselves relatable and relevant to the young people attending. We pride ourselves on our award-winning peer mentoring schemes and have demonstrated time after time the power of peer support when living with a long term illness.



“I remember leaving my first youth club that I went to as a young person, 6 years ago, thinking YES! finally a group of people that get me! Having Diabetes has enabled me to be part of this incredible Youth Service and have opportunities which I wouldn't change for the world!” (Youth Service Volunteer)

BOARD GAME CAFE

This was launched in 2019, with support from Ludorati in Nottingham. The Youth Team received 6 training sessions from Ludorati to learn how to play and teach a variety of Table Top Games that were different to the more mainstream board games.

This has been a great success with key benefits to young people including:

- ◆ Improved mental health & wellbeing
- ◆ Communication skills
- ◆ Decision-making & problem-solving
- ◆ Memory & cognitive skills
- ◆ Peer support & new friendships



Group Work...

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

We regularly encourage inpatients to drop-in to our Youth Room for activities and peer support whilst they are in hospital. Young people can engage in a variety of games, arts & crafts, games consoles, chill and watch Netflix and/or sit have have a cuppa and a chat with the Youth Workers and their peers.

We have also launched two new groups in the past year, as well as delivering one-off projects to coincide with local events.



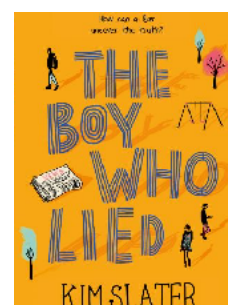
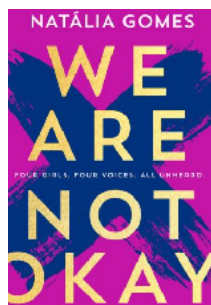
"I love the Youth Room! It's great to escape for a while from all the medical stuff that is going on. The Youth Workers are easy to talk to, listen to you and don't judge you."

Book Club & Creative-writing Project

As part of the UNESCO City of Literature Big City Reads Project, thanks to Nottingham Hospitals Charity, we were able to join in the big interactive book group across Nottingham.

We were able to give out one of 4 books to young people in hospital, and attending clinics, with stories that speak to what it is to be alive in 2019.

We then ran a series of Book Clubs, launched by Nottingham Author Kim Slater and facilitated by a local writer, to discuss the books and follow this up with creative writing sessions to help young people express themselves.



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 a senior youth worker and a volunteer living with IBD and consists of discussion and activities. The group has also met online during lockdown.

The young people have found the group invaluable and have now had the confidence to access other groups within the Youth Service as well as maintaining contact with one another in between sessions.



Health Education Sessions...

We have been able to work alongside some of the Health Specialist Teams over the past year to deliver education sessions for young people.

We have worked with the Diabetes Team to help deliver two Carbohydrate Counting Masterclasses over the past year.

These have involved fun interactive sessions where young people get to cook and bake whilst working out how to calculate the carbohydrates in different foods and also in alcohol (for the older age group).

Working alongside the Diabetes Specialist Nurses and Dieticians, the Youth Work input has been invaluable with helping to engage the young people and then provide ongoing support through Youth Service activities afterwards.

The Youth Team has also written specific AQA Units to support the Masterclasses so young people can get accredited for their learning.



We also supported the Adult Diabetes Team with facilitating an education Day for young people transferring to Adult Services. This took place in the City Centre with 12 young adults attending alongside two youth workers and members of the adult team.

A series of workshops were delivered 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.



The young adults reported feeling much more confident and knowledgeable after the session with regards to a wide range of topics and how this impacts upon their diabetes care.



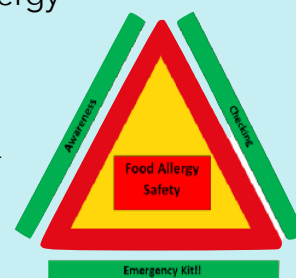
“Youth Workers are a real asset to the team. This is such a difficult age group to work with and the Youth Team have such great ways of engaging them. The young people really enjoyed the sessions and reported feeling more confident in managing aspects of their health care.”

Allergy Independence Session

In January 2020 the Youth Service teamed up with Nurse Specialists and a Dietitian to deliver an education session to enable young people to feel more confident and safe living with a food allergy. The interactive session focused on a simple model, devised by two of our Youth Workers - **The ACE Model** - that would help young people become more independent with their care:

- ❖ **AWARENESS:** making people (e.g. friends & teachers) aware of their allergy
- ❖ **CHECKING:** the ingredients of food before eating
- ❖ **EMERGENCY KIT:** remembering to carry their emergency kit (anti-histamine & adrenaline) with them at all times.

13 young people attended the event and the young people's knowledge and confidence in managing their allergies had doubled by the end of the session.



Renal Youth Work...

It has certainly been a very busy year for youth work in the Renal Service! This is the first year that a Renal Youth Worker has been a permanent part of the team.

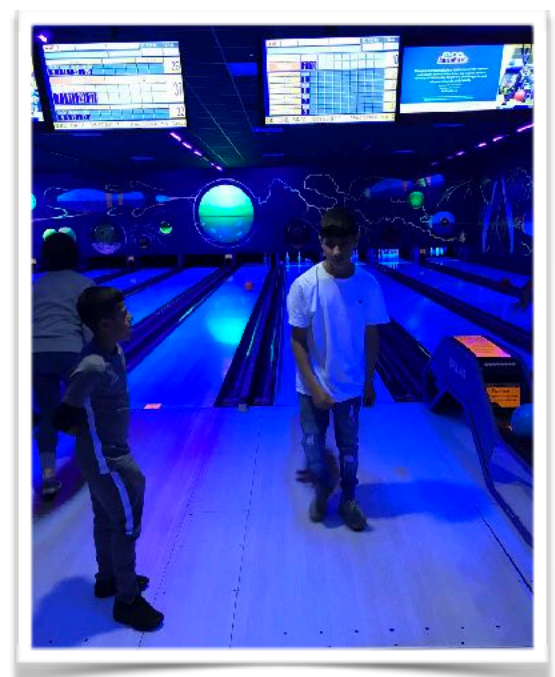
Our Renal Youth Development Worker (YDW) has spent the last 12 months getting to know the medical team, the young people and their families as much as possible: trying to understand the experiences of young people living with renal conditions and what support they may want and need.

We have been able to support young people this year by attending clinic appointments and treatments with them, as well as advocating on their behalf in important meetings regarding their care. In addition we have offered 1-2-1 support in the youth room, digitally (via FaceTime, Skype etc.) and visiting homes, schools, colleges and other youth groups to connect with and support young people in their own environment.



In this first 12 months since our relaunch, we have supported **65** young people with Chronic Kidney Disease (CKD) over **472** 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, residential, 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.

As well as offering extra support for young people in clinics and on Ward E17, we have been increasing our group work with young people on the Dialysis Unit, doing interactive activities to enhance peer support. In the last year we have also introduced the 'Saturday Sessions' where we arrange a fun activity for the young people to enjoy after they've finished their dialysis sessions. The first we were able to do before lockdown was have a game of tenpin bowling in Nottingham. We hopped onto the tram after everyone's session had finished, played on most of the arcade games in the bowling alley, ate lots of food and had lots of fun spending time with each other.



Many young people from the Renal Service have enjoyed participating in the trips that the Youth Service have provided this year (Yorkshire Wildlife Park, Brick Live Lego Exhibition, the Pantomime, Harry Potter Studios etc.) but we also had lots of laughs at the Family Fun Day at Magna (Sheffield) which was organised by one of the Renal Specialist Nurses.

It was a great opportunity for staff members and families to spend time together outside of the hospital environment, but more importantly to give the young people the chance to spend time getting to know each other better.



During lockdown, we have found that the joys of modern technology have been invaluable for us to stay connected to the young people we work with. We have still been able to be present for clinic appointments by being part of video calls as well as being able to still provide 1-2-1 support for young people via Facetime, phone calls and text messages etc.

Going forward, we are looking at exciting ways that we can use online video-calling services to run regular youth groups and renal-specific groups for young people that live further away to engage with our services in the future.

“The YDW has quickly become an integral and invaluable member of the Renal Team. She seems to know ALL the young people in the service, has built therapeutic relationships with many of them, and has an instinctive understanding of their needs. She is able to articulate this in team meetings, always represents the young people and comes up with solutions to tackle problems. Her contribution has been recognised and commented on by many members of the team.” (Lead Renal Nurse)



Specialist Team Input...

Alongside the Health Education sessions, it has been great to work with the Specialist Teams over the past year. Here are some examples:

★ **Cleft Lip & Pallet (CLP):** The Youth Team supported the CLP Family Day in 2019 at Sherwood Pines Country Park. The Youth Development Worker and one of the volunteers went along to meet some of the young people and facilitate some activities. Due to this involvement, a couple of the young people have been involved in Youth Service activities since then and one has participated in the Stage Two Aspire Programme.

★ **Cystic Fibrosis (CF) Team:** The Youth Team have reengaged with the CF Team over the past year by attending MDT Meetings and liaising with staff for referrals. We have had more young people, living with CF, attend the hospital Youth Club (on a rota as inpatients) and other Youth Service activities such as trips. One young person attended our annual residential to Pembrokeshire and one also attended the Stage Two Aspire Programme.



★ **Diabetes Team:** For a short while during 2019, we had a Diabetes Youth Worker within the team. This meant that specific projects could be planned with the Diabetes Team and a Youth Worker could be a regular face in clinics. This proved successful in the fact that more young people living with Diabetes had access to enhanced Youth Work support and engaged in wider Youth Service activities. There were plans in place for a diabetes-specific Aspire Programme; however the Youth Worker moved on, due to limited hours, so a priority for the next year is to work with the Diabetes team to continue this work and hopefully reinstate some youth work hours.

★ **Epilepsy Team:** One of our Youth Workers has helped make a huge difference to 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. A survey was created to capture the young people's ideas of how to improve the service and since then specific posters and leaflets have been designed by the Youth Worker to help engage and support young people living with Epilepsy. The Youth Team continue to be a vital part of the framework of the Epilepsy Team, receiving positive feedback from the Specialist Nurses, Consultants and Matrons involved.



"The Youth Worker has made such a difference to our team. He has brought a whole different perspective to the clinic, which was lacking before. He is a real advocate for young people's voices and we have learned a lot from him." (Epilepsy Nurse Specialist)

★ **Rheumatology Team:** The Youth Team have been supporting clinics and young people on the wards/Day Case Unit over the past year. A great partnership has been formed between the teams and they communicate weekly for referrals and discussion of young people who are due to be in that week. The teams had planned a Family Day and young people's residential for later this year but unfortunately, due to the lockdown situation, this is currently on hold.

In the meantime, the Youth Team continue to provide one-to-one support and the offer of online group sessions for young people.

★ **Gastro Team:** As well as setting up the Gastro group, the Youth Team have provided ongoing support for young people in clinics and attending for treatment. By building these relationships, and supporting the young people to take more control over their medical care, this has enabled some of them to attend Youth Club and the annual residential to Pembrokeshire.



"I feel the youth service is a positive and empowering service. This clinic appointment was the first time the young person [15 year old] took responsibility for his own device change and was more engaged than on previous appointments. By having the Youth Workers there makes the young people less anxious and encourages them to become more independent." (Stoma, Gastrostomy and ACE CNS)



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

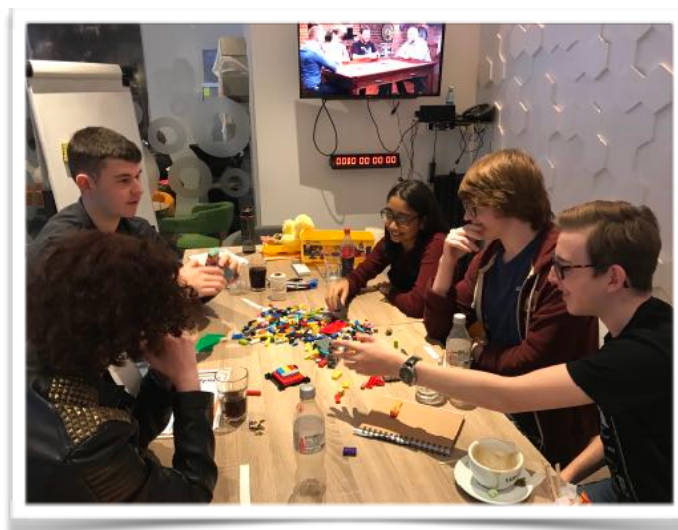
We will continue to strengthen our partnerships with the Specialist Teams over the next year.

The Aspire Programme...

If you aspire to something, you have a strong desire to achieve it. We want to enable young people to aspire to being the best they can be and reach adulthood with the support and skills needed to make that happen.

The Aspire Programme was set up to support young people to gain knowledge and skills to help manage their health care and their journey to adulthood. It was designed to take the key aspects of the Transition *Ready Steady Go* tool, along with our *Health-based Youth Work Curriculum*, and be delivered in a series of interactive workshops with a peer group. The programme is accredited to the *AQA Unit Award Scheme*.

Since launching the programme in Autumn 2019, we have delivered two cohorts - Stage 2 and Stage 3. 15 young people have been involved so far and the course is already showing many positive outcomes and benefits to young people.



Outcomes...

- ★ 100% of young people involved say they have gained more confidence and developed key Life Skills
- ★ 90% of young people involved say they have thought more about their health condition (E.g. medications)
- ★ 80% of young people involved are reporting to manage their health condition more independently (E.g. taking medications without reminders)

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)

The Youth Team have organised various trips and events over the past year 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.

Trips and events organised over the past year include:

- ★ Narrowboat experience
- ★ Warwick Castle
- ★ Yorkshire Wildlife Park
- ★ Fun Day inc. Tropical animals & Wildlife Show
- ★ Brickshow Live at the NEC
- ★ Playhouse Pantomime
- ★ Harry Potter Studio Tours



We are extremely grateful for: **Nottingham Hospitals Charity**, **Merlin's Magic Wand** and **Rays of Sunshine Charity** for enabling these events to happen.

Residentials...

The Youth Service has organised 3 residentials for young people over the past year:

July 2019: Transition Residential Weekend for young people living with Type 1 Diabetes

This took place on the University of Lincoln Campus, enabling young people to experience Halls of Residence accommodation. 11 young people attended, along with two Youth Workers, a young adult volunteer living with Diabetes and members of the Paediatric & Adult Diabetes Teams.

Young people took part in various workshops that enabled them to discuss fundamental issues they experience whilst managing Type 1 Diabetes. Examples of workshops included: alcohol awareness, sexual health, cooking, budgeting, exercise, driving and careers.

Young people evaluated the residential very highly and maintained a strong peer group. Over 3/4 of the attendees are still accessing the Youth Service.

August 2019: Annual Youth Service Outdoor Educational Residential to Pembrokeshire

This was our 10th visit to Newgale Lodge, with activities led by the exceptional Coastal Adventures team. A group of 24 young people, with various health conditions attended, supported by three youth workers and volunteers.

A 6-day programme of outdoor activities including: kayaking, surfing, climbing, bushcraft, coasteering and more, enabled young people to develop self-esteem, combat fears and develop independence and strong peer support networks. Big thanks to **Kidney Care UK** and The **Big Lottery Fund** for funding this residential.



"Wales was the highlight of my year, actually make that my life! I achieved so much and have made friends who understand what it is like to be me. Amazing week!"

RESIDENTIALS BRING:

- ♦ The opportunity for an overnight stay and the intensity of experience
- ♦ Different opportunities to experience success
- ♦ New ways of learning & increased responsibility



WHICH LEAD TO:

- ♦ Enhanced relationships & a new level of trust
- ♦ Improved engagement & confidence in learning
- ♦ Development of skills & understanding



WHICH IN THE LONGER TERM LEAD TO:

- ♦ Raised aspirations
- ♦ More successful transition experiences
- ♦ Improved engagement & relationships
- ♦ Development of skills, knowledge & understanding

Paul Hamlyn Foundation

Residential Gallery...





October 2019: Renal Residential Weekend at Center Parcs

This residential was planned to bring young people living with CKD together in order to share experiences of their conditions, explore how they manage their condition and most importantly, to have fun! 6 young people attended, along with 2 members of the Youth Team, a Dialysis Nurse and a Young Volunteer living with CKD.

The weekend focussed on how people deal with their conditions as part of their everyday lives, how they balance this with school/college/work/family/friends etc. and how mental health may also impact on how successful their condition management is.

There was a robust programme of activities set to challenge the young people, encourage working with others and enjoy trying new things: we went on lots of walks around the forest, took part in archery, bowling, swimming and sliding around in the water park. We also sampled the tasty treats on offer at the Pancake House. The young people took part in a 'Come Dine with Me' cooking competition, where they had to work together to create a renal-friendly meal for everyone to enjoy. Along with also enjoying playing games, watching movies and listening to music together, this weekend really enabled the young people to become more independent in managing healthcare, strengthening self-esteem and building wider peer-support networks.

The young people evaluated the residential fun and challenging and 5/6 attendees still regularly engage with the Youth Service.



"I learnt that I am not the only one who has problems dealing with CKD."

Accreditations...

The AQA Unit Award Scheme (UAS) is shown to motivate, encourage, engage, support and raise self esteem and can reward achievement which might otherwise go unrecognised, e.g. small steps or non-mainstream subjects.

The Youth Team have delivered a total of **35** different AQA Units over the past year to over **70** different young people, with a total of **367** UAS certificates achieved.

Units delivered cover the different areas of our Youth Work Curriculum. Some examples of units include:

★ **Personal Development:** Taking part in discussions; self-motivation, social skills & independence.

★ **Leisure & Recreation:** Kayaking; surfing; climbing & abseiling; non-contact boxing; woodland walks; music & photography.

★ **Health & Wellbeing:** 5 ways to wellbeing; healthy eating; managing in a crisis & health awareness.

★ **Participation (Youth Voice):** Fundraising events; recruitment & selection (interviewing)

★ **Life Skills:** Aspire Programme, budgeting, cooking & group work skills.

★ **Independent Health Care:** Managing health condition & transition skills.



Youth Service own Accredited Units

The Youth Team have also written their own AQA Units to support specific projects relating to young people's health care. Examples of these have been:

♦ **Managing a Long-term Health Condition (also whilst on a residential)**

♦ **Self-management during a Crisis: Coronavirus Outbreak**

♦ **Carbohydrate Counting Masterclass: Managing Diabetes**

Digital Youth Work...

The global COVID-19 Pandemic has changed the way we would usually interact with young people and what we are able to deliver and provide as a Youth Service.

Between March and July 2020 the Youth Team have had to change their programme of delivery to follow government guidelines and to keep young people safe.

We have set up a weekly programme of online events, whilst still offering 1-2-1 support for young people. This has been both a challenge and also a learning opportunity for how we continue to deliver Youth Work practice to a wide-range of young people. Risk assessments were put in place to ensure we were keeping the young people safe and protected.



Whilst this way of working is just not the same as seeing young people face-to-face, there have been some benefits of lockdown including: reaching a wider geographical range of young people, working with some young people who have never engaged with us before and enabling young people with CF to engage in group work activities. We have also delivered individual AQA accreditation units to young people who have needed additional help and support whilst in isolation.

63 different young people engaged with the Youth Service during the months of March - July, with a total of **275** engagements.

Online Youth Work Sessions:

Zoom Chat Room: Young people dropped into an online Chat Room to speak to Youth Workers, ask questions, off-load worries and get support, advice & guidance on a wide-range of issues.

Zoom Youth Club: Young people joined us for chat, games, quizzes, music and lots of smiles and laughter in one Zoom Room! A great source of weekly peer support.

Live AQA Session: Young people joined us on Facebook Live every Wednesday at 7pm for a chance to gain an AQA Accreditation Unit. A variety of units were delivered, such as: baking, cooking, healthy living, exercise, digital photography, music & gardening. Young people were able to follow step-by-step guidance of how to achieve each unit.

Happy Hour Wellbeing Session: Young people joined us on Facebook Live to engage in positive mental health & wellbeing sessions. Using downloadable worksheets such as mood trackers & top tips for happiness, young people gained support for managing their wellbeing during lockdown.

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.

Over the past year the Youth Team have delivered the following training:

★ **EWOPA 50th Jubilee Congress in Helsinki:** the Youth Service Manager (YSM) attended this conference, along with the Lead Renal Nurse, to share and learn best practice in psychosocial aspects of young people with Chronic Kidney Disease. As part of the event, the YSM delivered a presentation on the partnership between Youth Work & Transition to Adult Services and the introduction of a Health-based Youth Work Curriculum.

★ **NUH Transition Education Day:** two of the Youth Team attended and delivered the "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, also attended the event to talk about how the Youth Service has impacted upon their lives and made their transition to adult services much smoother.



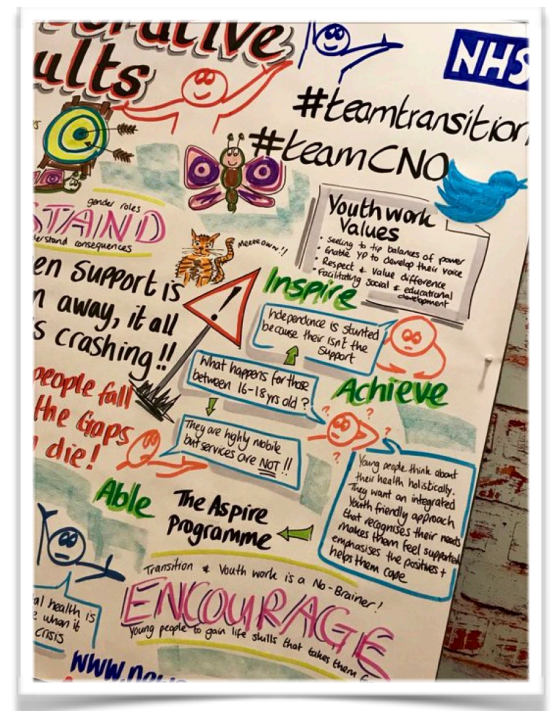
The YSM is also part of the NUH Transition Steering Group.

★ **Nephrotic Syndrome Roadshow:** the YSM and the Renal Youth Worker attended this event at the Nottingham Playhouse to talk about Transition and Youth Work Support for young people living with Nephrotic Syndrome.



The Youth Team are also involved in educational events that are happening nationally:

- ★ **NHSI Transition Collaborative:** the Youth Service Manager was invited to be part of the Steering Group for this nationwide project about young people's transition to adult services. She has attended various events across the country promoting Youth Work & Transition and giving advice for other hospitals wanting to develop Youth Work within their setting.



- ★ **Health-based Youth Workers Group:** the team are part of this national group that offers advice, support and networking for health-based youth workers. Back in January, the team attended a national networking event at The Mount Cook Centre in Derbyshire. There has also been two online webinars for the group to share best practice and offer peer supervision during lockdown. The YSM is also the Chair of the Steering Group.

The Youth Team engage in Continuing Professional Development (CDP) to enhance skills and keep up-to-date with the youth work agenda and young people's health.

The team took part in a refresher training course in 2019 in Young People's Sexual Health. This enabled the team to acquire up-to-date information and learn some new creative ways to support and engage young people in this topic.

Since lockdown, some of the Youth Team have undertaken online courses to refresh skills & knowledge, especially around Mental health.



Staff & Volunteer Training Residential...

The Youth Team facilitated a training weekend for the volunteer team in January 2020 at Mount Cook Residential Centre.

The purpose of the weekend was to engage the whole team in some team building activities, as well as deliver key training essentials to the volunteer team.

Training topics included:

- ◆ Roles & Responsibilities & Team Excellence
- ◆ Dealing with Challenging Behaviour
- ◆ How to engage with the 'Ideal Youth Club Session'
- ◆ Health & Wellbeing: Looking after you!



A great weekend was had by all involved and demonstrated the wealth of experience within the Youth Team and the different strength and skills they bring to the table. The team building element of the weekend was a great highlight and enabled the volunteers to go away feeling positive, supported and valued.



"It was great to refresh and update my knowledge and learn new skills. I feel enthused, refreshed and energised for the year ahead. I love being a part of this team!" (Youth Service Volunteer)



Awards and Achievements...

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

Shortlisted nominations and awards gained over the past year include:

★ **Diana Award Holders 2019:** The Diana Award is awarded to young people who *'have the power to change the world.'* We were immensely proud to learn that members of our Youth Forum and our young volunteers were awarded with this accolade in 2019.

★ **Lord-Lieutenant's Award for Promoting Voluntary Service 2020:**

The Youth Service were granted this award for our successful Youth Volunteer Scheme and the way in which young people are engaged with and shape our service. We were due to attend a ceremony to collect this award in April 2020; however, due to lockdown, we will collect this at a later date.

★ **Team NUH Awards - The Chairman's Award:** Our Youth Service Manger was shortlisted for this award in November 2019. The special award was to recognise the outstanding contribution of a colleague who has served the organisation for many years.



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 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*

“In over 20 years as a consultant paediatrician and medical manager in Nottingham Children’s Hospital, I have seen the amazing benefits and opportunities provided to young people by NUH Youth Service.



I have had the pleasure of working with some of the young ambassadors at various charity events over the years. I have taken opportunities to drop into the Youth Room (when invited of course) and heard young people’s stories and delight about what they have gained by being involved with the Youth Service.

Increased confidence and independence allow the young people to cope better with their health conditions and the chance to gain qualifications is an added bonus.

The team are dedicated and professional at all times and really care about making an improvement in the lives of young people with long-term health conditions.

I am proud to know that the Youth Service is an integral part of Nottingham Children’s Hospital.”





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.

We also would like to thank the following charities and organisations who have also supported our programme of activities over the past year:

- ★ Kidney Care UK
- ★ National Lottery Community Fund
- ★ Nottinghamshire Community Foundation
- ★ Rays of Sunshine Charity
- ★ Variety Clubs UK
- ★ Merlin's Magic Wand
- ★ Bohn's Best Burgers

