

**Standards and tools
for the promotion of children's health:
patients and siblings**

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The EACH Charta

Article 1

Children shall be admitted to hospital only if the care they require cannot be equally well provided at home or on a day basis.

Article 2

Children in hospital shall have the right to have their parents or parent substitute with them at all times.

Article 3

- (1) Accommodation should be offered to all parents and they should be helped and encouraged to stay.**
- (2) Parents should not need to incur additional costs or suffer loss of income.**
- (3) In order to share in the care of their child, parents should be kept informed about ward routine and their active participation encouraged.**

Article 4

- (1) Children and parents shall have the right to be informed in a manner appropriate to age and understanding.**
- (2) Steps should be taken to mitigate physical and emotional stress.**

Article 5

- (1) Children and parents have the right to informed participation in all decisions involving their healthcare.**
- (2) Every child shall be protected from unnecessary medical treatment and investigation.**

Article 6

- (1) Children shall be cared for together with children who have the same developmental needs and shall not be admitted to adult wards.**
- (2) There should be no age restrictions for visitors to children in hospital.**

Article 7

Children shall have full opportunity for play, recreation and education suited to their age and condition and shall be in an environment designed, furnished, staffed and equipped to meet their needs.

Article 8

Children shall be cared for by staff whose training and skills enable them to respond to the physical, emotional and developmental needs of children and families.

Article 9

Continuity of care should be ensured by the team caring for children.

Article 10

Children shall be treated with tact and understanding and their privacy shall be respected at all times.

Information and communication are not the same thing!

information: one direction, doctor \rightarrow patient

communication: two directions, doctor \leftrightarrow patient

More about Communication:

- *“to listen is to listen to what is said as well as to what is not said”*
- *“to listen is to think before you respond”*
- *“to listen is to understand that an answer is not always wanted”*
- *“to listen well is often enough of an answer”*

(by J. Spinetta)

Two very good examples of age-adequate communication:

A Guide for young people:

“Have your say – the right to be heard”

“Consent – your rights”

“Confidentiality – your rights”

UK General Medical Council:

“New flexy doc”

“Under 18? Know your rights at the doctor”

Have your say!

Your right to be heard **NHS inform**
Health information you can trust

How to give us your feedback, comments, suggestions, concerns or complaints about your health care



Who is this leaflet for and what's it about?

This leaflet is for young people who use the National Health Service (NHS) in Scotland.

In the NHS, we want to give you the best possible care and treatment. There may be times when you think we could do better. And sometimes you may even want to tell us about something we've done well.

Whatever age you are, you have rights when it comes to your health including:

- the right to have your say and to be listened to
- the right to complain if you are unhappy about something we've done.

We want you to tell us if you have comments, suggestions, concerns or have a complaint about your health care. This leaflet explains how you can do this.

How to have your say

If you tell us how you feel about the care you receive, we can make changes. Then the NHS will be better for you and other young people.

What can I have my say about?

You can tell us about anything that is important to you. We want to hear your feedback – tell us what you think by giving us any **comments, suggestions or concerns** you have about the NHS.

- You may feel that health workers (doctors, nurses, pharmacists and other people who look after your health) haven't given you enough information about your care or treatment.
- Maybe you think there should be more services for young people.
- If you're in hospital now or have been recently, you may want to tell us what you think about the food or the ward.
- You may think that health workers should listen to you more – maybe you think they only speak to your parents and don't talk to you directly.

These are just examples. You can tell us what you think about anything to do with your care. Remember, you can tell us about good things too!

A guide for young people under 16

Confidentiality – your rights

NHS inform
Health Information you can trust

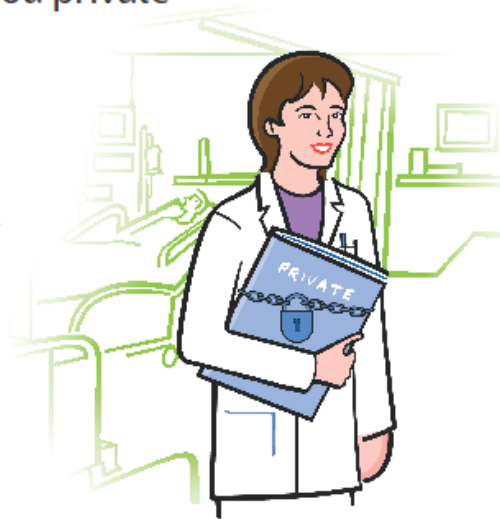
How the health service keeps information about you private

Who is this leaflet for and what's it about?

This leaflet is for you if you're under 16. It explains that anyone who looks after your health has to keep information about you private. This may be doctors, nurses, pharmacists or other health workers.

The leaflet tells you only about how things work in the health service, not other organisations such as your school or social services.

If you want to talk about your health in private, and you need an interpreter, ask your health worker to arrange this for you.



When you are young, your parents are usually involved in your health care. They may make decisions for you, and speak to health workers on your behalf. But as you get older you have more rights. You can decide if you want your parents to be involved or not. This leaflet explains your rights once you are thought to be old enough to make your own decisions about your health care information.

- In Scotland if you are 12 or over, the law assumes you can make your own decisions about your health care information unless there is evidence to suggest you can't.
- If you are under 12, you may still be able to make decisions about your health care information but the doctor must believe that you understand enough to do this.

When we talk about parents, we also mean anyone who is your legal guardian.

Consent – your rights

How you should be involved in decisions about your health care and treatment

Who is this leaflet for and what's it about?

If you're under 16, this leaflet is for you. It tells you about your right to decide about your health care and treatment. Your parent or the person who looks after you may find the leaflet helpful too.

What does consent mean?

It means **agreement**. A doctor, nurse, or anyone else looking after your health, like a dentist, has to have your agreement before they can examine or treat you.

Can I give consent?

- You can give consent if you can understand what is involved and decide things for yourself.
- You may not feel able to give consent for some things – each decision is different. Some decisions are more difficult than others.
- Even if you can't give your consent, you can still be involved in discussions about your health care, if that's what you want.



Who decides if I can give consent?

- A doctor or someone else looking after your health, like a dentist, will decide if you can give consent. They will decide this by talking to you. They have to be sure you can understand the kind of examination or treatment they are suggesting, and its possible effects.
- Your doctor or dentist may decide you can't give consent. If you're unhappy about their decision, you can:
 - contact the Scottish Child Law Centre
 - contact ChildLine. Their counsellors will give you help and support.

See page 4 for contact details.



0–18 years:
guidance for
all doctors

**General
Medical
Council**

Regulating doctors
Ensuring good medical practice

**UNDER
18?**

**What u
say is
confidential**

**Doctors shud
ask b4 sharing
information
about u**

**U can e ur
medical
records**

KNOW UR RIGHTS AT THE DOCTORS

**Doctors
have the
questions**



**U can
decide 2 c
the doctor
on ur own**

**U can
complain**

**U've
got the
answers**

**Doctors
shud talk 2
u, not just
ur parent or
carer**



**This should
be taken
seriously**



**Adults
= 100%
respect**

**Children &
Young People
= 100%
respect**



**General
Medical
Council**

**The GMC
provides
doctors with
guidance
on how 2
treat u**



**Doctors
shud treat
u with the
same respect
as adults**

What teenagers would need and wish in hospital

- *To be in the same room with other patients according to age, not necessarily to the same health problem;*
- *To share the room neither with small children nor with adult/elderly patients;*
- *Bathrooms and toilets for adults, not for small children*
- *Unrestricted visiting by friends during day time*
- *Privacy during consultation with the doctor, if requested without parents*
- *Adequate and clear communication specially for foreign patients and their families*
- *Possibility to be active also when ill*
- *A separate room for play and leisure (music, creative arts, clown program, etc.).*

So far for the patients and the parents:

but what about the rest of the family?

***Siblings consider themselves
invisible!***

Not knowing is worse than knowing!

*To prevent negative/wrong feelings:
inform and involve the siblings properly
to make them feel
still loved and trusted by the parents*

Most frequent requests by the siblings:

- Participation in and advice for the patient's care
- Information about the patient's disease, treatment, progression and prognosis, provided directly by doctors/nurses and not through the parents;
- Own support (in daily life, with homework, school activities and hobbies) by teachers, extended family and friends, in order not to feel invisible;
- Attention for the psychosocial aspects to consider in the relation to the affected family,

If these requests are granted,

siblings turn

from invisible

to VISIBLE!