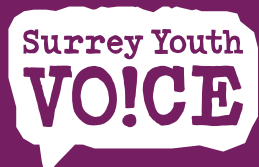




OUR SHOES TRAINING



In partnership with



NHS



SURREY
COUNTY COUNCIL

Introduction

Investing in young people is an investment in the future of the NHS.

Children and young people may require NHS care for a variety of reasons, ranging from serious injuries and illnesses to less urgent medical conditions. It is essential that NHS staff engage with young patients in a way that considers their age, development and individual needs, while respecting their rights.

Medical encounters can be frightening, especially for children or young people who do not fully understand what is happening. Fear and anxiety can lead to challenging behaviour, but by understanding children and young people's perspectives, NHS staff can help to create calm and supportive environments, benefiting patients and staff alike.

About our training

Our Shoes training, in partnership with Surrey County Council (SCC), is an award-winning series of courses designed to support and empower NHS staff.

It will support them to provide empathetic and effective care to young patients who may have additional needs and disabilities, care-experience, anxiety or poor mental health. By sharing their perspectives, young people have been instrumental in shaping these courses, helping us understand how routine procedures can be distressing.

This training goes beyond patient care, fostering a more compassionate and supportive work environment for all NHS staff. By gaining a deeper understanding of young people's experiences, staff can improve patient outcomes, reduce anxiety, and create a more positive culture within the NHS.





POWERFUL AND EFFECTIVE COURSES

A BRIGHTER FUTURE FOR ALL PEOPLE, TOGETHER

We have collaborated with young people over the last decade, to develop the courses that we offer today. Each young person has helped us to create courses that are powerful and effective.

In return we provide support and employment so that young people can move forward with their lives, experience the world of work, and find some benefit from their experience.

Employing, and paying a young person is a step towards a better future for them, and an opportunity for you to help the next young person that you work with.



SUPPORTING YOUNG PEOPLE

NHS - a safe place for
vulnerable people

Is it for the NHS?

Today, the 'values' of a service are as important as the service that it provides to the community.

Our Shoes training directly supports the NHS's commitment to compassionate and effective care.

By equipping adult professionals with the ability to understand young people's perspectives, we empower NHS staff to build trust, improve communication, and enhance overall outcomes.

Our training aligns seamlessly with the NHS's core values of inclusivity and empathy, fostering more positive interactions and better experiences for both young people and NHS personnel.

This training will support the NHS's ability to create inclusive environments where everyone feels valued and respected. By recognising and responding to the needs of different individuals, the NHS can build stronger relationships, improve patient care and contribute to a more impartial NHS.

The demands of healthcare can be challenging. Our training offers practical strategies for managing difficult interactions, promoting staff wellbeing, and creating a more positive work environment.



HIGHLIGHTS

A decade of collaboration: Our Shoes is the culmination of a ten-year partnership with young people. Their invaluable insights have shaped a programme tailored to the complex needs of the communities served by the NHS.

Building Empathy and Understanding: By offering a fresh perspective on young people, Our Shoes empowers NHS staff to develop deeper empathy and challenge preconceptions. This aligns with the NHS's dedication to equality and impartiality, leading to improved patient care and outcomes.

Fostering an Inclusive Culture: Our Shoes training promotes a culture of inclusivity and respect within the NHS. By valuing diversity and creating safe spaces, we enhance the experience of patients and staff from all backgrounds.



BENEFITS

Enhanced patient experience and outcomes: This training fosters a deeper understanding of young people's needs, equipping NHS staff with the skills to build trust and respect, contributing to a safer and more supportive environment for vulnerable young people.

Improved safeguarding practices: Our training aligns with the NHS's commitment to safeguarding; by providing staff with real-world scenarios and practical tools we empower them to identify and respond effectively to potential risks, reducing harm to young people.

Enhanced service delivery: Developed with direct input from young people, Our Shoes training directly addresses the needs of this crucial patient group.

Our Perspective 1

A young person's perspective in a situation can be quite different depending on their life experiences. How a young person behaves in a healthcare situation can be determined by those experiences - which means that the more knowledge and understanding staff have, the better they can engage with young people in any situation.



Improve understanding of the impact of interactions for a young person experiencing mental health difficulties.



Gain knowledge to improve interactions with young people from all walks of life.



Listen to young people discuss their experiences and how these shape their perspectives on everyday life.



WHAT IS OUR SHOES - PERSPECTIVE?

Our Shoes - Perspective training is designed to take NHS personnel on a journey of discovery through various scenario-based experiences.

These scenarios highlight how young people, especially those with additional needs and disabilities, anxiety, other mental health issues, or who are part of the LGBTQ+ community, experience the world.

By applying this knowledge in their work, personnel can engage in a way that benefits both them and the young people they assist.



LEARNING AND OUTCOMES

Understand: NHS staff will better understand what it can be like for young people with diverse backgrounds or needs, in different situations..

Recognise: Key challenges that young people face in their lives, and how that changes young people's perspective on a situation.

Labels and Stereotypes: Experience what it's like to be labelled or pre-judged as a young, vulnerable person.

Our Perspective 2

Additional Needs and Disabilities are not always obvious, especially in high pressure situations. Even experienced staff can make assumptions without knowing the full story of the person they are engaging with. Our AND module helps equip staff to better understand, and to deal with young people in an empathetic manner, no matter what their situation might be.



Improve understanding of the impact of words and actions on young people who may have AND.



Recognise how AND might affect a young person's understanding of what is being asked of them.



Recognise unintentional bias and learn to mitigate it.



WHAT IS OUR SHOES - AND?

Our Shoes - AND training is a module which highlights some of the experiences of adolescents, and young adults with Additional Needs and Disabilities, in various situations.

By attending this module, NHS personnel will gain a deeper understanding of how they can interact with these young people in a way that respects the young person and enables the best outcomes for all parties.



LEARNING AND OUTCOMES

Empathise: To better understand how different situations can be stressful for young people with AND.

Reduce Discrimination and Bias: Our Shoes training addresses unconscious bias and helps NHS personnel recognise, and mitigate these biases in their decision-making processes.

Adapt Practice: Identify ways to support young people with AND during emergency situations.

Our Perspective 3

Our Shoes - LGBTQ+ training aims to highlight issues faced by young people who are part of the LGBTQ+ community. This training gives staff who engage with young people, a better understanding of what it is like to be an LGBTQ+ young person, navigating working life.



Improve understanding of the impact of words and actions, for a young person from the LGBTQ+ community.



Gain knowledge to improve practice during the working day.



Hear young people's perspective and experiences in a range of scenarios.



WHAT IS OUR SHOES - LGBTQ+?

Our Shoes - LGBTQ+ is a training module that highlights experiences of young people from the community and helps NHS personnel to be better equipped to support and understand young people who may require medical attention.

This course could also help to reinforce a culture of tolerance and open-mindedness towards LGBTQ+ young people across the business community.



LEARNING AND OUTCOMES

Language: How language used could be seen as insulting and impact how a young person may see, or feel about themselves.

Understand: Staff will better understand what it can be like for a young person growing up in fear of judgement or discrimination.

Recognise: Day-to-day challenges faced by young people, and how these challenges can impact their ability to cope with situations, and how they perceive the world.

Our Perspective 4

Our Shoes - Respect is a course that stands on its own or serves as a key complement to Our Shoes - Perspective. Our Shoes - Respect is dedicated to recognising the voices of young people, especially those with care-experience.



Improve practice to get better responses from young people.



Engage, Encourage and Empower young people in every interaction.



Include the voice of young people from all backgrounds, in all the work that you do.



WHAT IS OUR SHOES - RESPECT?

Our Shoes - Respect training focuses on 'listening to young people and taking them seriously'.

Our Shoes - Respect has been developed in collaboration with looked-after young people and care leavers in Surrey to help professionals understand their experiences, and what it is like to access various services.

Attending Our Shoes - Respect will enhance delegates capability to listen, consult and respect the views of young people, and care leavers.



LEARNING AND OUTCOMES

Language: How language that we use can make young people feel uncomfortable, excluded, and anxious.

Communication: The importance of understanding that people can hear and interpret information differently, and not in the way intended.

Emotion: Understand frustration, vulnerability, and the feeling of helplessness, experienced by young people.

Our Perspective 5

There are over 376,000 young adult carers in the UK. Over 50,000 young carers spend 50 hours or more a week on their caring role. Carers can be as young as 5 years old, and it can take up to 10 years before they are identified even though they will be present in every school, college, university and workplace across the country.



Improve understanding of what a young carer is and what it means to be someone who, sometimes from a very young age, is charged with caring for others including siblings and parents.



Gain an understanding of the pressures under which young carers live on a daily basis and how external intervention, even well meant, can add more for a young carer to deal with.



Hear directly about what it is like to be a young carer, what they have to do every day, how that affects them as a young person and why we all need to be more aware of and supportive of them.



WHAT IS OUR SHOES - YOUNG CARERS?

Our Shoes – Young Carers training has been co-developed with young carers themselves to bring understanding to professionals about what it means to be a young carer. This training brings to life what it is like to be a carer as a young person, what they have to do, what mental and physical burdens and responsibilities they carry, and what effect it has on them. By completing this training, professionals will be better equipped to identify young carers, be more supportive and ultimately improve outcomes for them.



LEARNING AND OUTCOMES

Understand: What it can be like for young carers in different situations and environments.

Recognise: Some of the key challenges that young carers face throughout their time as a carer.

Adapt practice: Listen to and understand young carers and change practice to help support them.



Our Shoes, has recently secured celebrity backing from care-experienced British Olympian Fatima Whitbread. Fatima said

“Well done on achieving a great concept for our young people.”



Partnership

As well as delivering our own courses we can also support with development of programmes to ensure the NHS and the public they serve, can benefit from the experience of our team.

Our team includes people from all walks of life and experience backgrounds. Our care-experienced staff and apprentices have been instrumental in developing our training content - which means that we offer a unique insight that the NHS could benefit from.

We can tailor our services to your requirements providing consultancy, workshops, and a range of other services.

Surrey County Council will be delighted to partner on any project that supports care-experienced young people, and those with AND, emotional wellbeing, mental health or any other needs.

How to Book

The Our Shoes training modules have been designed to stand alone so that you can enter the series at whatever point is best for the NHS.

However, in order to get a complete overview of all of the subjects and issues, we recommend completing the full series, ideally in the order outlined in this brochure.

Our highly experienced team is available to discuss your needs, and to help you to get exactly what you need. If you would like to tailor the training, or discuss anything in more detail, please contact us on the details below.

If you are ready to learn more about the Our Shoes series, please get in touch.

Contact Us

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Follow us on social media to support and keep up to date with the work of children and young people accessing Surrey services.



@ourvoicesurrey





OUR SHOES TRAINING

**EMPATHY IN CARE,
IMPROVED STAFF WELLBEING,
COMPASSIONATE AND SUPPORTIVE**

Training 2024
Surrey County Council

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