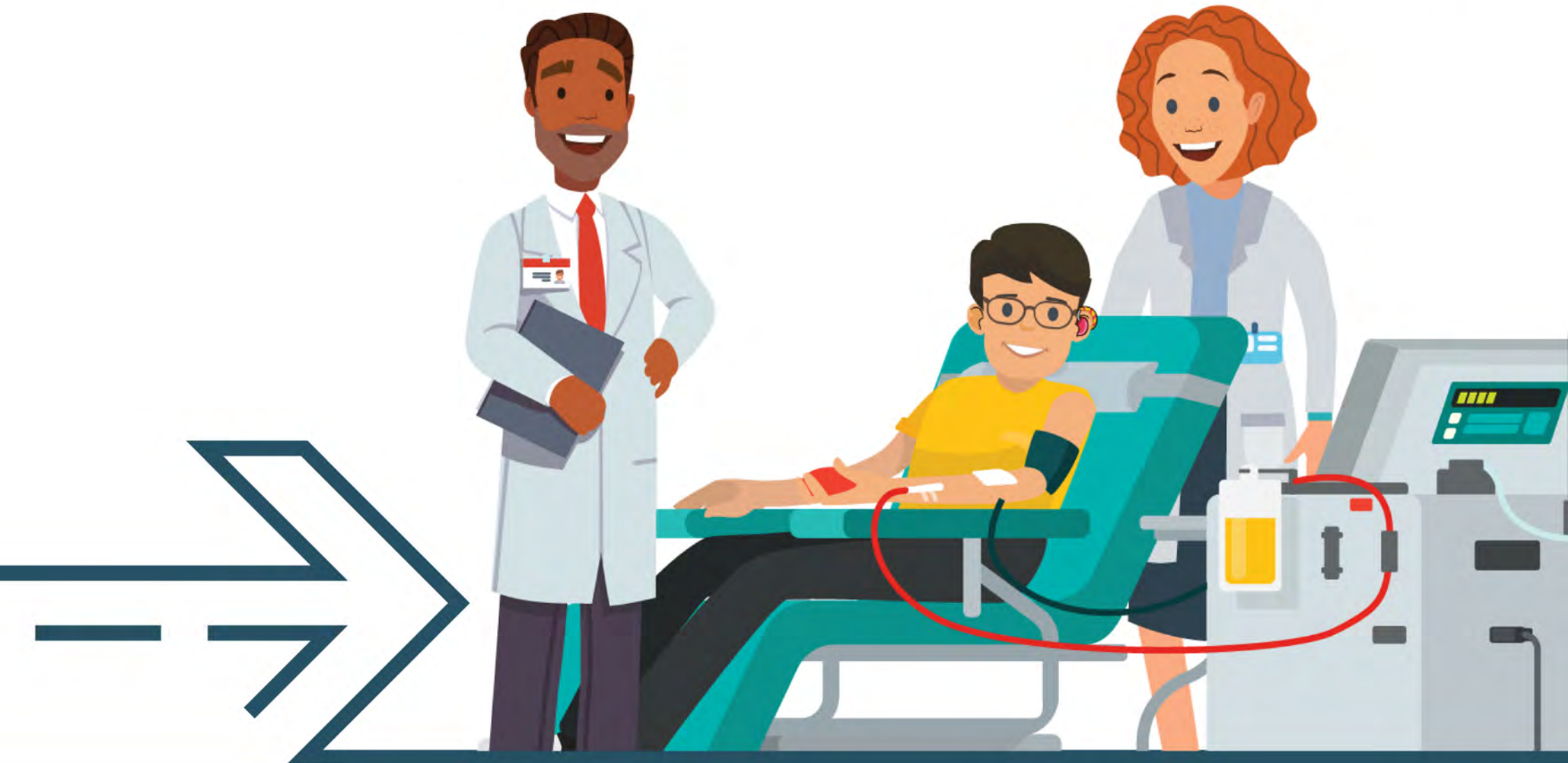


Moving from children's to adult healthcare services

A young people's version of the Transition and Handover Guidance for Health Boards



Llywodraeth Cymru
Welsh Government



Hello

Becoming an adult isn't just an event – it's a process full of decisions and lots of changes.

For young people getting support from healthcare services, the move from child services to adult services is part of this process.

i Child services

Children are not small adults! Their bones, hearts and other organs are different. They need professionals with the right skills and equipment to look after them. Children also need extra care to keep them safe.

Adult services

Have all the services, professionals and equipment to support adults.

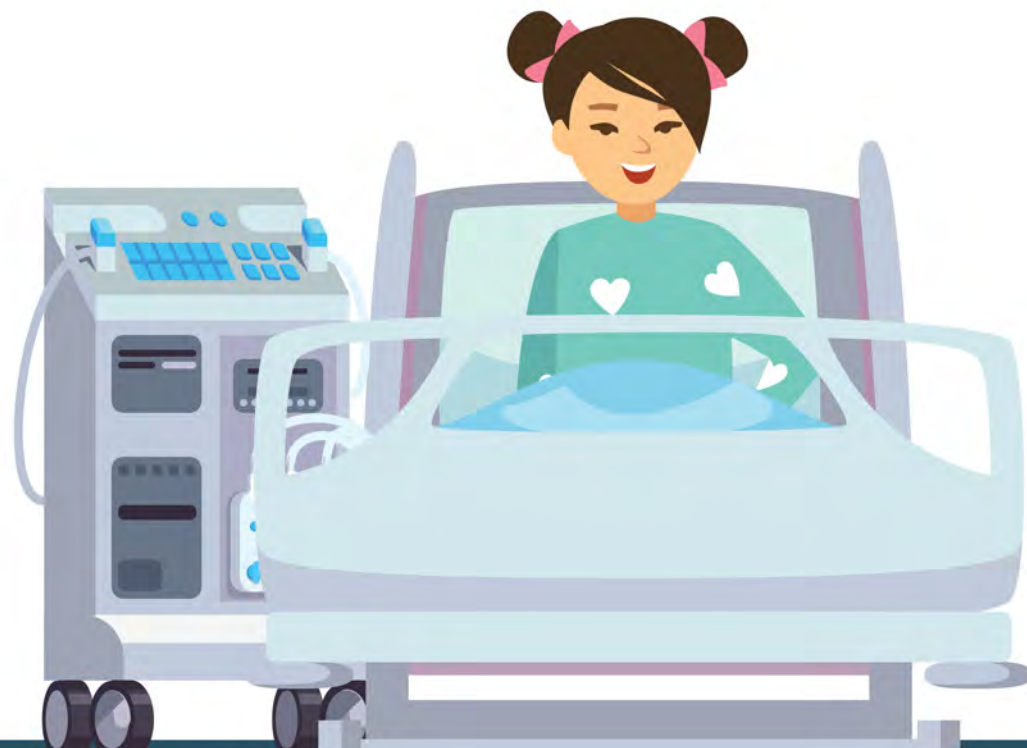
The Welsh Government wants to make sure Health Boards support young people as they move to use adult services. We know it can be difficult moving to a new team of professionals and services.

So, we've written guidance for the Health Boards in Wales.

This booklet explains the guidance and what it means for you. We want to make sure it's clear to Health Boards what we expect from their services.

i **Health Boards** plan and deliver healthcare services including:

- GPs, pharmacies, dentists and optometrists
- Hospitals
- community services, including health centres and mental health services.



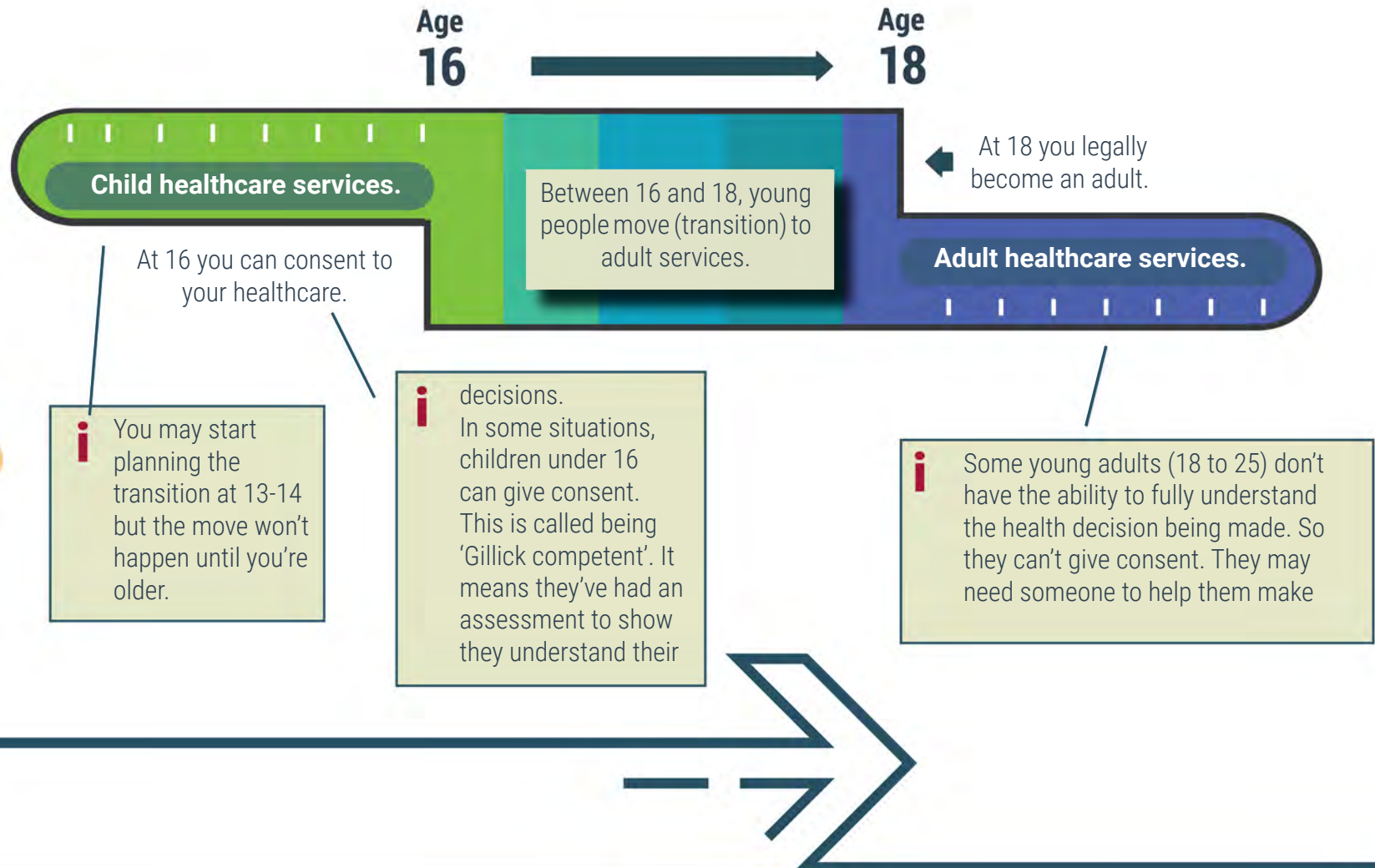
The best time to move

Young people are all different, they all grow up in different ways. So, the best time for you to move to adult services could be different to someone else.

It's not just about age – it's about being able to show that you:

- understand your health needs
- understand what needs to happen
- can give consent.

We don't want you to feel pushed into adult services or held back because of a strict 'age rule'.



health issues.

Managing the move into adult services

It's important that your move to adult services is as smooth as possible.
guide around these standards.

We expect all Health Boards to make sure:

- all young people have their rights under the UNCRC (UN Convention on the Rights of the Child)
- they treat all young people fairly
- they empower young people to make decisions
- they involve young people in decisions about their care and how services work
- they deal with issues and complaints.

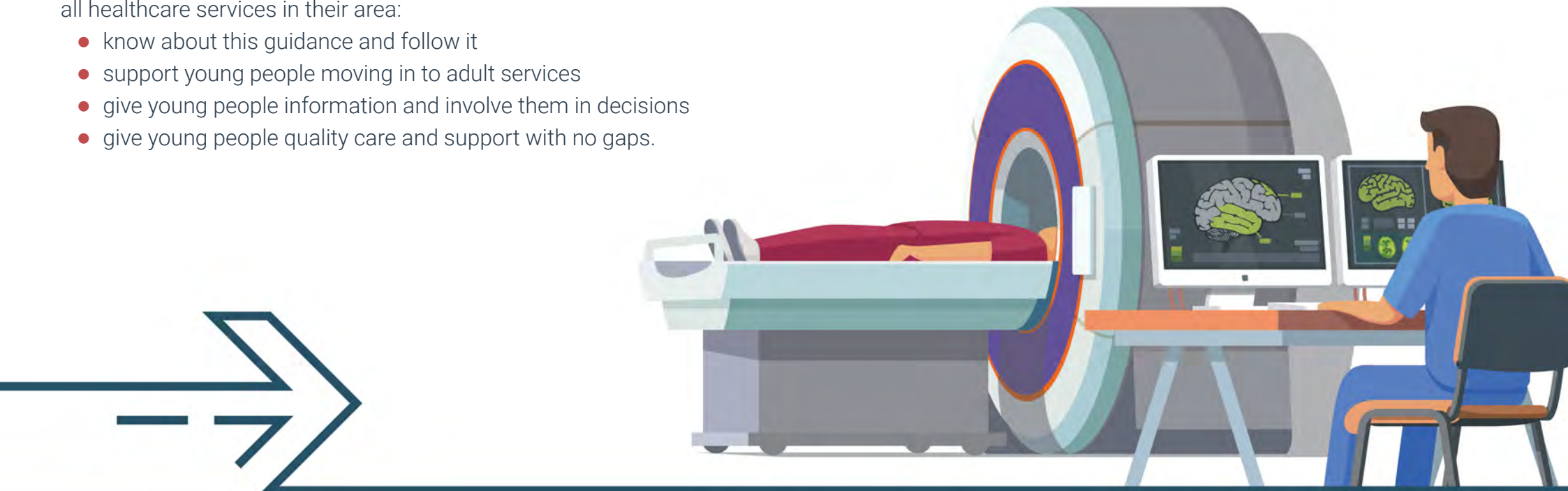
Transition and Handover lead

We want all Health Boards to have one person who will make sure young people get the support they need as they move into adult services.

They will be the Transition and Handover lead. Their job is to make sure all healthcare services in their area:

- know about this guidance and follow it
- support young people moving in to adult services
- give young people information and involve them in decisions
- give young people quality care and support with no gaps.

i The National Institute for Health and Care Excellence (NICE) have quality standards for health services to follow. We've built this



The principles

We have developed these principles so young people get the best care and support available, wherever they are in Wales.

Healthcare services must:

- 1 Listen to young people and put their needs and wishes first.**
- 2 Focus on early and easy access to care and support, especially for young people in crisis, with a disability or disadvantage.**
- 3 Work with other services to meet young people's needs.**
- 4 Give young people all the information they need to make decisions.**
- 5 Give young people feedback and confidence by showing strong planning, monitoring and leadership.**

All Health Boards must make sure their healthcare services know about these principles and follow them.

These principles support your rights

All children have rights set out in the United Nations Convention on the Rights of the Child (UNCRC)

These principles support your rights to:

- take part in decisions that affect you (article 12)
- receive good quality information (article 13)
- be protected from harm (article 19)
- receive extra support if you're disabled (article 23)
- receive good quality healthcare (article 24)
- have adults act in your best interests (article 3).



Planning the move

If possible, planning the move to adult services should start when you're 13 or 14 years old.

Everyone should be involved:

- you
- your family
- your local doctor
- your healthcare team
- other services like social services and education services.

Health Boards should:

- meet your healthcare needs
- understand what you and your family want
- make sure child and adult services work together so there aren't any gaps in your care
- agree what will happen when you move to adult services.

If you want to move to adult services earlier but can't, they must tell you the reasons why.

Having a named worker

As you go through the move in to adult services, you should have a named worker. They will support and help you:

- arrange your healthcare plans
- have a say in decisions
- move to adult services.

Your named worker could be:

- a nurse
- a health professional you know and trust
- your doctor
- a health advocate that can make sure you are listened to.



If your treatment starts at 16 or 17

You may be 16 or 17 when you first need support from healthcare services. You might go into hospital through accident and emergency or develop an illness.

At this age either child services or adult services can look after you.

The doctor or professional who referred you is responsible for your care until the plan is in place. They must make sure you have all the information you need to make decisions.

If they think you'd get better support from adult services, you shouldn't go on to a long waiting list. They must make sure it happens quickly.

Everyone must work together to make sure you have the best support available.

Independent Healthcare Advocacy

You should be told about this service. An advocate can help you understand information, understand the options you have and make sure you're listened to.



The Transition and Handover Plan (THP)

Every young person must have a Transition and Handover Plan (THP). It will have information including:

- what's important to you
- what your healthcare conditions and needs are
- any care and treatment you're getting
- the timeline and expected outcomes
- what's been agreed
- who is responsible for the care
- what will happen as you move to adult services.

Once the plan is agreed, you get a copy that you can take to healthcare appointments.

You shouldn't have to repeat all your details and information over and over again. The THP will help stop this. You can use it like a Passport.

Welsh Language

You should be offered information and services in Welsh without having to ask for it.



Planning before your 16th birthday

Your THP needs to be checked before your 16th birthday. Your named worker must have a review meeting to check:

- you've been involved and you know the next steps
- your needs are being met
- that decisions about your care put you first.

Once the THP is agreed, you get to keep it. A copy is also kept on your medical records.

Completing the move to adult services

Your named worker stays with you until your handover to adult services is complete. They might go with you to meet your new medical team or visit new centres. They make sure you and your family have all the information you need.

It's important child services stay responsible for you until the move is complete.

All the information about your health needs and medical plans are handed over to the adult healthcare teams. This is when adult services become responsible for your care and support. Your named worker should be available to support you for at least 6 months. It will be based on your needs and will be discussed with you.

When the move is complete, a letter is sent to you and your doctor.

One last thing

Health Boards must:

- make sure you have all the information you need
- ask you about your experience of moving to adult services
- tell you about healthcare advocacy services and offer you advocacy support
- tell you how to make a complaint.

Thanks for reading this

We want to make sure this guidance is improving the support young people have when they move to adult services.

Every two years we'll check Health Boards are following it and it's making a difference.

To find out more go to:

gov.wales/transition-and-handover-childrens-adult-health-services

