

CHILDREN AND YOUNG PEOPLE'S RIGHTS IN HEALTHCARE – A SUMMARY

Children and young people have rights to be supported in their health and wellbeing. These rights are articulated in the United Nations Convention on the Rights of the Child (UNCRC), to which the UK Government is a signatory.

While the articles in the UNCRC are not enforceable in their own right in relation to specific services, the UK's ratification of the Convention commits Government to realise them through domestic legislation and policies.

This summary presents the key messages from this domestic framework, and is based on work carried out by the National Children's Bureau (NCB) and the Council for Disabled Children (CDC) following research with children and young people about the NHS Constitution. For more information, you can access the full NCB/CDC reports and the source documents listed below.

What are the rights, pledges and commitments for children and young people when using the NHS in England?

This summary presents the key rights, pledges and commitments to children and young people in four key documents. It is arranged in the form of a set of statements organised under eight themes. For each statement we have constructed, we indicate which documents it draws on:

- C** NHS Constitution (normally underpinned by regulation or legislation)
- C-Pledge** A 'pledge' made in the NHS Constitution (not underpinned by regulation)
- YW** *You're Welcome* quality criteria
- M** Children and Young People's Manifesto for Health and Wellbeing
- P** Better health outcomes for children and young people 'Pledge'

It is not an exhaustive nor technical list, rather a broad summary of what the current aspirations of national partners are for what children, young people and their families should be able to expect when using the NHS.

What should children and young people expect?

Access and Availability: How can I use the services I need?

Decisions about commissioning should be based on assessment of children and young people's needs

C

Children and young people are provided with information on how to access services

M YW

Children and young people have timely access to services

M P C YW

Service settings and their location provide for independent and non-stigmatising access for children and young people

M P YW

There is provision to ensure access to services for children with complex needs or access challenges

M P YW

Children and young people will not be turned away from services unreasonably

C YW

Clinical Quality: Will it work, is it safe?

Staff have appropriate training in the care of children and young people

M P C YW

Children and young people are provided with treatment that is based on clinical need, age appropriate and follows any relevant NICE recommendations

M C YW

Treatment and settings are safe

P YW

Settings are designed with children and young people's comfort in mind

M YW

Children and young people will have the option of being treated in age appropriate accommodation

C-Pledge

Pain is managed appropriately

YW

Assessment and care planning considers the needs of the whole child

YW

CHILDREN & YOUNG PEOPLE'S HEALTH OUTCOMES FORUM

Wellbeing and Prevention: Help me stay healthy

Children and young people's contact with health services is used as an opportunity to promote wellbeing and healthy lifestyles

P C-Pledge YW

Children and young people and their families can access information and advice to help them make healthy choices

YW

Schools and health services work together to support children and young people's wellbeing

M

Children and young people's emotional and mental health needs are met

M P YW

Prevention and tackling health inequalities is prioritised

P

Communication, Confidentiality, Respect: How am I treated by staff?

Professionals will communicate with children and young people in an appropriate way that values them and ensures they understand what is being communicated

C YW

All information should be provided in a way that can be clearly understood by children and young people to help them take part in decision making

M C-Pledge

Children and young people's privacy and confidentiality is taken seriously by professionals and services

M C YW

Children and young people have control over information

C Y

Children and young people are treated with dignity and respect

M C YW

Individual involvement and consent: Having a say in my care and treatment

Children and young people are supported to take part in decisions about their own care and support

M P C YW

Children and young people will be able to give to informed consent to their treatment

M C YW

CHILDREN & YOUNG PEOPLE'S HEALTH OUTCOMES FORUM

Children and young people will be provided with appropriate information to make informed decisions about treatment and consent

C YW

Children and young people are able to make choices about the services commissioned by the NHS

C

Collective Involvement: Getting involved in my area to make things better

Children and young people are involved in the routine planning of health services

P C YW

Children and young people are consulted on any proposed changes to services

P C YW

Children and young people are given the information and support they need to influence and scrutinise the planning and delivery of services

C-Pledge

Children and young people are involved in evaluation of services

YW

Children and Young People are included in patient surveys

M YW

There are effective provider-level feedback mechanisms

C-Pledge YW

Lessons from the views and experiences of children and young people collected in the past are shared, built on and acted on

M

Integration and Transition: Everyone working together around me

Children and young people will experience integrated care

M P YW

Services will work together to make the transition in and out of services, and between different as smooth as possible

P C-Pledge YW

Children and young people will be supported in making the transition from children's to adult services

P YW

Children and young people looked after by the local authority will receive specific support to manage the transition between services

M

Complaints: What do I do if I'm not happy with the NHS?

Children and young people and their families have the information and support they need to make complaints and are kept informed throughout the process



If a child or young person or their family makes a complaint they are treated with respect



There are mechanisms to complain or appeal to a third party



An appropriate response to the complaint is received



The Children and Young People's Health Outcomes Forum was established by Ministers in January 2012 as an independent expert advisory group of professionals and representatives from across the children's sector. The Forum provides expertise, constructive challenge and evidence based advice to improve children and young people's health outcomes and healthcare and to drive up standards of care.

The Forum's Culture, Engagement and Voice Theme Group asked the NCB and CDC to produce this summary for publication in March 2015 with the Forum's second Annual Report.