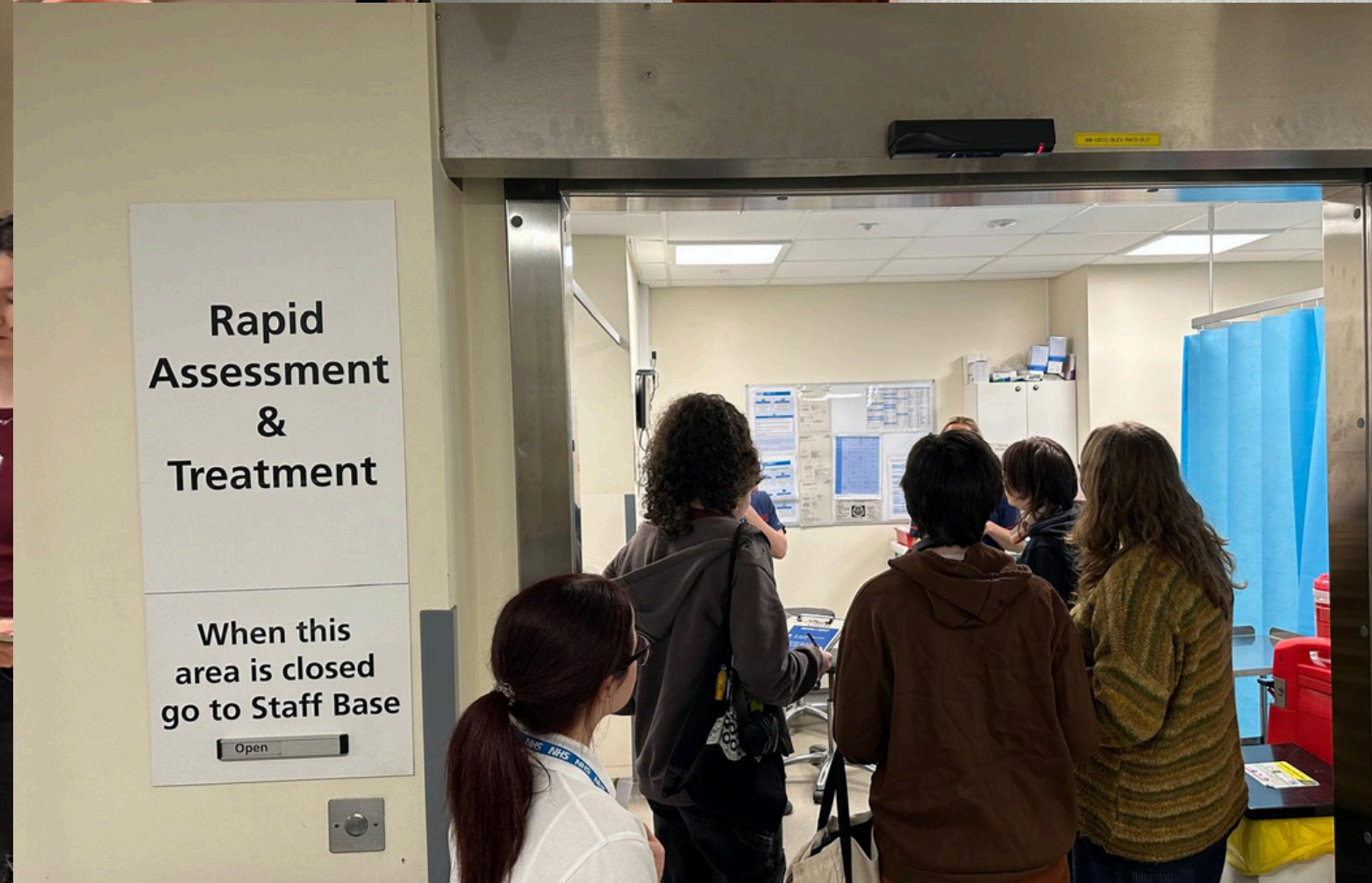
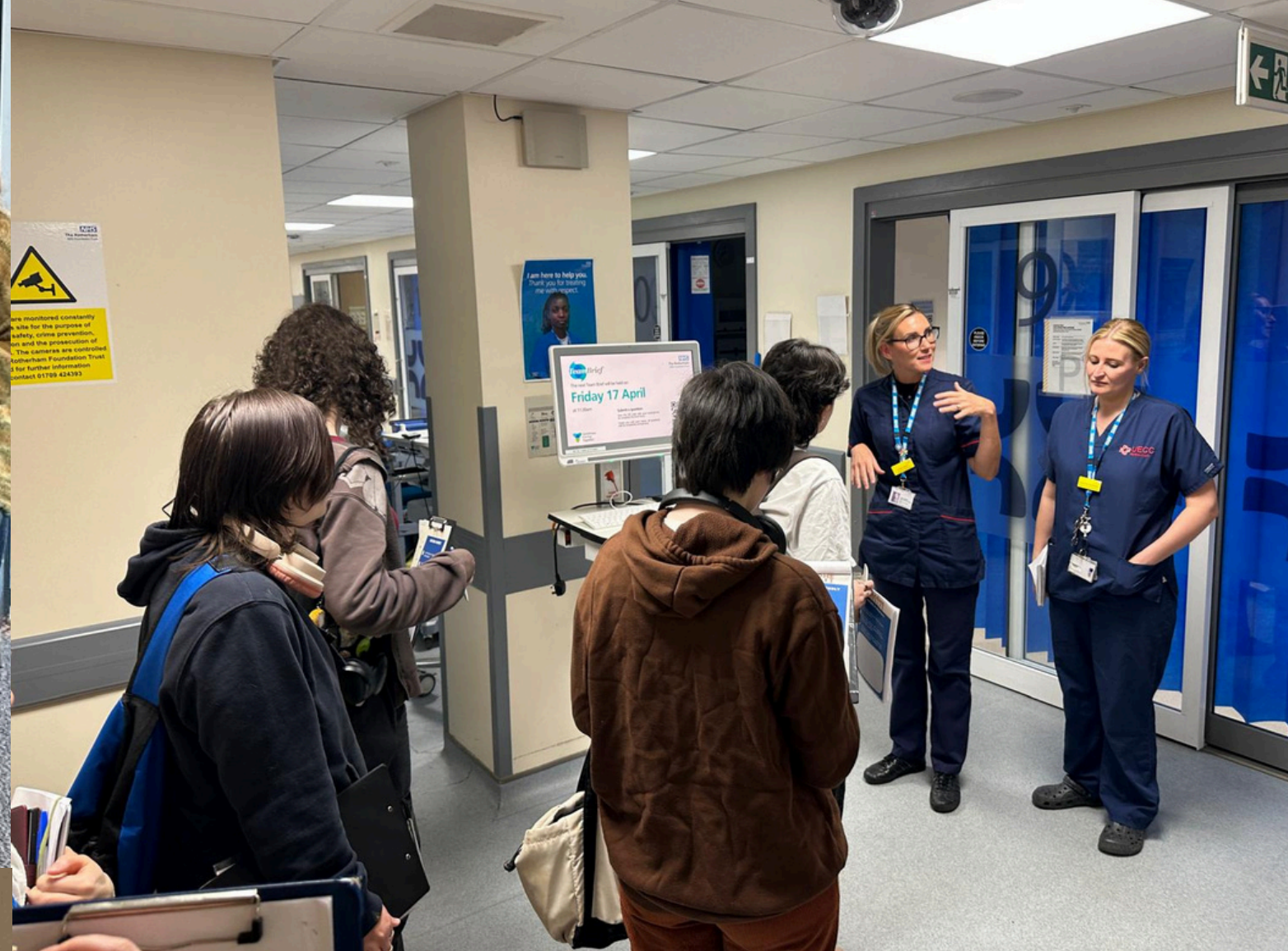


South Yorkshire Young Health Commissioner's 'You're Welcome, Assessment' for Rotherham's Urgent and Emergency Care Centre





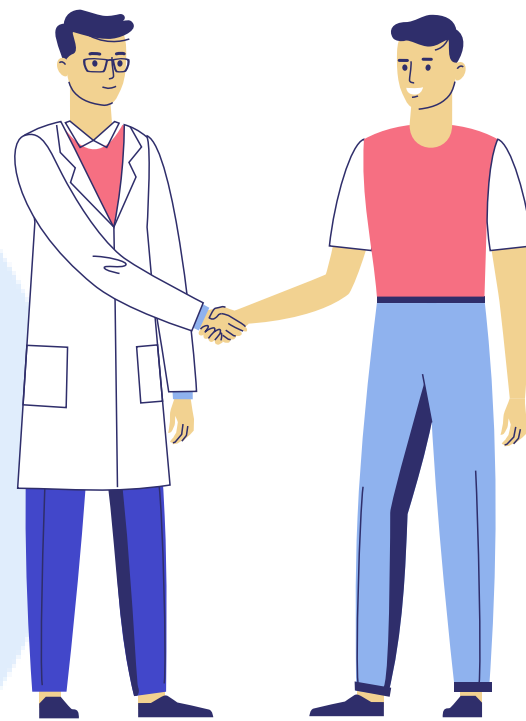
Introduction:

About South Yorkshire Champions

We are the South Yorkshire Champions, a group of young people who represent Sheffield, Rotherham, Doncaster, and Barnsley, working together to improve health and wellbeing services.

We work alongside Chilypep and the South Yorkshire Children and Young People's Alliance to make sure young people's voices are heard in decisions that affect them.

As Champions, we help to shape services, influence decision-makers, and create positive change across South Yorkshire.



As Champions we had the opportunity to review Rotherham's Urgent and Emergency Care Centre under **theme 3 'Making young people feel welcome'**.

The You're Welcome criteria was first published in 2007 and later updated in 2011. The 2023 version of the criteria has been adapted to better suit the current digital and post-pandemic world.

The purpose of the criteria is to assist those who manage services in making their services as accessible as possible for young people. This is crucial in reducing health inequalities. It is important to note that the needs of young people can differ from those of both younger children and older adults. Therefore, understanding our perspective and life stage is essential in providing the appropriate services.



The criteria can be found online:

['You're Welcome': establishing youth-friendly health and care services - GOV.UK](https://www.gov.uk/government/publications/youre-welcome-establishing-youth-friendly-health-and-care-services)
[. \(www.gov.uk\)](https://www.gov.uk)



There are eight criteria's, including:

1. Involving young people in their care and in the design, delivery and review of services.
2. Explaining confidentiality and consent.
3. **Making young people welcome.**
4. Providing high-quality health, wellbeing and care services.
5. Developing digital approaches.
6. Staff skills and training.
7. Linking with other services.
8. Supporting young people's changing needs.





Summary

We think that staff are kind, respectful, and try their best to help and to provide support, and that many positive systems are already in place. However, the Urgent and Emergency Care Centre environment can still feel busy, noisy, confusing, and not always designed with us as young people in mind.

The most important message from us as young people is that we want to feel:
safe, listened to, respected, and supported from the moment we arrive.



1. First Impressions, Arrival and Being Welcomed

Our first experience of the Urgent and Emergency Care Centre sets the tone for how safe and comfortable we feel.

What is working well:

- Staff usually meet people on arrival, and they did with us for the assessment, which felt welcoming.
- A triage system is in place, so people are seen and directed quickly.
- Different waiting areas are available after triage.
- Staff sometimes acknowledge areas for improvement and feedback.



Our recommendations:

- **Provide clearer welcome signage and information at reception.**
- **Display posters explaining what to do if someone feels unsafe.**





2. Waiting Areas, Comfort and Practical Support

Waiting times can feel long, so comfort and meaningful distraction are important to us.

What is available:

- The mural in the children's waiting area provided an engaging distraction.
- TV screens with information
- Books for all ages.
- Power banks for charging phones.
- Buggy space.
- Multiple waiting areas after triage.
- "You said, we did" boards showing changes from feedback.
- Option to wait, using a buzzer system.



Our recommendations:



Create more engaging, youth-friendly waiting spaces.



Provide clear information about waiting times



Expand/adapt the mental health display board from the children's waiting room into the adult waiting area. Include key services such as KOOTH for young people, and South Yorkshire all age Text Crisis service (text EYUP). Include signposting to supporting toolkits such as the Walk with Us, suicide bereavement toolkit.



Create a similar mural to the one in the Children's waiting room that is appropriate for all ages.



Mental Health Display board South Yorkshire wide signposting recommendations



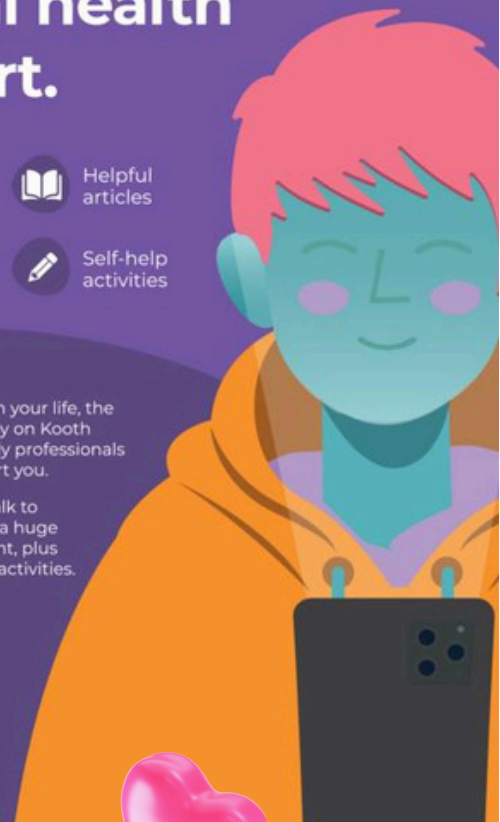
Free, safe and anonymous mental health support.

- Chat to our team
- Helpful articles
- Community Support
- Self-help activities

Whatever is going on in your life, the anonymous community on Kooth and our team of friendly professionals are here to help support you.

Or if you'd rather not talk to anyone, we've also got a huge library of helpful content, plus self-help tools and fun activities.

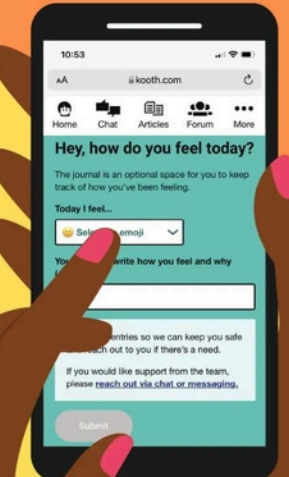
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WALK WITH US:
A toolkit for supporting children, young people and families affected or bereaved by suicide

CHILYPEP
CHILDREN AND YOUNG PEOPLE'S EMOTIONAL SUPPORT PROJECT

You can find the toolkit and signposting website here using this QR code or weblink



SCAN ME

<https://chilypep.org.uk/library-resources/support-for-those-affected-and-bereaved-by-suicide/>

WALK WITH US:
A Toolkit for Supporting Children, Young People and Families Affected or Bereaved by Suicide



Partners: Bassetlaw, Sheffield City Council, Rotherham Metropolitan Borough Council, Doncaster Council, Barnsley Metropolitan Borough Council, South Yorkshire Integrated Care Board, NHS

3. Privacy, Safety and Space Design



It's important to have privacy and calm spaces in a busy Urgent and Emergency Care Centre. This helps young people feel more comfortable, safe, and supported while waiting or receiving care in a fast-paced environment.

What is available:

- Private pods with screens and curtains.
- Interview rooms (kept minimal for safety reasons).
- Multi-purpose room (quiet space/prayer room).
- Spaces for relatives and bereavement support.
- “You said, we did” feedback system.



Our recommendations:

★	Improve awareness and layout of assessment, relatives, and bereavement spaces .
★	Create a more calming, less clinical environment.

4. Communication, Information and Accessibility



Information should be clear, easy to understand, and accessible in different formats.

What is available:

- QR codes linking to information.
- Posters in multiple languages and easy reads available online.
- Sign language support and interpreters.
- Communication packs.
- Staff adapting language to meet needs.
- Meet our team board.
- How to raise complaints information.
- Online Urgent and Emergency Care Centre video, which is a good start but could be improved.
- Planned visual travel paths (not yet fully implemented).



Our recommendations:	
★	Introduce Braille options.
★	Provide physical copies of accessible posters and those in multiple languages.
★	Develop an online virtual tour of the Urgent and Emergency Care Centre and improve on the video that is already on the trusts youtube/website.
★	Implement travel path information .

5. Sensory Needs, Neurodiversity and Accessibility



The Urgent and Emergency Care Centre can feel overwhelming, particularly for those of us with sensory needs.

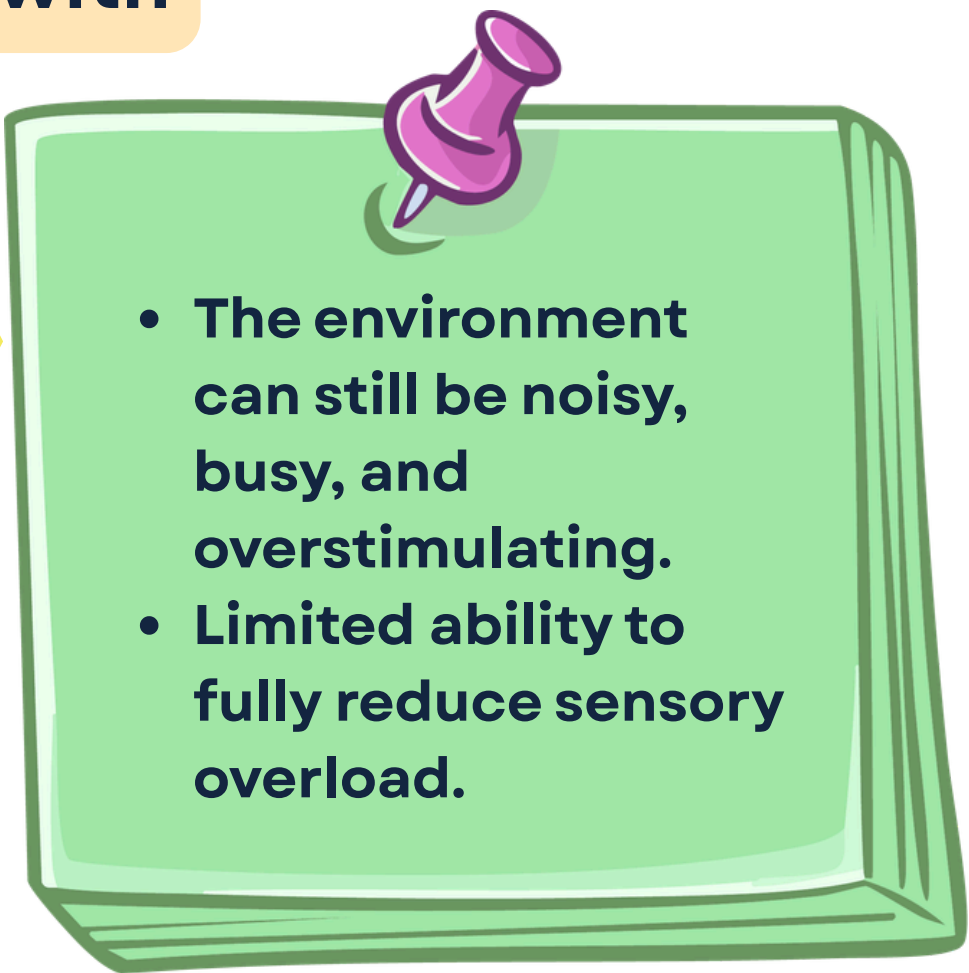
What is available:

- Ear defenders (limited availability).
- Quiet/multi-purpose room.
- Private pods and quieter spaces - option to wait somewhere more suitable such as in the car and use the buzzer system.
- Staff adapting care where possible.
- Communication packs.



What is challenging:

- The environment can still be noisy, busy, and overstimulating.
- Limited ability to fully reduce sensory overload.



Our recommendations:

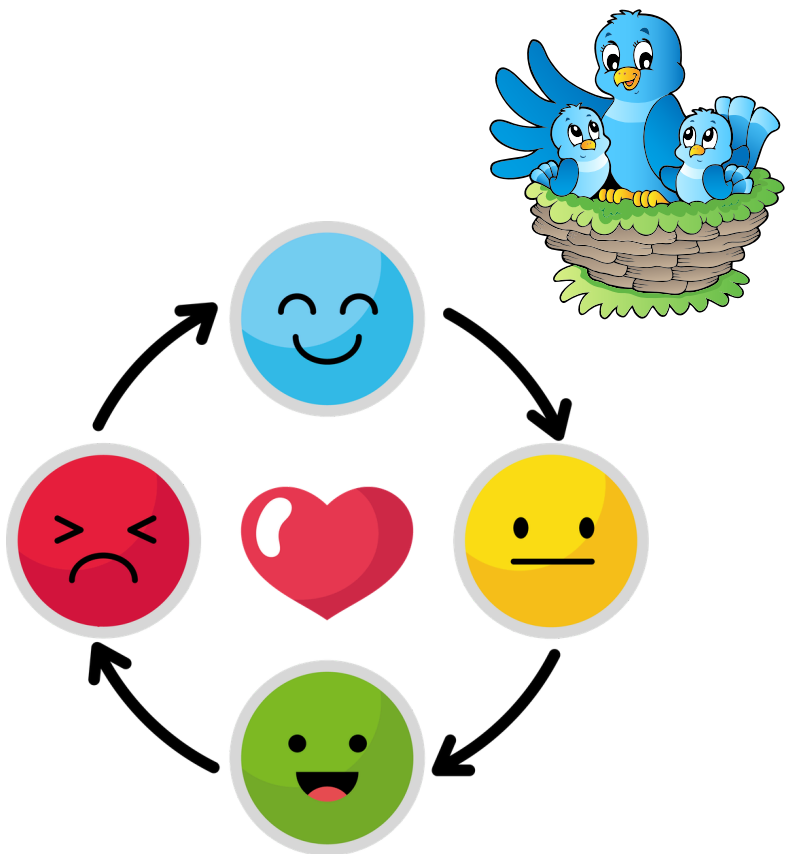


Introduce neurodiverse/ mental health/support bags containing items such as ear defenders, sensory tools, colouring books, and crayons (as used successfully in other hospitals).



6. Emotional Safety, Mental Health and Support

We consistently highlight the importance of both physical and mental health support, and advocate for individuals to be routinely asked about their mental health alongside physical health assessments.



What is available:

- Daily risk assessments covering physical and mental health.
- Access to support for both physical and mental health needs.
- Staff provide emotional support where possible.
- Mental health follow-up may involve waiting (24-48 hours).
- Ability to have someone with you, at any time (with safety exceptions).
- Telephone appointments and follow-up systems.
- Friends and Family Test available in multiple languages.

Our recommendations:

★	Improve access to and signposting of mental health support.
★	Provide clearer information for young people who feel unsafe (including visible posters).
★	Include anti-ligature decorations in the mental health waiting and assessment area.

7. Technology, Information and Innovation



What is available:

- TV screens in waiting areas.
- QR code information system.
- Charging points and power banks.
- Digital feedback systems.
- Online video (An online Urgent and Emergency Care Centre video is available via external platforms (e.g. YouTube), though it is not clearly visible or embedded on the A&E webpage).



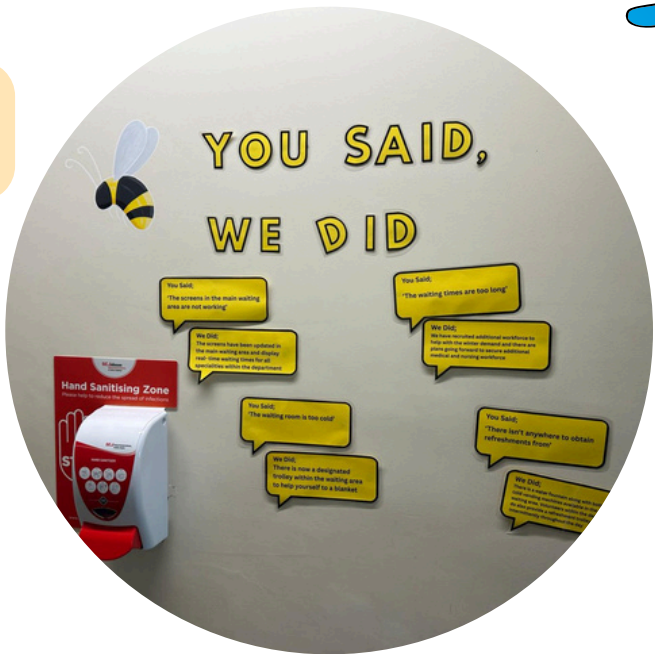
Our recommendations:

★	Development of a young person friendly What to expect video when visiting the Urgent and Emergency Care Centre video, as this has proved to be helpful in other hospitals.
★	Develop an online virtual tour of the Urgent and Emergency Care Centre and improve on the video that is already on the trusts youtube.
★	Develop more interactive, up-to-date, and youth-friendly digital information.

8. Feedback, Involvement and Co-production



Us and other young people DO want to play a more active role in shaping services.



What is happening now:

- Friends and Family Test used for feedback.
- Feedback highlights waiting times as a key issue
- Positive feedback about staff communication.
- “You said, we did” boards demonstrate improvements.
- Co-produced one-page profiles and hospital passports.



Our recommendations:	
★	Develop/link to a youth forum.
★	Involve youth workers and young people in reviewing leaflets and information.
★	Increase young people’s involvement in designing A&E services.



9. Respect, Identity and Inclusion



Great!!!



What is working well:

- Staff aim to treat everyone fairly and respectfully
- Trans young people are supported through use of chosen names
- Safeguarding processes are followed where needed
- Staff receive training in physical and mental health awareness



Children and Young People's Health Passport



Great!!!

Health Passports at Rotherham Hospital

At Rotherham Hospital, young people with complex health needs can use a health passport to help staff understand them better. A health passport is like a quick guide all about you. It includes

things like:

Your health history

Medication you take

What helps you feel comfortable and supported

We think this is a great idea because it means:

- **We don't have to repeat ourselves all the time**
- **Staff understand our needs faster**
- **We feel more listened to and respected**

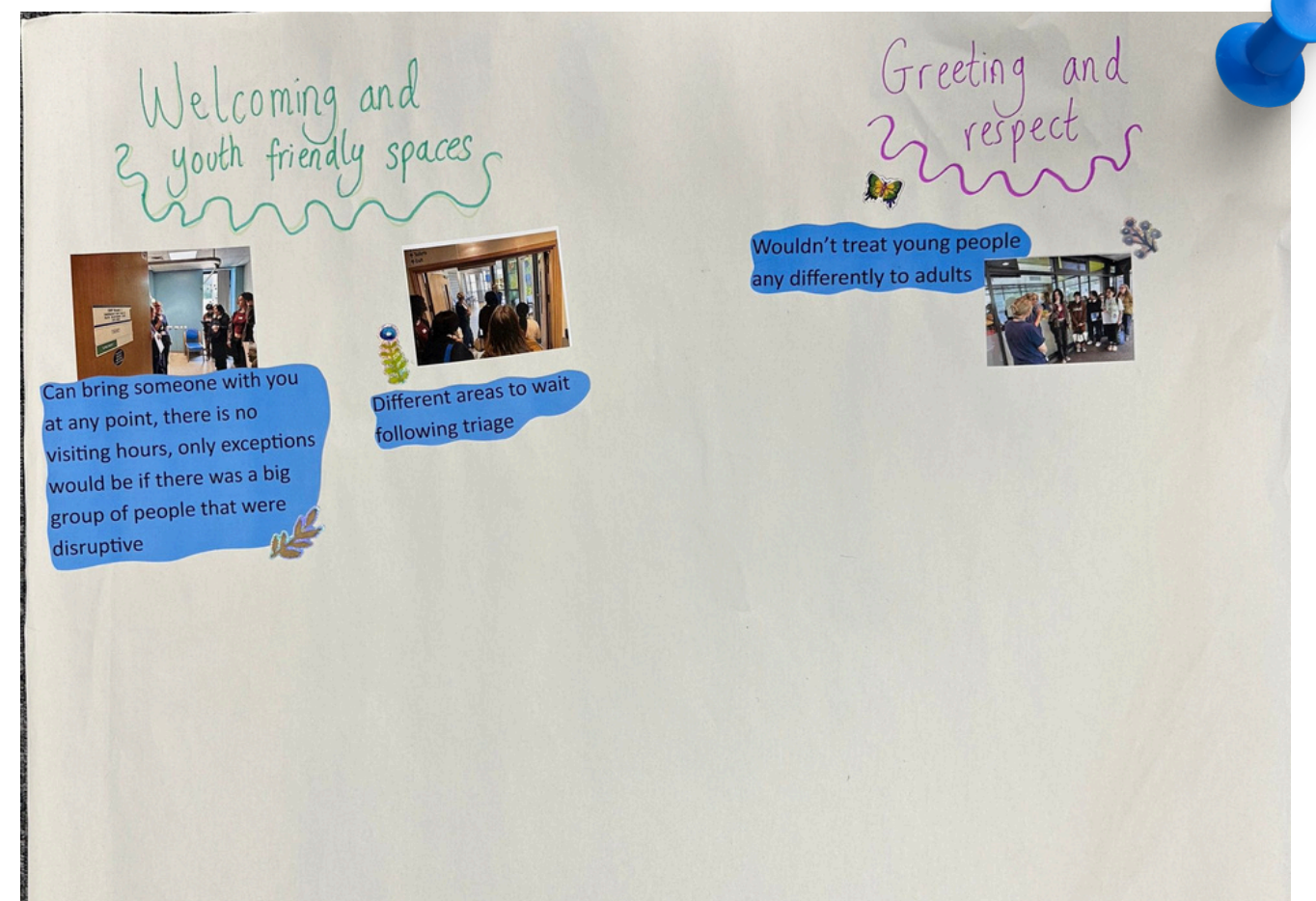
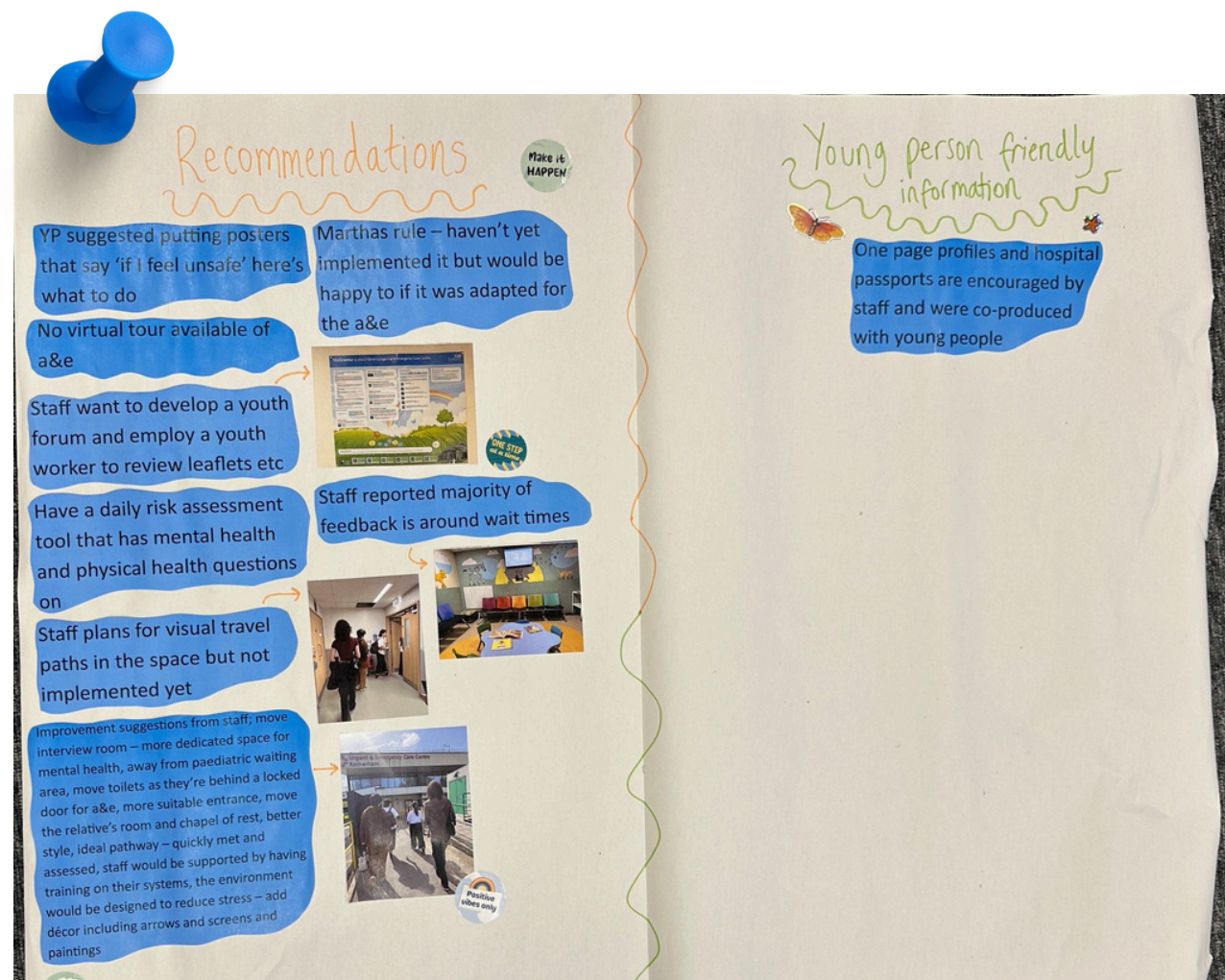
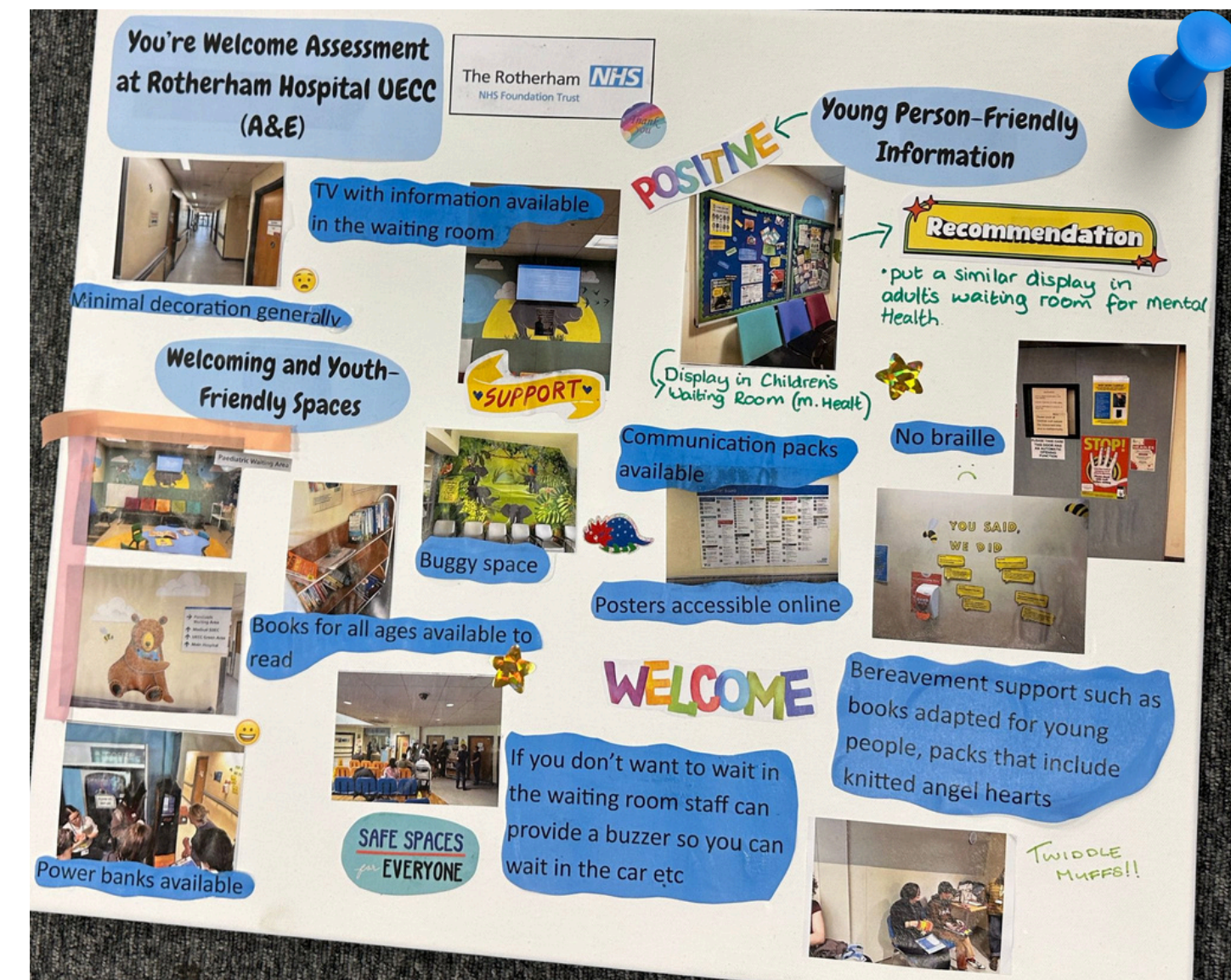
There is also a young-person-friendly version, which makes it easier to read, understand, and use. This helps us feel more in control of our own health.

This links to the You're Welcome Standards, making health services accessible, respectful, and designed with young people in mind.

Overall, health passports at Rotherham Hospital are being used well, helping to make care more personal, supportive, and youth-friendly, **and we think this is GREAT!**

For more information on health passports and their use in Rotherham, you can visit the Rotherham SEND Local Offer page, which provides details on the health and wellbeing services available for young people.

As part of the 'You're Welcome Rotherham' report, we created mood boards to bring together our findings and experiences. This creative activity enabled us to visually explore key themes, highlight what matters to us most, and present our ideas in an engaging and accessible way.



10. Vision for an “Ideal A&E”

Young people and staff described an ideal A&E as:



Quick assessment and timely care on arrival

Calm, less noisy, and less overwhelming

Easy to navigate with clear signage and travel paths

More colourful, welcoming, and youth-friendly design

Better separation of mental health, paediatric, and general areas

Improved privacy in waiting and interview spaces

Faster and clearer care pathways

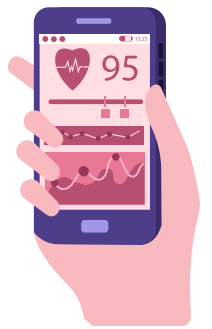
Improved entrance and overall layout
Greater use of visual guidance (e.g. décor, arrows, screens)

Better bereavement and family spaces

More staff training and system support

Key Priorities for Improvement

Young people and staff described an ideal A&E as:

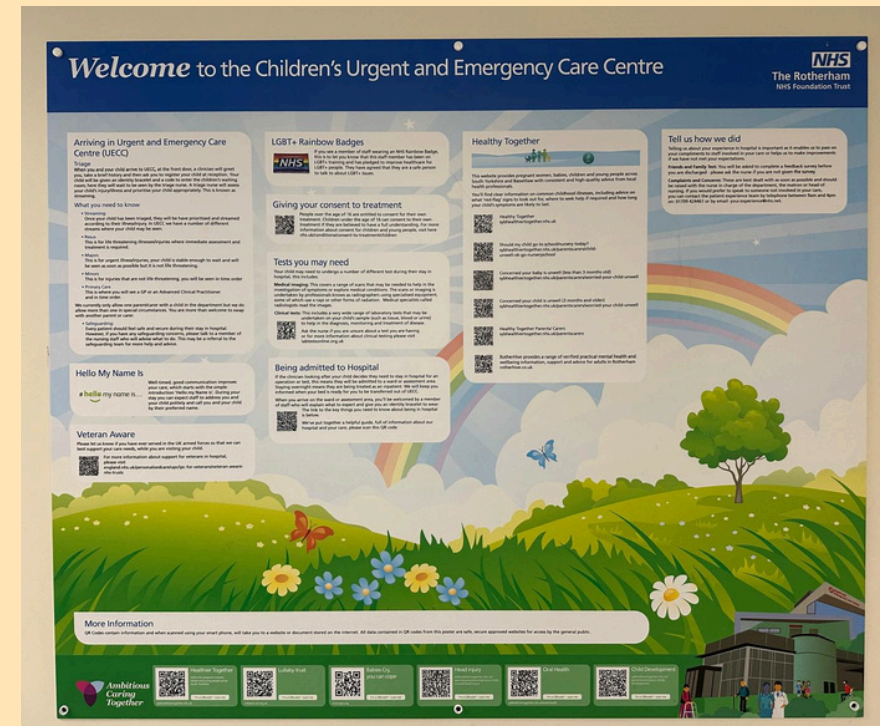


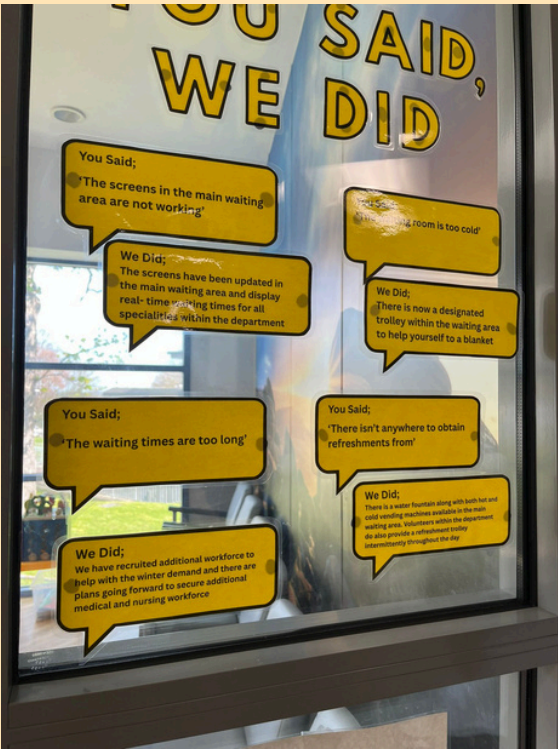
PRIORITY

- 📍 Better communication and accessibility.
- 📍 More sensory-friendly spaces, including sensory/support bags.
- 📍 Improved privacy and environmental design.
- 📍 Clearer information to access to mental health support in adults.
- 📍 Greater involvement of young people in service design.











Thank you to:

- South Yorkshire Champions.
- Emily Westgarth Transition Lead Children & Young People's Services
- We would also like to say thank you to the Matron and nurses at Rotherham Hospital who took the time to speak with us, answer our questions and share their experiences during our assessment.



