The 15 Steps Challenge
CYP toolkit

Understanding quality from a young person’s perspective
Thinking back to our exercise...

- Where did you visit?

- Was it a good or poor first impression?

- Why?
A mother’s comment started it all...

“I can tell what kind of care my daughter is going to get within 15 steps of walking on to a ward”

How?
- What are the clues?
- What do we absorb from early impressions?
- What does good look like, feel like, smell like, sound like?

First impressions count – they should inspire confidence and trust in your care.
The 15 Steps Challenge is simply.....

• A short toolkit that is easy to use

• A structured ward walkaround with a patient representative to give us fresh eyes

• A clear framework to help with observations of quality care across four categories

• Has strategic linkages to Board level

• Focus is on feedback and continuous improvement
The 15 steps challenge CYP toolkit was developed with young people.

Thanks to Nottingham children’s hospital youth forum!
We focus on four areas of care:

1. Is it welcoming?
2. Is it safe?
3. Is it caring and involving?
4. Is it calm and well organised?
BUT we need to see through “fresh eyes”

• Important to challenge our tunnel vision - We see what we expect to see

• Staff and patients sometimes see different things - We look at things from a particular perspective

• What do young people and carers think? And want to improve?

• The 15 Steps Challenge tool helps us to “look” through fresh eyes

http://www.youtube.com/watch?v=IGQmdoK_ZfY

also
http://www.youtube.com/watch?v=voAntzB7EwE&feature=related
The toolkit covers:

- Background and strategic alignment
- Step by step – how to guide
- Templates for what to look out for, certificates, feedback sheets etc
- Guidance and safeguarding tips for Challenge co-ordinators for working with children and young people
What it is.....

• A way of understanding young people’s first impressions more clearly
• Developing ways to build confidence in care from the outset
• A tool to hear the young person’s voice
• A useful method to identify what works well and what could be improved – supports sharing good practice and concentrating on some patient experience improvements

What it isn't....

• Performance management
• An audit (clinical, quality, safety or otherwise)
Further information

• A range of support materials on the website http://www.institute.nhs.uk/productives/15stepschallenge/15stepschallenge.html

• (note this is an archive website – the materials are being refreshed but are still current)

• Want to talk it through? Contact alice.williams2@nhs.net or Kath.evans3@nhs.net