

## Young People Friendly Services Quality Assurance Criteria



Please refer to 'Young People Friendly – Guidance for Services' for further information on completing this template.

Please note, verification that a service meets the following criteria is required before Young People Friendly accreditation can be given. Please contact your local coordinator for further details:

Name of local coordinator:  
Contact Details:

Table to be completed by service:

Name of Organisation	
Address	
Contact Name	
Job Title	
Contact Telephone Number	
Email	
Date	

### Confirmation of Verification (appointed verifier use only):

I confirm that the service named above has been verified as meeting the You're Welcome criteria and is accredited as being Young People Friendly.

Signed..... Print Name:.....

Job Title/Organisation:.....

Date:..... Date revalidation is required:.....

The criteria in this template align to the Department of Health's You're Welcome self assessment toolkit.

## Young People Friendly Quality Assurance Criteria

<b>1. Access and Environment</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) The service is accessible to young people by public transport and at times convenient to them		
b) When making appointments and attending consultations, young people can express a preference about how they wish to be seen		
c) Where appropriate, there are opportunities for self-referral and clear lines of referral to specialist services as required		
d) The service is provided in accordance with the Disability Discrimination Act 2005		
e) Services are provided to marginalised and socially excluded young people		
f) Care is delivered in a safe, suitable and young people friendly environment <sup>1</sup>		
g) The reception, waiting and treatment areas are young people friendly		

<b>2. Staff Training, Attitudes, Confidentiality and Consent</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) All staff who are likely to come into contact with young people receive appropriate training on understanding, engaging and communicating with young people		
b) Appropriate staff members receive training, supervision and relevant appraisal to ensure they are competent to work with young people		
c) There is a written policy on confidentiality and consent to treatment and this is made explicit to young people, parents and carers <sup>1</sup>		
d) Where required, arrangements are in place to enable young women with unplanned pregnancies to be seen immediately by a practitioner, to enable impartial discussion of options		
e) All staff routinely explain who they are and what services they can/cannot provide to help young people		

<b>3. Involvement of Young People</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) Young people are routinely consulted in relation to current services, relevant new developments and included in patient satisfaction surveys		
b) The service invites all clients to give their opinions of the services offered and these are reviewed, acted upon and reported back to clients		
c) Young people are routinely involved in reviewing local service provision against quality criteria for young people friendly health services		

<b>4. Publicity and Joined-Up Working</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) The service provides information in a variety of languages and formats including leaflets for young people, which are kept up to date		
b) In accordance with the Disability Discrimination Act 2005, service publicity material is available in forms that can be easily understood by young people with learning disabilities, physical disabilities and sensory impairment		

Department of Health 'You're Welcome' self review tool (2011) is fully acknowledged as informing both the Young People Friendly quality assurance template and guidance resources.

c) Service materials make clear young people's entitlement to a confidential service and opportunities to attend a consultation on their own, with or without the involvement of a parent or carer		
d) Where possible, other relevant services for young people are co-located within the service. If not, information is provided about other local service provision		
e) Information about the service is provided to other relevant organisations and to key professionals working with young people		

<b>5. Health Issues for Young People</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) As appropriate, consultations routinely promote healthy lifestyles		
b) Staff/the service ensures that the emotional, psychological and spiritual needs of young people are met. A clear referral pathway is identified for young people with identified emotional and mental health concerns		
c) The service prepares young people for the transition from health services designed for children and young people to adult health services, consistent with current Department of Health guidance		

Department of Health 'You're Welcome' self review tool (2011) is fully acknowledged as informing both the Young People Friendly quality assurance template and guidance resources.

d) The care and support of young people with complex needs are considered in the context of their cognitive ability and chronological age		
e) In order for parent/carers to discuss health issues with young people, they are provided with relevant information and support, in ways that are sensitive to different cultures and religions		
f) As appropriate the service ensures pain relief is an explicit part of young people's care (4.4) <b><u>Please note: this standard is only applicable to services that prescribe/ administer pain relief</u></b>		

<b>6. Sexual and Reproductive Health Services</b> <b>(this section only needs to be completed if you are a sexual and reproductive health service, including general practice)</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) A range of sexual health services is offered, including sexually transmitted infection (STI) testing treatment. Where STI services are not available on-site, there are clear, integrated care pathways for seamless referral to other services or clinicians		
b) Young people are offered appropriate information and advice to help them develop their ability to make safe, informed choices. This		

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includes advice to help them develop the confidence and skills to delay early sex and resist peer pressure		
c) Appropriate, easy-to-understand information is available on a range of sexual health issues, including contraception, STIs, relationships, use of condoms and sexuality		
d) Appropriate staff receive training, supervision and appraisal to ensure that they are able to talk to young people about sexual health issues		
e) The service will see young people who are not ordinarily registered with them in order to provide sexual health advice and contraception, including emergency contraception		

Specialist/Targeted Child and Adolescent Mental Health Services (CAMHS) also need to complete a further section – please see appendix 1 of this template and the guidance notes

<sup>1</sup>The following are helpful guides to safe, secure and confidential provision:

- Staying Safe: Action Plan (DCSF, 2008)
- Common Core of Skills and Knowledge for the Children's Workforce (DfES, 2005)
- Safeguarding Children and Young People: Roles and Competences for Health Care Staff (Royal College of Paediatrics and Child Health, supported by DH, 2006)
- Best practice guidance for doctors and other health professionals on the provision of advice and treatment to young people under 16 on contraception, sexual and reproductive health (DH, 2004)
- Working Together to Safeguard Children (HM Government, 2006)
- 0-18: guidance for all doctors (General Medical Council, 2007)
- Consent: patients and doctors making decisions together (General Medical Council, 2008)
- Confidentiality and Young People Toolkit (Royal College of General Practitioners, 2006)
- Seeking consent: working with children (DH, 2004)

## References

Department of Health (2011) You're Welcome Self Review Tool. Accessed via [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_126813](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_126813)

## Further Information

Department of Health (2011) Quality criteria for young people friendly health services: Best Practice Guidance [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_126813](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_126813)



## Appendix 1

### Theme 7: CAHMS, Emotional and Mental Health Services

<b>7. CAHMS, Emotional and Mental Health Services</b>		
<b>Standard</b>	<b>Evidence</b>	<b>Actions</b>
a) Young people, their parents and carers are offered appropriate information and advice to help them make safe, informed choices		
b) Appropriate staff receive training and appraisal to ensure they are able to offer advice in a young people friendly way		
c) Services are flexible about involving other people in the assessment and treatment process, particularly at first contact		