

Summary of survey results: Improving hospital admissions for children and young people with SEND.

Hosted by HPCI (Herts Parent Carer Involvement) Nov 2020

This survey was open to parent carers of children and young people (CYP) with SEND in Hertfordshire and looked to gather information about what matters to families when their child or young person is admitted to hospital. 64 parent carers completed the survey from across the county, covering all age ranges of CYP from 0-25.

The results:

- 75% of respondents reported that their child or young person had been admitted to hospital for either a planned or emergency procedure.
- More than half of the respondents (35) had a positive experience to relate, however a similar number (34) also had something that did not go well to report.
- Those that reported positive experiences mentioned the kindness and patience of staff, clear communications, and a willingness to listen.
- Where things had not gone as well, many of the examples referred to limited staff understanding of the child's additional needs, having to repeat sensitive information multiple times, poor communication and listening, and an unsuitable environment.
- Respondents were asked to rate suggestions that might help their child BEFORE being admitted to hospital. Those rated most highly were:
 - Being able to talk to a Ward Sister about the child's needs ahead of admission
 - Being able to complete a hospital passport (a simple profile of the child) for staff to refer to
 - Having a list of places to eat, canteen opening times, visiting times and rules, rules on parents staying, where to park etc.
- Respondents also rated suggestions about things that may help whilst their child is IN hospital. The most highly rated here were:
 - Being able to stay with the child/young person outside normal visiting hours
 - Ensuring that the child/young person and parent/carer are listened to about the care for their child
 - Working with the parent/carer to ensure good communication with the child/young person
- Finally, respondents were asked to rate what would be helpful when the child is discharged from hospital. The most highly rated suggestions were:
 - A discharge letter and medication to be ready at the point of discharge
 - Clear instructions for their aftercare and who to contact if there are any problems
 - Clear information about any follow up care or appointments

What next? The full results, which included many helpful suggestions, have been shared with the working group at East and North Herts Hospital Trust, which includes a parent rep from HPCI, and will feed into staff training. The results have also been shared with both the West Herts Hospital Trust and the Paediatrics department at Lister Hospital and may be used to inform future improvement projects.