



Smoothing out (some of) the bumpy road



Julia & Jane

(*no conflicts of interest)



NIHR CLAHRC South West Peninsula

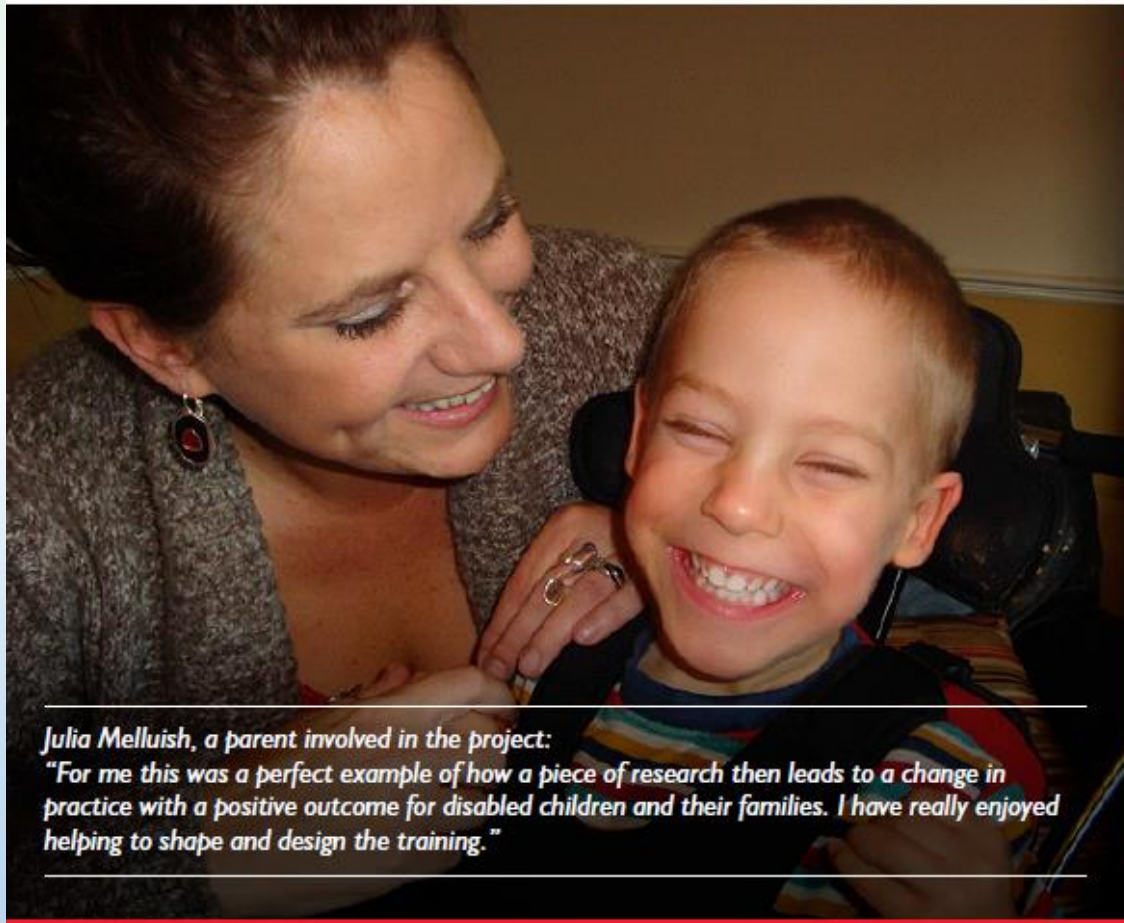
CLAHRC BITE

Brokering Innovation Through Evidence – a BITE-sized summary of NIHR PenCLAHRC research



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BITE 07

Communicating with disabled children and their families in hospital



Julia Melliush, a parent involved in the project:

"For me this was a perfect example of how a piece of research then leads to a change in practice with a positive outcome for disabled children and their families. I have really enjoyed helping to shape and design the training."

Children with neurological conditions tend to be admitted to hospital more frequently than other children. Many of these children will have difficulties with communication. The aim of the project was to work in partnership with families to improve how staff communicate with disabled children when they are in hospital, so that the experience is less stressful for children and families. Improving communication would also enable staff to better manage the treatment children receive.

A training package for hospital staff was developed by clinicians, researchers and parents of disabled children. The training was trialed and developed with staff from the paediatric ward at the Royal Devon and Exeter Hospital. This training involved encouraging empathy through understanding the child's perspective, alongside key practical tips, with the benefit that better communication might actually save time. Students at a local community college designed a poster to put up in the ward to remind staff of key tips for communication.

Communicating with disabled children
4 top tips...



TIP 1: IT'S OK NOT TO KNOW!
I didn't know that Simon uses Makaton signs to communicate.

TIP 2: JUST ASK!
I'll find out the best way to communicate with Tom.
I want to feel safe and comfortable.

TIP 3: FIND OUT HOW THE CHILD SAYS YES OR NO!
Molly claps her hands when she means 'yes'.

TIP 4: TALK WITH THE CHILD NOT JUST THE PARENTS!
So... should we talk about the physical exam?
PARENTS

This poster was created with students from Exeter College and PenCRU www.penru.org
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EXETER COLLEGE
EXETER MEDICAL SCHOOL
Royal Devon and Exeter NHS Foundation Trust

- It's OK not to know!
- Just ask...
- Find out how the child says Yes or No
- Talk with the child not just the parents



Involving parents as partners meant the research promoted changes to improve experience of care & quality of care

Why wouldn't you?





Building a Partnership!





It's the little things that make a big difference

- Setting the tone
- Introductions
- Expectations
- Involvement Coordinator

