Welcome to the webinar:
Placing children and young people at the heart of delivering quality speech and language therapy:

*Putting children, young people and their parents/carers at the centre of decision-making*

Wednesday, 20th March 2019
13.00 – 13.45

ROYAL COLLEGE OF SPEECH & LANGUAGE THERAPISTS
Chair of webinar:

Kamini Gadhok MBE
CEO, RCSLT

Presenters:

Mrunal Sisodia
Co-chair, National Network of Parent Carer Forums

Glenn Carter
AHP Coordinator and Head of Speech and Language Therapy, NHS Forth Valley
Housekeeping

• Send in chat messages at any time by using the Chat button

• Send in questions by using the Q&A button

• This event is being recorded. See here for recordings: https://www.rcslt.org/past-events-and-webinars

• Please do fill in the survey that will pop up at the end of the webinar. The link will also be included in the post-event email

• Kaleigh Maietta is on hand to help!
Aims and objectives

After this webinar, participants will:

• Have an awareness of how to use parent/carer networks to help support engagement

• Understand the importance of co-production with parents/carers in developing individual care plans for the child/young person

• Have an improved understanding of strategies that services can use to ensure parent/carer involvement in the care of children and young people

• Be aware of an example of a service that has changed to put the needs of all families at the centre of decision making related to service design and input for individuals

• Have an opportunity to consider thinking differently about meeting the needs of families in poverty and those who have experienced adverse childhood experience
Mrunal Sisodia
Co-chair, National Network of Parent Carer Forums
Putting children, young people and their parents/carers at the centre of decision making

Mrunal Sisodia, Co-chair NNPCF
Contents

- Parent Carer Forums and the NNNPCF
- What is co-production?
- The legal framework
- What are families saying about Speech and Language Therapy?
- Making co-production work
- Who can help?
NNPCF
Who are we?

- Membership organisation of 151 local parent carer forums
- 93,000 members
- Core work is around strategic participation of families to getting voices heard and to shape services
- Parent Carer Forum includes parent carers with a full range of experiences in Health, Education and Social Care as their children/young people have a wide range of conditions
- We are a parent carer lead organisation
- Solution Focused

Paragraph 1.13 SEND code of practice:
“Parent Carer Forums are representative local groups of parents and carers of children and young people with disabilities who work alongside local authorities, education, health and other service providers to ensure the services they plan, commission, deliver and monitor meet the needs of children and families”
What is co-production?

An equal and reciprocal partnership where everyone’s experience, knowledge and skills are used to create better outcomes.

Co-production
Participation
Consultation
Education
Info sharing
No engagement

PCFs
Listen
Translate
Represent
Feedback
Individual and strategic co-production

**Individual**
- Parent Carers having their voice heard about their child and engaging with *services that they use*
- Parent Carers working with practitioners, sharing *individual experiences* to improve service delivery for their own family
- Families *engaging* in person centred processes that improve outcomes for them

**Strategic**
- Meeting with service leads to share Parent Carers *collective experiences* to improve service delivery for all families
- Forums *working with commissioners, service providers and policy makers* to develop and design services, pathways, and processes to improve outcomes for all children, young people and their families
- Forums shaping and supporting improvement to practices to provide improved Parent Carer engagement *across all services*
The legal framework in England

The requirement to co-produce with children and their parent-carers and young people is embedded in primary legislation

- The views, wishes and feelings of the child or young person and the child’s parents
- Participating as fully as possible in decisions and being provided with the information and support necessary to enable participation

The Children and Families Act 2014

- Actively promote participation in providing interventions that are co-produced with individuals, families, friends, carers and the community.

The Care Act 2014

- The patient will be at the heart of everything the NHS does
- NHS services must reflect, and should be coordinated around and tailored to, the needs and preferences of patients, their families and their carers

NHS Constitution

However, the main reason to co-produce is that it is the best and most effective way of improving outcomes
What are parent carer forums saying about speech and language therapy?

- Generally families are very positive about speech and language therapy interventions when they get them especially when they are closely integrated with schools but...

- Access to speech and language therapy is a major concern
  - Families are waiting too long to have initial assessments
  - Even when therapy has been agreed (for example in EHCPs), families report that they do not receive the therapy mandated
  - Intervals between appointments and interventions are too long
  - Some practitioners still talk about “thresholds” for services, not provision to meet personalised outcomes
  - Families report services that repeatedly try to take them “off the books”

- However, families recognise these are systemic issues and have very high regard for front line practitioners
- Need to promote the benefits of embedding “therapy” into their daily routines to some families rather than relying on one to one therapy sessions.
Making co-production work

Listen
Welcome people and make them comfortable (cup of tea and ask how they are!)
Make sure everyone knows that you take their views seriously (ask them what they need help with rather than telling them)
No-one should feel as if they have to fight to be heard

Empower and enable
Ensure everyone has the information they need to take part in the discussion.
Make sure people have the support they need (e.g. a friend, an advocate)
Make sure you are inclusive (interpreters, flexible appointment times to suit needs, accessible locations)
Making co-production work

Start to finish

Don’t involve people half way through the decision making process
Start at the beginning (agreeing what you want to achieve)
Finish at the end (reviewing progress and celebrating success)

Person centred not provision led

Tailor your services around what a young person needs and wants, not what you have historically delivered
Work closely with other practitioners in the child’s life, especially schools and other therapy services
Be solution focussed and be courageous - break down those barriers!
The Granny Test

You will know you’ve co-produced well if someone who knows the child well (but isn’t their parent) is able to recognise the child in the programme:

- The strengths and developmental needs of the child
- Focusses the things that are important to the young person and what they want to do
- How they will be able to do the therapy (where, when, with whom)
- How it will help them achieve their goals
Co-production

needs courage,
is messy and
takes longer

but delivers better results
Who can help?

Supporting individual families

- Local offer - each area must have a local offer - ensure that yours is up to date with details of your services
- Contact helpline 0808 808 3555
- Information advice and support services - make sure they know about your work
  www.councilfordisabledchildren.org.uk/information-advice-and-support-services-network

Strategic co-production

- Parent Carer Forums www.NNPCF.org.uk
- Contact’s Quality Indicators for Co-production - a framework and self evaluation tool
  https://contact.org.uk/get-involved/parent-carer-participation/resources-(general)/
- Children and young people’s participation - KIDS and Council for Disabled Children
  www.kids.org.uk and
  https://councilfordisabledchildren.org.uk/our-work/participation
Glenn Carter
AHP Coordinator and Head of Speech and Language Therapy, NHS Forth Valley
Putting children, young people and parents/carers at the centre of decision making

Glenn Carter
AHP Coordinator
Speech and Language Therapy
NHS Forth Valley
Overview

1. Introduction – the choice we faced
2. Foundations of a child centred service
3. What does it look like?
4. Where next?
The choice was…

1. Continue down same path
   – Planning and delivering services that;
     • Fail to listen to families
     • Don’t meet needs of C&YP in poverty

2. Make the leap - transformation
## Foundations of a Child Centred Service

<table>
<thead>
<tr>
<th>Enabler not Expert</th>
<th>Whole Systems</th>
<th>Co-Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationships</td>
<td>Trust</td>
<td>Compassion</td>
</tr>
</tbody>
</table>
Enabler not Expert

• It’s important to me as a specialist. It should be important to you.
• Is my work making a difference in the child’s life?
• Is this work important to the child/family? Their priorities.
• Am I the right person?
‘there is a deep concern that modern health care has lost its moral compass and is struggling to provide safe, timely, and compassionate care to its citizens.’ - ZULUETA. P, (2016)

• ‘the only thing of real importance that leaders do is to create and manage culture’ – Edgar Schein (1992)

• Remove barriers to compassion

• ‘Make sure pride and joy in work, not fear, infuse the NHS – Berwick (2013).
The most important thing for us is the positive relationships you build up with the young people. If you don’t have trust, then nothing can be achieved.'

– Barry McLaughlin - Youth Worker
Whole Systems Change
What does it look like?
Where next?
Where next?

• Continue to improve our initial conversations
• Support the wellbeing of staff
• Co-produce services with families, including families living in poverty
• Cross boundary working
What happens now?

We need you!

• Are you using the guidance? Get in touch to let us know how!

• Are you aware of any examples of good practice taking place in children’s services that you think the RCSLT should know about?

• The RCSLT will be running some workshops to help you make best use of the guidance – watch this space for further information

Contact: lorna.baxter@rcslt.org
Any Questions?
Join us for the next RCSLT webinar:

HCPC CPD Audit – your essential survival guide

Tuesday, 21st May
13.00 – 13.45