



**University Hospitals of  
Morecambe Bay**  
NHS Foundation Trust

<b>Document Type:</b> Standard Operating Procedure	<b>Unique Identifier:</b> PAED/SOP/001
<b>Document Title:</b>  Ready Steady Go - Transition Planning for Young People Moving from Children's to Adult Services	<b>Version Number:</b> 3.1
	<b>Status:</b> Ratified
<b>Scope:</b> All Doctors Nurses, Therapists Assistants and Support Workers and Play Therapists working with young people aged 11 to 19 with long term conditions who access paediatric outpatient clinics, wards, Community Paediatrics and Integrated Nursing and Therapy.	<b>Classification:</b> Departmental
<b>Author / Title:</b> Val Baxter - Transition Coordinator, University Hospitals Morecambe Bay	<b>Responsibility:</b> Paediatric Department
<b>Replaces:</b> Version 3, Ready Steady Go Transition Plan for Young People Moving from Children's to Adult Services, Paed/SOP/001	<b>Head of Department:</b> Dr Clare Peckham, Clinical Director
Does this document refer to and account for the prescribing, supply, storage or administration of medication (especially via electronic media)? <b>N/A</b>	
<b>Validated By:</b> WACS Procedural Documents Group	<b>Date:</b> 20/04/2023
<b>Ratified By:</b> WACS Governance and Assurance Group	<b>Date:</b> 09/05/2023
<b>Review dates may alter if any significant changes are made</b>	<b>Review Date:</b> 01/04/2026
<ul style="list-style-type: none"> <li>Does this document meet the requirements under the Equality Act 2010 in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation? <b>Yes</b></li> <li>Does this document meet our additional commitment as a Trust to extend our public sector duty to carers, veterans, people from a low socioeconomic background, and people with diverse gender identities? <b>Yes</b></li> </ul>	
<b>Document for Public Display: Yes</b>	

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## 1. SUMMARY

This Standard Operational Procedure is to improve the communication between young people and health professionals in University Hospitals Morecambe Bay. To assist in equipping the young person with the knowledge and skills and confidence to manage their own conditions in children's and adult services.

This is not a new need but there is increase in numbers of young people surviving childhood with long-term health conditions e.g., pre-term births, childhood cancers, complex health needs. There is additional pressure on the adult services provider post pandemic, and it is even more important we ensure young people's transfer safely into adult health care where their needs are met age appropriately.

- **DH You're Welcome Quality criteria for young people friendly health services** (2011) "All young people are entitled to receive appropriate health care wherever they access it"
- **CQC From the Pond into the Sea** (2014) "Planning must start early, and funding responsibilities should be clear... Young people must not fall in the gap between children's and adult services"
- **NICE Transition from children's to adults' services for young people using health or social care services** also [QS140] (2016) "Ensure transition support is developmentally appropriate"
- **NHS Long Term Plan** (2019) "Failure to achieve a safe transition can lead to disengagement, failure to take responsibility for their condition and ultimately poorer health outcomes. By 2028 we aim to move towards service models for young people that offer person-centred and age-appropriate care for mental and physical health needs, rather than an arbitrary transition to adult services based on age not need"

## 2. PURPOSE

- To Improve the communication between young people with long term conditions and UHMBT health providers by relaunching a nationally recognised Transition Program Ready Steady Go designed by Southampton Children's Hospital.
- To support safe transition and transfer to appropriate adult services, which meets the young person's expectations ensuring the continuation of a high standard of care.
- Introduce young people to adult health services.
- Ready adult services for young people.
- Guiding young people and their carers /parents through Transition and Transfer to adult services when they cannot become fully independent.

## 3. SCOPE

In University Hospitals Morecambe Bay, Transition resources will be available to support young people with long term conditions and complex needs and their parent/carer. The

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level of engagement is determined by the young person, but all young people with long term conditions will have access to resources and a transition plan by the age of 14 years.

All health employees working with young people will be aware of Standard Operating Procedure.

Ready Steady Go (RSG) is a set of resources designed by young people, parents and health professionals in Southampton Children's Hospital, it is available either in paper form or digitally, to help support communications between clinicians and young people with long term conditions. The purpose is to ensure the young person is at the centre of planning. Helping young people and clinicians form transition plans to support the young person to understand their health needs and manage their own health as adults. RSG helps to identify when a young person and their parent carer will need additional support. RSG is the preferred resource to use in UHMBT however additional resources are also available and may be used in some specialities.

UHMBT Hospital passports support communication and Transition must be used for young people with Learning disabilities and can be downloaded on the UHMBT Website.

Link: <https://www.uhmb.nhs.uk/our-services/services/paediatric-hospital-and-community-services/moving-childrens-services-adult-services>

### 3.1 Roles and Responsibilities

Role	Responsibilities
Medical Team	Use of Standard operating procedure
Nursing Team	Use of Standard operating procedure
Therapy Team	Use of Standard operating procedure
Specialist Nurses	Use of Standard operating procedure with specialist resources.
Play Therapists	Support in accessing resources
Transition Coordinator	Provide: Training, Supervision, audit
Youth Bay Vision	Engagement with Young peoples' views

## 4. STANDARD OPERATING PROCEDURE

All the paediatric departments will display Ready Steady Go (RSG) posters encouraging young people to ask their health professionals about Transition planning.

RSG resources will be include on the Trust website for parents, children and young person's questionnaires with easy read and translated versions.

<https://www.uhmb.nhs.uk/our-services/services/paediatric-hospital-and-community-services/moving-childrens-services-adult-services>

A QR code gives direct access to film clips of young people explaining their experience of RSG.

Staff working in paediatric departments will receive paediatric update training annually on Transition and the Ready Steady Go resources and have an option to complete the E-learning module on adolescent health on TMS.

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“Moving to Adult Health Service“ leaflet link will be attached to appointment letters for parents of young people with long term conditions who are aged 14 years and older. Parents will be asked if appropriate to discuss and share the information with their young person and encouraged to ask about Transition planning at their next appointment with a Health professional.

All resources are available as paper copies and will be given to the young person during consultation if they are unable to access electronically.

From 11 years at contact / appointments RSG can be introduced and Transition conversations recorded in the EPR and Clinic letters.

Young people will be encouraged to consider the RSG questionnaires to prompt questions from the young person and act as an aid memoir in a consultation. Health Professionals knowledge of the RSG questioner should assist communication in the consultation.

Young people will be asked if they wish to attend part of their appointment without their parent.

Parents/carers will be requested to look at the parent questioner and may wish to do this while waiting for their young person during private consultation.

Questionnaires may be completed by the young person at the appointment in the waiting area (or emailed via digitally to the service email) Alternatively paper copies will be available in clinic to complete in the waiting area.

Ready questionnaire link can be attached to the appointment letter. At subsequent appointments, Steady questionnaire can be completed and finally Go questionnaire. These can be accessed below or via link to UHMBT web page or business card, or via the poster displayed in all departments.

Questions raised from the questionnaire should be discussed during the next appointment and documented in a transition plan or clinic letter.

All young people from 14 years must have a transition plan in their patient notes if they have a long-term condition and require on-going care from adult services. The plan can be in the form of a clinic letter but must be in age-appropriate language and shared with the young persons and GP.

Young people aged 16 years will legally be required to consent to their treatment and sharing of information. This should be explained at consultation. If there is doubt that the young person has capacity a Mental Capacity Assessment should take place.

Young people aged 16y 6 months must be referred to an adult speciality or GP with the expectation they will transfer care no later than their 18th birthday.

Transition plans must include how the young person will access adult wards after 16 years and 6 months.

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Welcome to adult services information and more transition resources are available for young people and health professionals on the UHMBT Webpage.

Annual audit of RSG attendance of Transition training.

Annual patient experience survey.

Record keeping – Transition Plans

5. ATTACHMENTS		
Number	Title	Separate attachment
1	Flowchart of Transition Resources	N
2	Monitoring	N
3	Values and Behaviours Framework	N
4	Equality & Diversity Impact Assessment Tool	N

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
The latest version of the documents listed below can all be found via the <a href="#">Trust Procedural Document Library</a> intranet homepage.	
Unique Identifier	Title and web links from the document library

7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
Every effort been made to review/consider the latest evidence to support this document?	Yes
If 'Yes', full references are shown below:	
Number	References
1	Department of Health (2011) 'You're Welcome - Quality criteria for young people friendly health services' [Online]. Available at: <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/216350/dh_127632.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/216350/dh_127632.pdf</a> (accessed 20/04/2023)
2	CQC (2014) 'From the Pond into the Sea' [Online]. Available at: <a href="https://www.cqc.org.uk/sites/default/files/CQC_Transition%20Report_Summary_lores.pdf">https://www.cqc.org.uk/sites/default/files/CQC_Transition%20Report_Summary_lores.pdf</a> (accessed 20/04/2023)
3	NICE (2016) Quality standard QS140 'Transition from children's to adults' services' [Online]. Available at: <a href="https://www.nice.org.uk/guidance/qs140">https://www.nice.org.uk/guidance/qs140</a> (accessed 20/04/2023)
4	NHS Long Term Plan (2019) [Online]. Available at: <a href="https://www.longtermplan.nhs.uk/">https://www.longtermplan.nhs.uk/</a> (accessed 20/04/2023)

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition
Transition	Transition is the "purposeful, planned process that addresses the medical, psychosocial, educational and vocational needs of adolescents and young adults with chronic medical and physical conditions as they move from child-centred to adult oriented healthcare systems." (Blum 1993) It

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	therefore goes beyond the 'transfer' of responsibility for a young person's care between child and adult services.

## 9. CONSULTATION WITH STAFF AND PATIENTS

Enter the names and job titles of staff and stakeholders that have contributed to the document

Name/ Meeting	Job Title	Date Consulted
Transition Workshop	ICNT 20 Therapist and Nurses	14/03/2023
Community Staff Training	ICNT 16	07/03/2023
Seniors		14/03/2023
Paediatric Update	6 Acute Team	02/03/2023
Gemma Mornin	RLI Clinical Lead COPD	21/03/2023
Kerry Little	FGH Clinical Lead	28/03/2023

## 10. DISTRIBUTION & COMMUNICATION PLAN

Dissemination lead:	Val Baxter
Previous document already being used?	Yes
If yes, in what format and where?	Trust Procedural Document Library
Proposed action to retrieve out-of-date copies of the document:	Contact Policy Coordinator
<b>To be disseminated to:</b>	
Document Library	
Proposed actions to communicate the document contents to staff:	Paediatric Update Days 2023. Include in the UHMB Weekly News. New documents uploaded to the Document Library.

## 11. TRAINING

Is training required to be given due to the introduction of this procedural document? **No**

If 'Yes', training is shown below:

Action by	Action required	To be completed (date)

## 12. AMENDMENT HISTORY

Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
1.1	23/10/2017		Validated at WACS DPDG	01/03/2018
2	16/02/2018		Links to questionnaires	01/02/2023
2.1	03/02/2023	Page 1	Review Date extended – extension ID #783	01/05/2023
3	09/05/2023		Implementation of tools to improve communication between young people and health professionals	01/04/2026
3.1	30/08/2023	Section 3 & 4	UHMBT internet link updated	01/04/2026

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## Appendix 1: Flowchart of Transition Resources

Age range	Resources
Aged 11 to 14 years	<p><b>Moving to adults leaflet</b> and Poster and business cards available in all departments.  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/transitionmovingintoadultcarehttps://www.readysteadygo.net/uploads/4/7/8/1/47810883/transitionmovingintoadultcare-patientinformation_2.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/transitionmovingintoadultcarehttps://www.readysteadygo.net/uploads/4/7/8/1/47810883/transitionmovingintoadultcare-patientinformation_2.pdf</a>  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/transitionmovingintoadultcare-patientinformation_2.pdf">patientinformation_2.pdf</a></p> <p>Ready Steady Go Parents available at consultations:  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/readysteadygoparentplanpatientinformation_1-2_1.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/readysteadygoparentplanpatientinformation_1-2_1.pdf</a></p>
14- 16 years	<p><b>Resources to use to help communication in consultations:</b></p> <p><b>Ready Easy Read</b>  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-ready-3.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-ready-3.pdf</a>  Steady Easy Read  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-steady-3.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-steady-3.pdf</a>  Go Easy Read  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-go-3.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/easy-read-go-3.pdf</a></p> <p><b>Ready Digital</b>  <a href="https://www.readysteadygo.net/ready-questionnaire.html">https://www.readysteadygo.net/ready-questionnaire.html</a>  Steady Digital  <a href="https://www.readysteadygo.net/ready-questionnaire-337901.html">https://www.readysteadygo.net/ready-questionnaire-337901.html</a>  Go Digital  <a href="https://www.readysteadygo.net/ready-questionnaire-337901-937485.html">https://www.readysteadygo.net/ready-questionnaire-337901-937485.html</a></p> <p><b>Children's Learning Disability Passport</b>  <a href="https://www.uhmb.nhs.uk/application/files/4616/2160/0643/new_Child_Passport_Digital_passport_FI_NAL_use_this_one.pdf">https://www.uhmb.nhs.uk/application/files/4616/2160/0643/new_Child_Passport_Digital_passport_FI_NAL_use_this_one.pdf</a></p> <p>Some specialities will provide additional resources.</p>

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16 years	<p>Young people aged 16 or over are entitled to consent to their own treatment. After 16 consent can only be overruled in exceptional circumstances</p> <p>Mental Capacity Act applies to all to young people over the age of 16, who are unable to make all or some decisions for themselves for more information:  <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/497253/Mental-capacity-act-code-of-practice.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/497253/Mental-capacity-act-code-of-practice.pdf</a></p> <p><b>Gain consent from the young person and complete a referral letter to adult service and GP.</b> (complex health needs referrals will be accepted from aged 16 and will require liaison or MDTs. Less complex long-term conditions refer at 17 years.)</p> <p>Transition Plan or for young people with Learning disabilities adult LD Passport to include explanation of future hospital admissions and how to access services and any reasonable adjustments that can be made.</p> <p><b>Transition Plan resource:</b>  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/ready-steady-go-transition-plan_1-2_1.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/ready-steady-go-transition-plan_1-2_1.pdf</a></p> <p><b>Adult Learning Disability Hospital Passport can be used from 16 years:</b>  <a href="https://www.uhmb.nhs.uk/application/files/1816/2160/0678/new_adult_LD_version_FINAL_use_this.pdf">https://www.uhmb.nhs.uk/application/files/1816/2160/0678/new_adult_LD_version_FINAL_use_this.pdf</a></p>
Adult Service	<p><b>Hello to Adult Services</b>  <a href="https://www.readysteadygo.net/uploads/4/7/8/1/47810883/hello-to-adult-services-for-adultsv1_0_.pdf">https://www.readysteadygo.net/uploads/4/7/8/1/47810883/hello-to-adult-services-for-adultsv1_0_.pdf</a></p>

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## Appendix 2: Monitoring

Section to be monitored	Methodology (incl. data source)	Frequency	Reviewed by	Group / Committee to be escalated to (if applicable)
Training	TMS	Annual	Transition Coordinator/Practice educators	Professional Leads
Young Person Feedback	Patient Survey <a href="https://www.surveymonkey.co.uk/r/8ZRD2SG">https://www.surveymonkey.co.uk/r/8ZRD2SG</a>	Annual	Transition Coordinator Youth Bay Vision Youth Groups	Professional Leads
NICE Audit	NICE	Bi Annual	Audit/ Transition Coordinator	Professional Leads
Record Keeping Audit	Spot sample	Annual	Transition Coordinator	Professional Leads

[Click here](#) for a guide to completing this section of the procedural document template

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## Appendix 3: Values and Behaviours Framework

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that is truly **respectful and inclusive**, where we are **compassionate** towards each other, and with our **ambitious** drive we truly support an **open, honest and transparent** culture.

<h3>We are... Compassionate</h3>  <p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• Be kind and caring to each other; our patients and families and our partners</li> <li>• Consider the feelings of others</li> <li>• Work together to deliver safe care and a safe working environment</li> <li>• Be proud of the role we do and how this contributes to patient care</li> </ul> <p><a href="http://www.uhmb.nhs.uk">www.uhmb.nhs.uk</a></p>	<h3>We are... Respectful and inclusive</h3>  <p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• Show respect to and for everyone</li> <li>• Act professionally at all times</li> <li>• Communicate effectively – listen to others and seek clarity when needed</li> <li>• Value each other and the contribution of everyone</li> </ul>	<h3>We are... Ambitious</h3>  <p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• Go beyond traditional boundaries; being positively receptive to change and improvement</li> <li>• Work with colleagues and system partners to improve services for our patients, families and carers</li> <li>• Support each other to listen, learn and develop</li> <li>• Collaborate with and empower each other</li> </ul>	<h3>We are... Open, honest and transparent</h3>  <p><b>We will:</b></p> <ul style="list-style-type: none"> <li>• Seek out feedback and act on it</li> <li>• Take personal responsibility and accountability for our own actions</li> <li>• Not be afraid to be challenged</li> <li>• Ensure consistency and fairness in our approach</li> </ul> <p>@UHMBT  </p>
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## Appendix 4: Equality & Diversity Impact Assessment Tool



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### Equality Impact Assessment Form

Department/Function	Paediatrics	
Lead Assessor	Val Baxter	
What is being assessed?	Ready, Steady, Go Transition	
Date of assessment	20.04.2023	
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Network for Inclusive Healthcare?	YES
	Staff Side Colleague?	NO
	Service Users?	YES
	Staff Inclusion Network(s)?	NO
	Personal Fair Diverse Champions?	NO
	Other (including external organisations):	

#### 1) What is the impact on the following equality groups?

	<b>Positive:</b>	<b>Negative:</b>	<b>Neutral:</b>
	<ul style="list-style-type: none"> <li>➤ Advance Equality of opportunity</li> <li>➤ Foster good relations between different groups</li> <li>➤ Address explicit needs of Equality target groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ Unlawful discrimination / harassment / victimisation</li> <li>➤ Failure to address explicit needs of Equality target groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ It is quite acceptable for the assessment to come out as Neutral Impact.</li> <li>➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged</li> </ul>
<b>Equality Groups</b>	<b>Impact</b> (Positive / Negative / Neutral)	<b>Comments</b>	
<b>Race</b> (All ethnic groups)	<b>Positive</b>	<ul style="list-style-type: none"> <li>➤ Provide brief description of the positive / negative impact identified benefits to the equality group.</li> <li>➤ Is any impact identified intended or legal?</li> </ul> Inclusive all age ethnic groups resources available in many languages.	
<b>Disability</b> (Including physical and mental impairments)	<b>Positive</b>	Universal resources, Easy Read and film clips available	
<b>Sex</b>	<b>Neutral</b>		
<b>Gender reassignment</b>	<b>Neutral</b>		
<b>Religion or Belief</b>	<b>Neutral</b>		
<b>Sexual orientation</b>	<b>Neutral</b>		
<b>Age</b>	<b>Positive</b>	Improving age-appropriate care	
<b>Marriage and Civil Partnership</b>	<b>Neutral</b>		
<b>Pregnancy and maternity</b>	<b>Neutral</b>		

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Other (e.g. carers, veterans, people from a low socioeconomic background, people with diverse gender identities, human rights)	Positive / Negative / Neutral	
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2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	It contributes by improving adolescent health care positive impact.
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3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan <b>to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.</b>
➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups
➤ This should be reviewed annually.

Action Plan Summary		
Action	Lead	Timescale

This form will be automatically submitted for review once approved/noted by Trust Procedural Document Group.  
For all other assessments, please return an electronic copy to [EIA.forms@mbht.nhs.uk](mailto:EIA.forms@mbht.nhs.uk) once completed.

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