

#HiddenHealth



My child has a hidden health need that can't be seen. We are warriors and gain strength from supporting each other but might need you to be part of #TeamHiddenHealth

Checklist for workers – Stop, Listen, Think, Look

- Read as much as you can in the notes before they arrive and start with a recap from your point of view. Have a few good questions to ask families when they arrive to build rapport and understanding about the #HiddenHealth need
- Remember every family & every #HiddenHealth need is different needing different support
- Practise talking in a positive way about what can be done and what our children can go on to achieve – not just what the personal or medical challenges are
- Have a list of specialists in #HiddenHealth you can talk to for advice or guidance
- Have a list of local groups or support services like your local Parent Carer Forum (www.nnpcf.org.uk) that supports parents and carers in your area, hospital nurse specialists, play and youth teams, sensory/quiet room
- Be proactive in pulling together the best team around my child and family and help to be my single point of contact
- Check if we would like to speak with you separately with time for the child/young person and time for the parent/carer
- Find training or online learning to improve your understanding knowledge about #HiddenHealth needs
- Update your training on how to communicate with children and young people and build in time to explain things
- Know about your duties in sharing information with schools relating to health and help us to get the support needed (Children and Families Act 2014)
- Think about how to make your service accessible – do you have access to BSL, other languages, communication aids? You find out more in the NHS Accessible Information Standard guidance
<https://www.england.nhs.uk/ourwork/accessibleinfo/>

Your top links & tips

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Ask your patients and families:

- How could the #HiddenHealth need affect this appointment? What could we do to help?
- Are there any other conditions, disabilities, worries or concerns you have that could need thinking about?
- Has your child got a health passport or emergency treatment card? If not is there one that we could sort out for you?
- Would you like a basic summary to share with others about the condition or our discussion?
- When would be a good time for your child and the family to start talking about transition to adult services? (share transition approach, link worker details)
- Is there anything else I could do to help with your #HiddenHealth needs today?
- Are you aware of the _____ national charity / support group that offers information, advice and guidance on this condition?
- How does supporting your child's #HiddenHealth needs affect your day to day?
- Do you know about your local parent and carer forum? (www.nnpcf.org.uk)
- Do you need us to notify your school about support that is needed to help your child?
- Do you know how to contact your local *Patient Advice and Liaison Service (PALS)* or *Healthwatch* for help, support and advice?
- Have you got the #HiddenHealth #ThisIsMe cards?

Download and share for free from:
www.rcpch.ac.uk/hiddenhealth

Created by parents and carers from Alder Hey with RCPCH &Us