

# We Can Talk online training tool report

## *Fundamentals of Compassionate Care*

Produced by the CORC team, March 2021

Brought to you by:



# Contents

<b>Key findings .....</b>	<b>4</b>
Summary of survey results.	
<b>Overview.....</b>	<b>6</b>
Who is in your sample?	
<b>How knowledgeable and confident do staff feel?.....</b>	<b>12</b>
<b>What did staff think of the We Can Talk online training tool?.....</b>	<b>25</b>
<b>Feedback.....</b>	<b>28</b>
<b>Conclusion.....</b>	<b>31</b>
<b>Appendices.....</b>	<b>35</b>

Brought to you by:

# About the report

This report has been produced by the Child Outcomes Research Consortium (CORC) as part of the **We Can Talk** online training tool targeted at clinical and non-clinical staff and volunteers working in acute hospital settings. This tool is designed to introduce staff to the fundamental principles of providing compassionate care to children and young people presenting in a mental health crisis.

## **Fundamentals of compassionate care (FOCC) to support children and young people presenting to hospital in a mental health crisis**

The educational framework that underpins the training tool (see Appendices) is an amended version of the highly successful **We Can Talk** one day training course offered to participating NHS Trusts. In order to ensure the online training tools are educationally robust, some of the objectives underpinning this validated framework were used. It is important to note that this online tool will not fully address all the **We Can Talk** outcomes in their entirety but users will gain at least an introduction to all these concepts.

For further information about **We Can Talk**, please contact Chris Kerr, National Director, on [team@wecantalk.online](mailto:team@wecantalk.online).

For more information about this type of analysis please contact CORC at [corc@annafreud.org](mailto:corc@annafreud.org).

Brought to you by:



# Key findings

Summary of survey findings

Brought to you by:



# Key findings

10,656 accessed the **We Can Talk** tool between May 2020 and January 2021 including 5,800 hospital staff. **82%** (4766 out of 5800 participants) completed the training. Among those surveyed:

- The most predominant role among those surveyed was Nurse (**48%**)
- **95%** of staff encounter children and young people with mental health difficulties at least occasionally in their roles.
- **43%** of staff have not received any training
- The area in which most improvement was reported was *Managing children and young people's emotional needs*, with **56%** of staff rating themselves higher after using the **We Can Talk** online training tool.
- **98%** of staff found that the training tool topics were easy to follow.
- **98%** of staff said they expected that the online training tool would have a significant or moderate difference in the way they do their roles.
- **99.2%** of staff who used the online training would recommend it.

Brought to you by:



# Overview

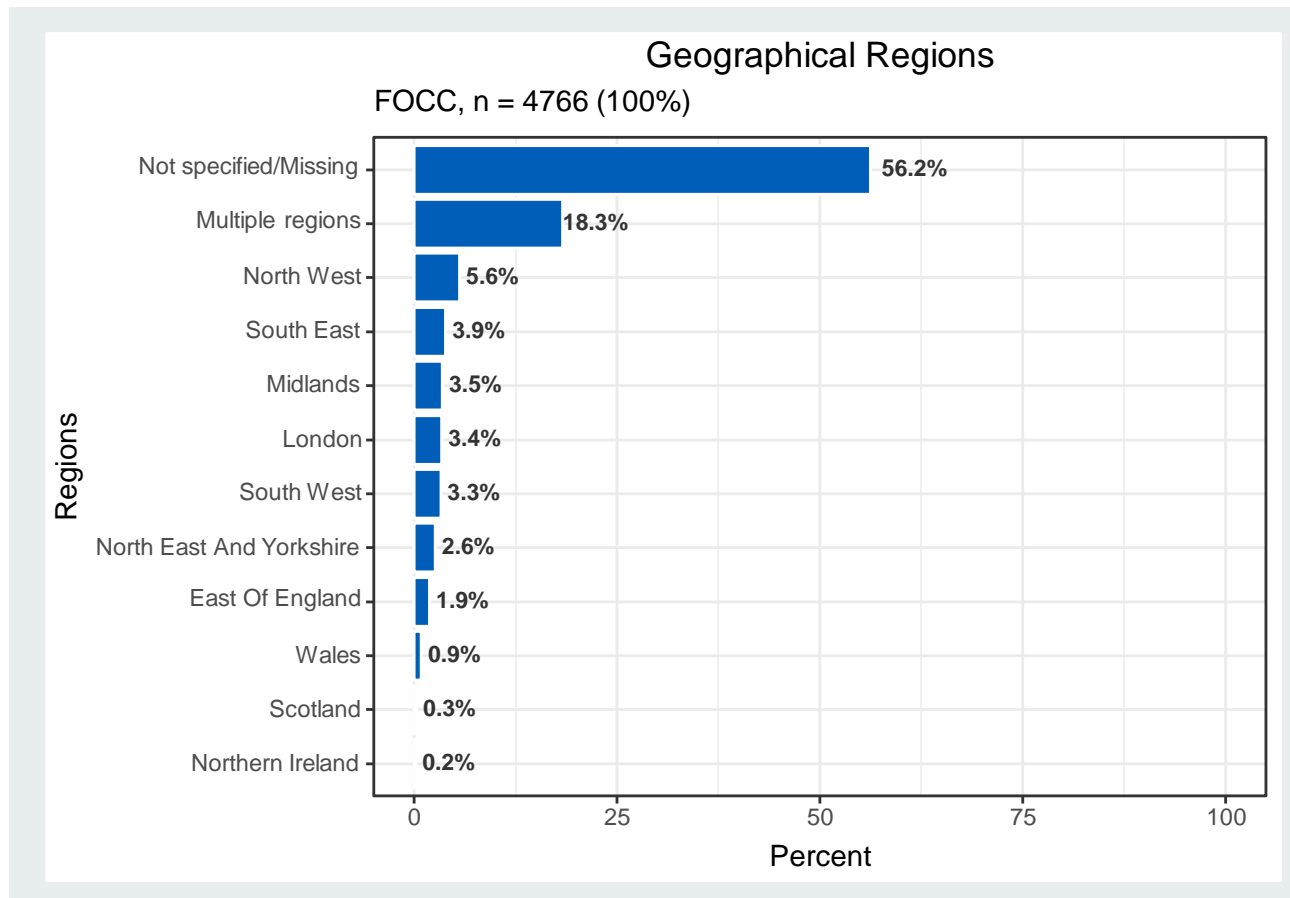
Who is in your sample?

Brought to you by:



# Geographical Region

Where are staff located in the country?

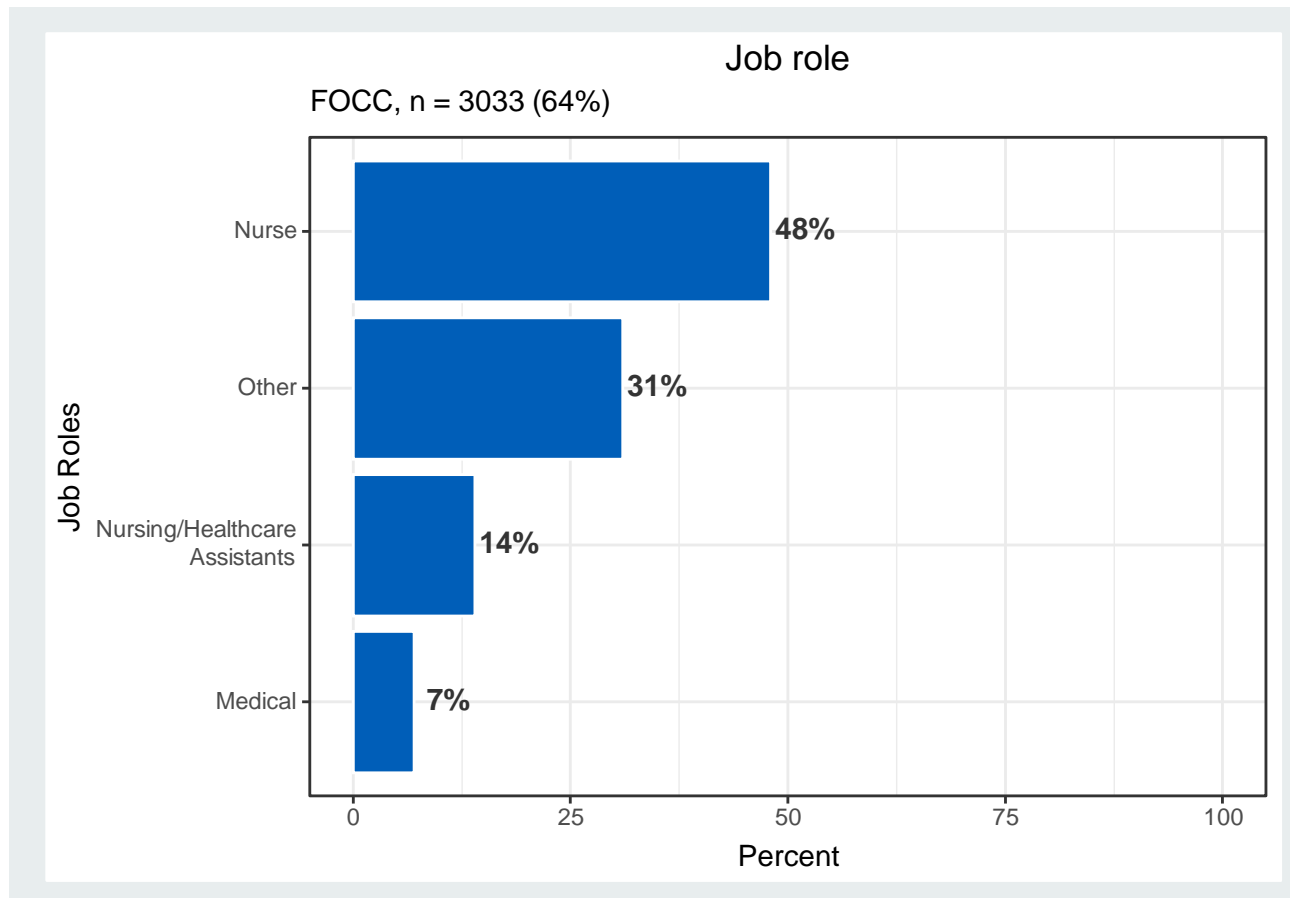


- Although many staff did not identify the geographical area in which they worked, those who did respond show participation across England.

Brought to you by:

# Job roles

## What roles do staff have?



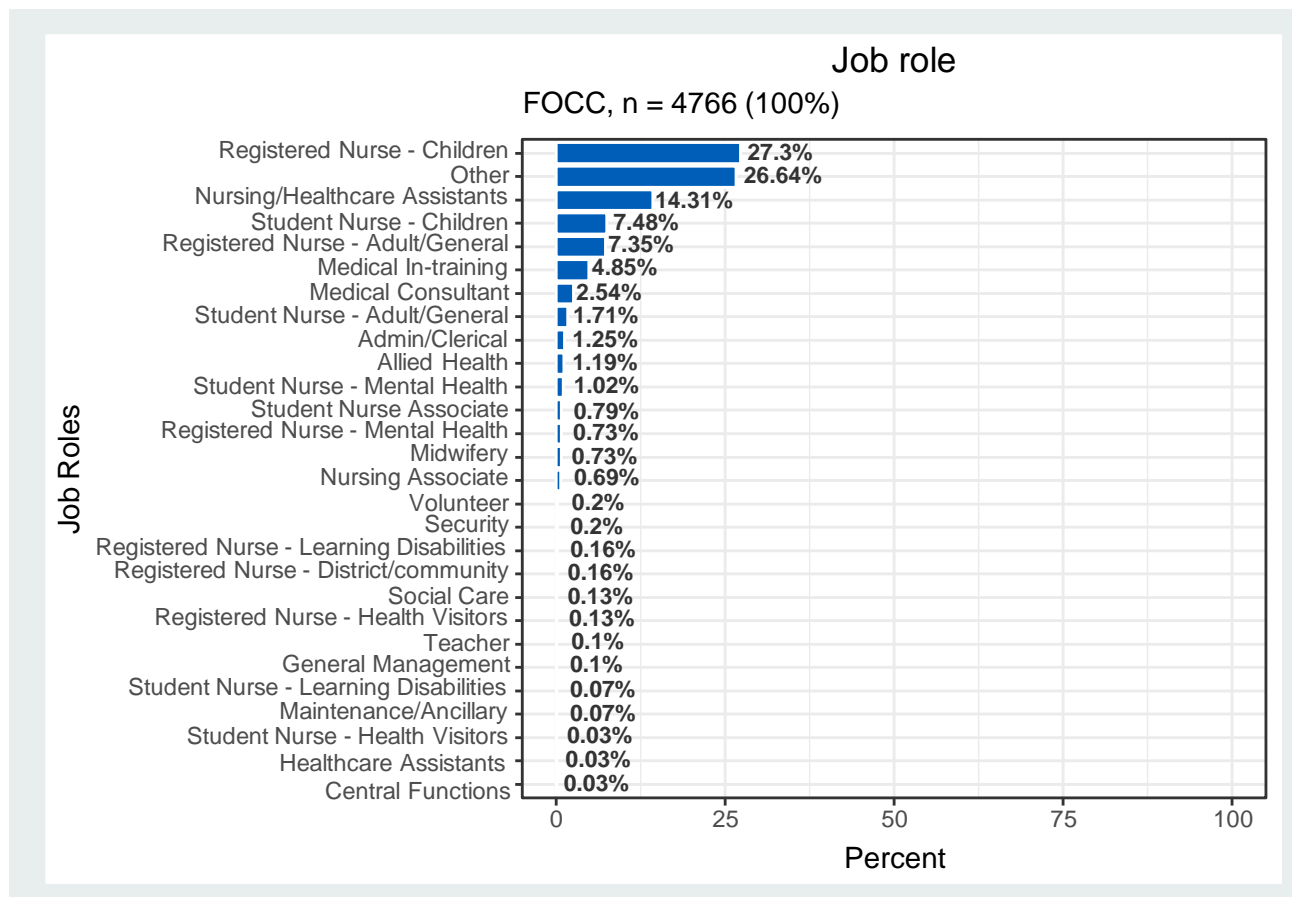
- The most predominant role among those surveyed was Nurse (**48%**)

Brought to you by:



# Job roles (detailed)

## What roles do staff have?

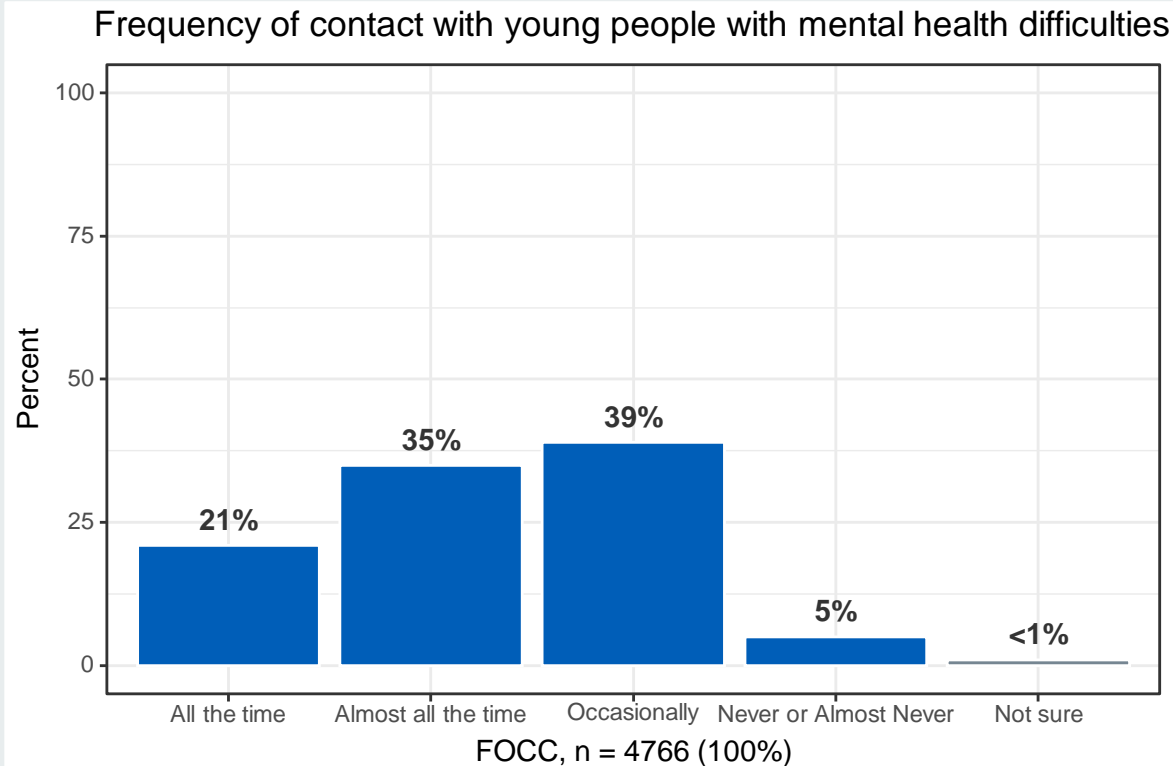


- The most predominant role among those surveyed was Registered Nurse - Children (**27%**)

Brought to you by:

# Staff experiences with children and young people's mental health

How often do you encounter children and young people with mental health difficulties within your current role?

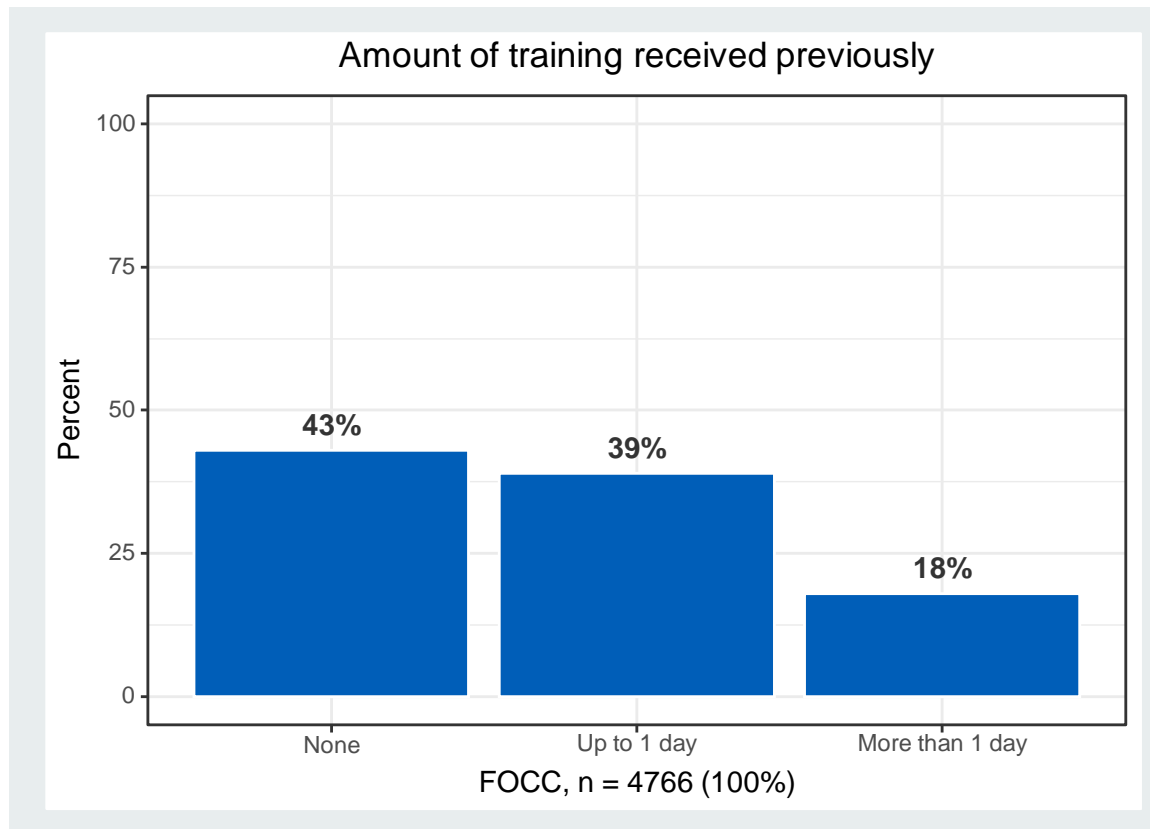


- **95%** of staff encounter children and young people with mental health difficulties at least occasionally in their roles.

Brought to you by:

# Previous training

How many days of training have you received related to children and young people's mental health?



- Prior to using the **We Can Talk** online training tool, **43%** of staff have not received any training, **39%** have received up to one day of training, and **18%** have received more than one day of training in children and young people's mental health.

Brought to you by:

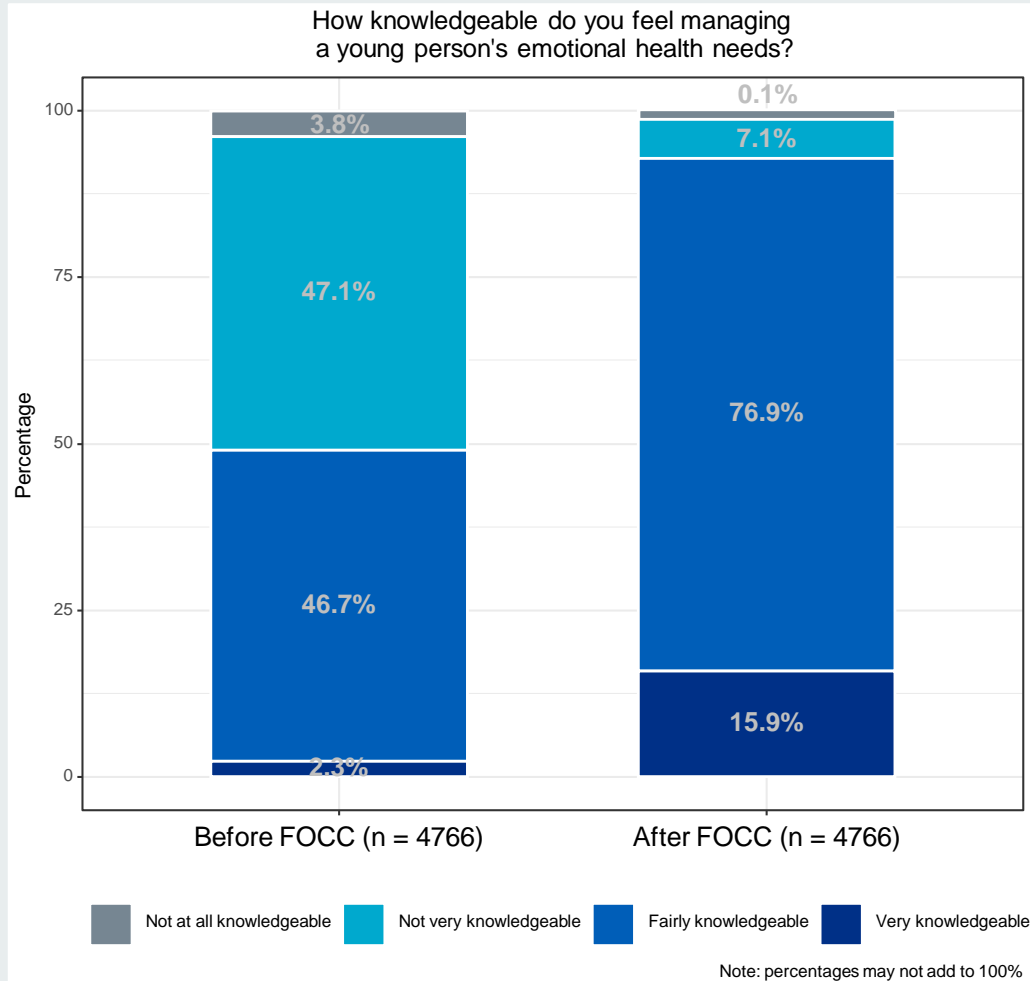
# How knowledgeable and confident do staff feel?

Brought to you by:



# Knowledge

## How knowledgeable do staff feel managing a young person's emotional health needs?

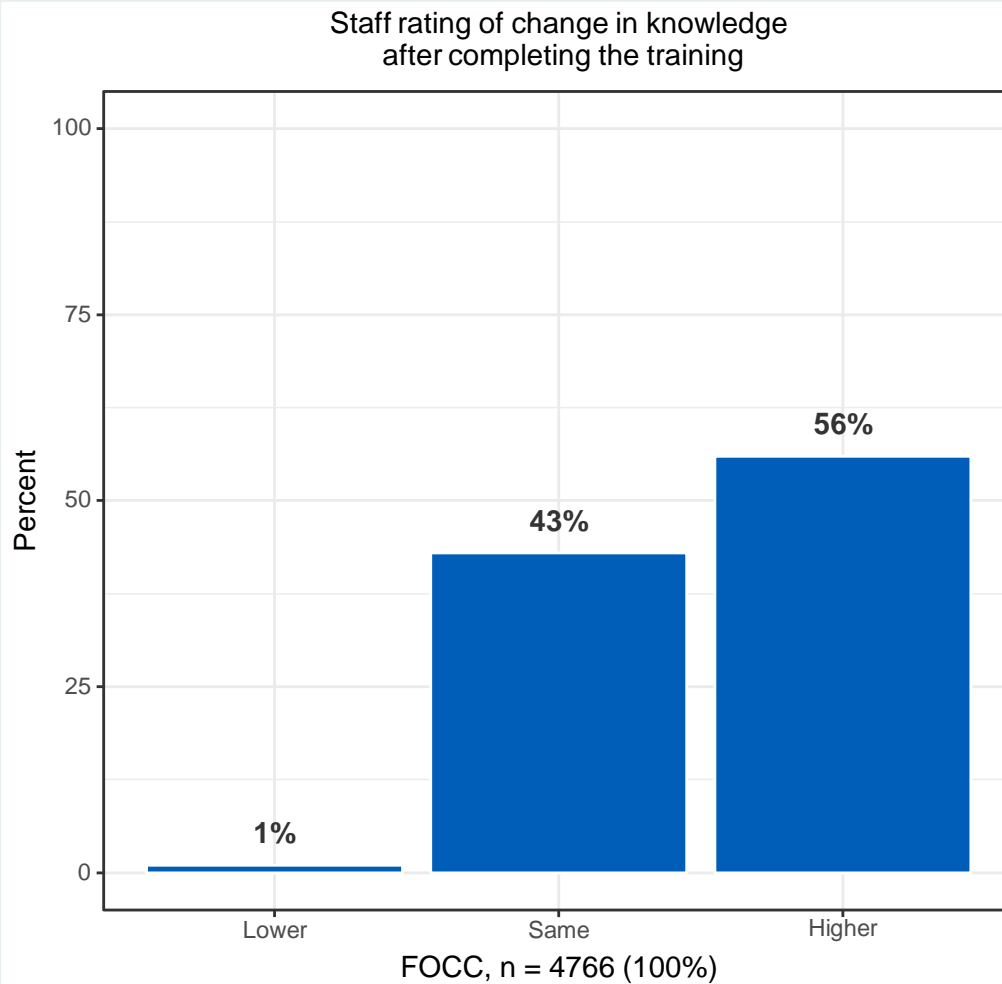


- Before using the **We Can Talk** online training tool, **49%** of staff rated their knowledge of how to manage a young person's emotional health needs as *Fairly knowledgeable* or *Very knowledgeable*, whereas **50.9%** rated it as *Not at all knowledgeable* or *Not very knowledgeable*.
- After using the training tool, **92.8%** rated it *Fairly* or *Very knowledgeable* and **7.2%** rated it as *Not at all* or *Not very knowledgeable*.

Brought to you by:

# Change in Knowledge

How did staff rate their knowledge after the training?

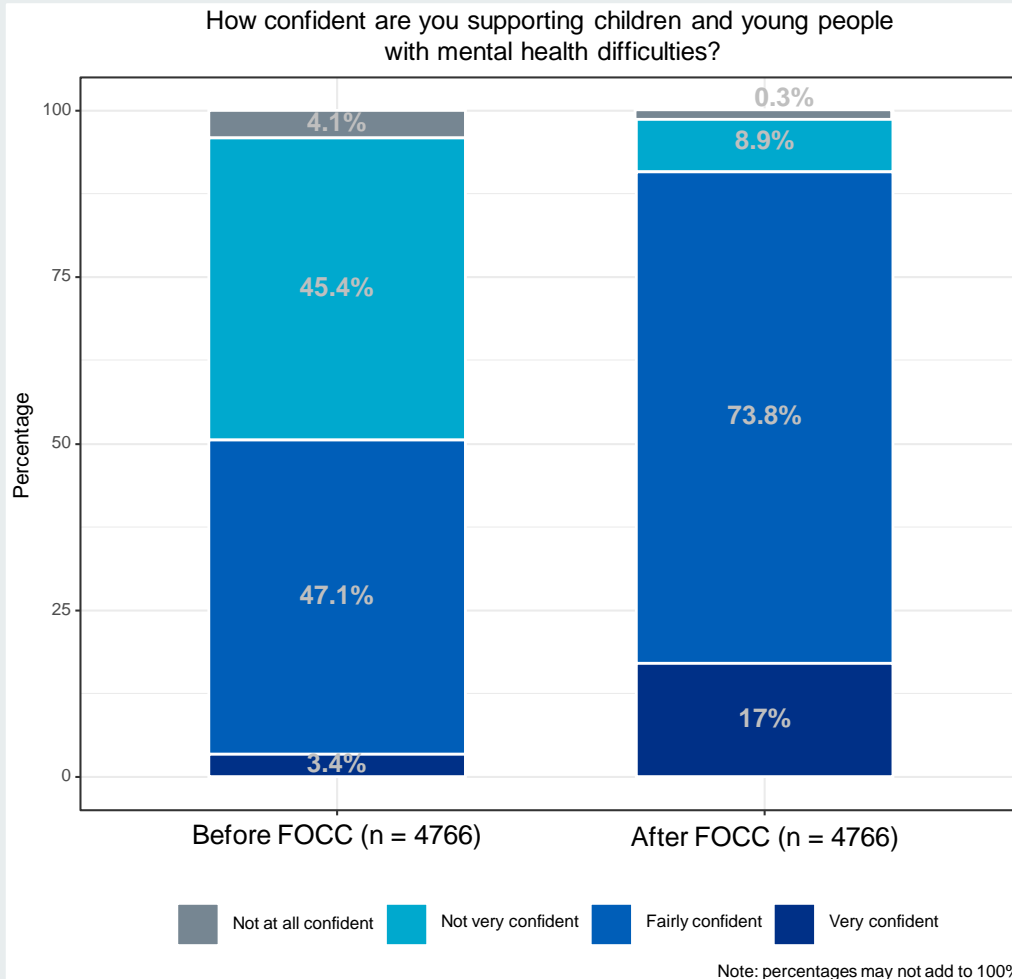


- Overall, **56%** of staff rated their knowledge of how to manage a young person's emotional health needs higher after using the **We Can Talk** online training tool.

Brought to you by:

# Confidence

## How confident do staff feel supporting children and young people with mental health difficulties?

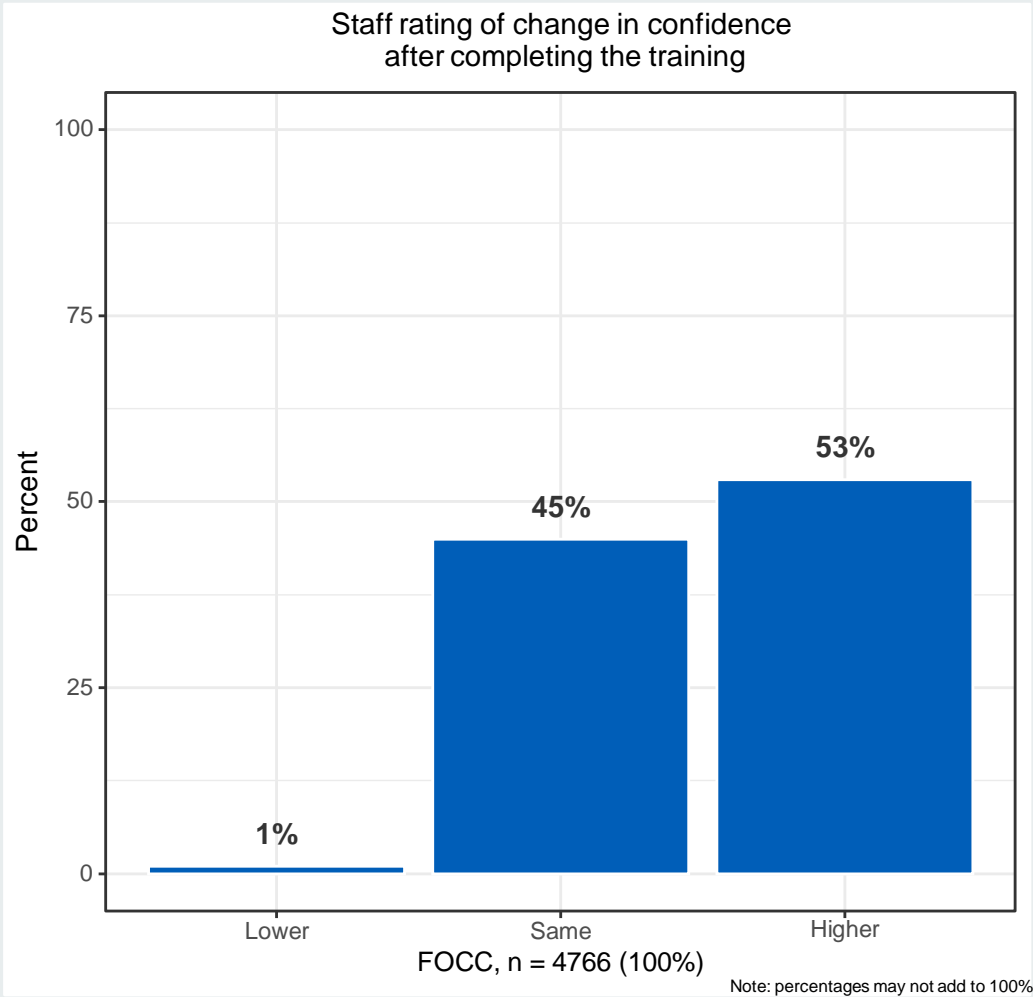


- Before using the **We Can Talk** online training tool, **50.5%** of staff rated their confidence in supporting children and young people with mental health difficulties as *Fairly confident* or *Very confident*, whereas **49.5%** rated it as *Not at all confident* or *Not very confident*.
- After using the training tool, **90.8%** rated it *Fairly* or *Very confident* and **9.2%** rated it as *Not at all* or *Not very confident*.

Brought to you by:

# Change in Confidence

How did staff rate their confidence after the training?



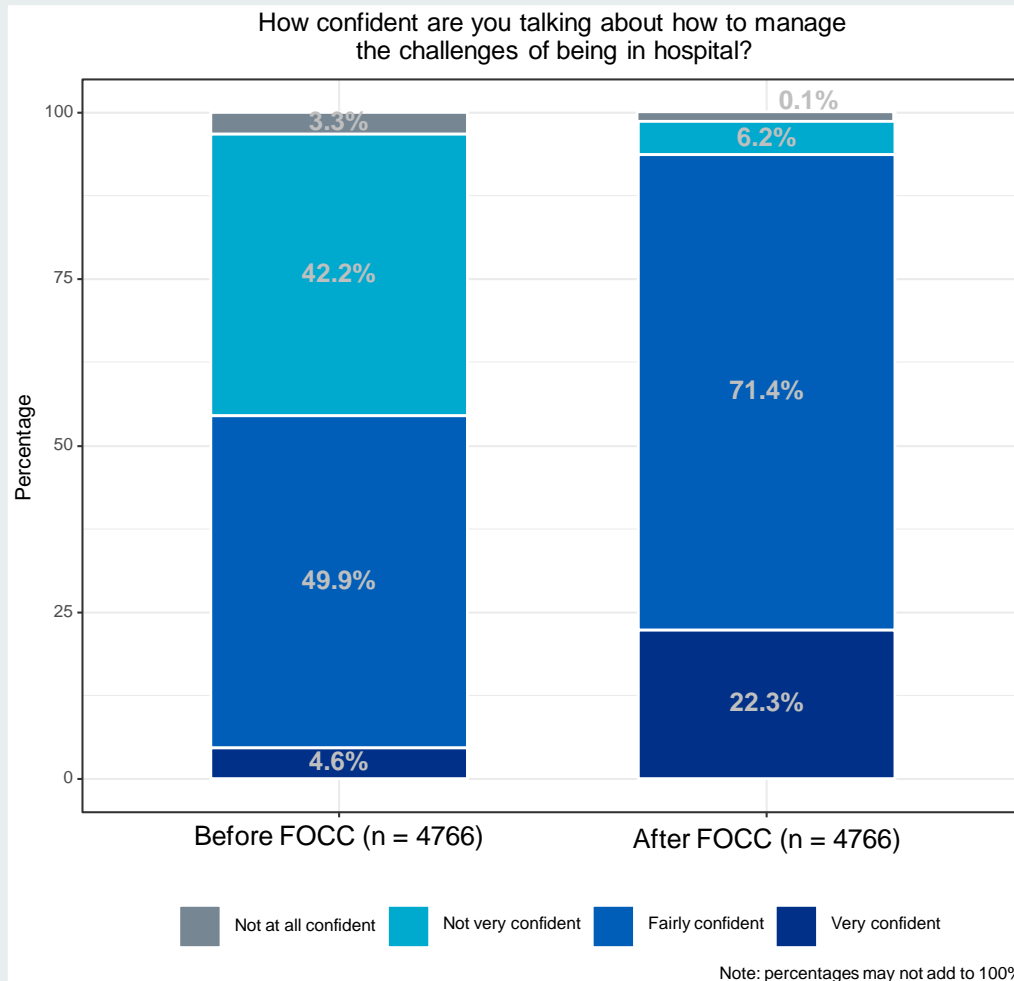
- Overall, **53%** of staff rated their confidence of how to support children and young people with mental health difficulties higher after using the **We Can Talk** online training tool.

Brought to you by:



# Confidence

## How confident do staff feel talking about how to manage the challenges of being in hospital?

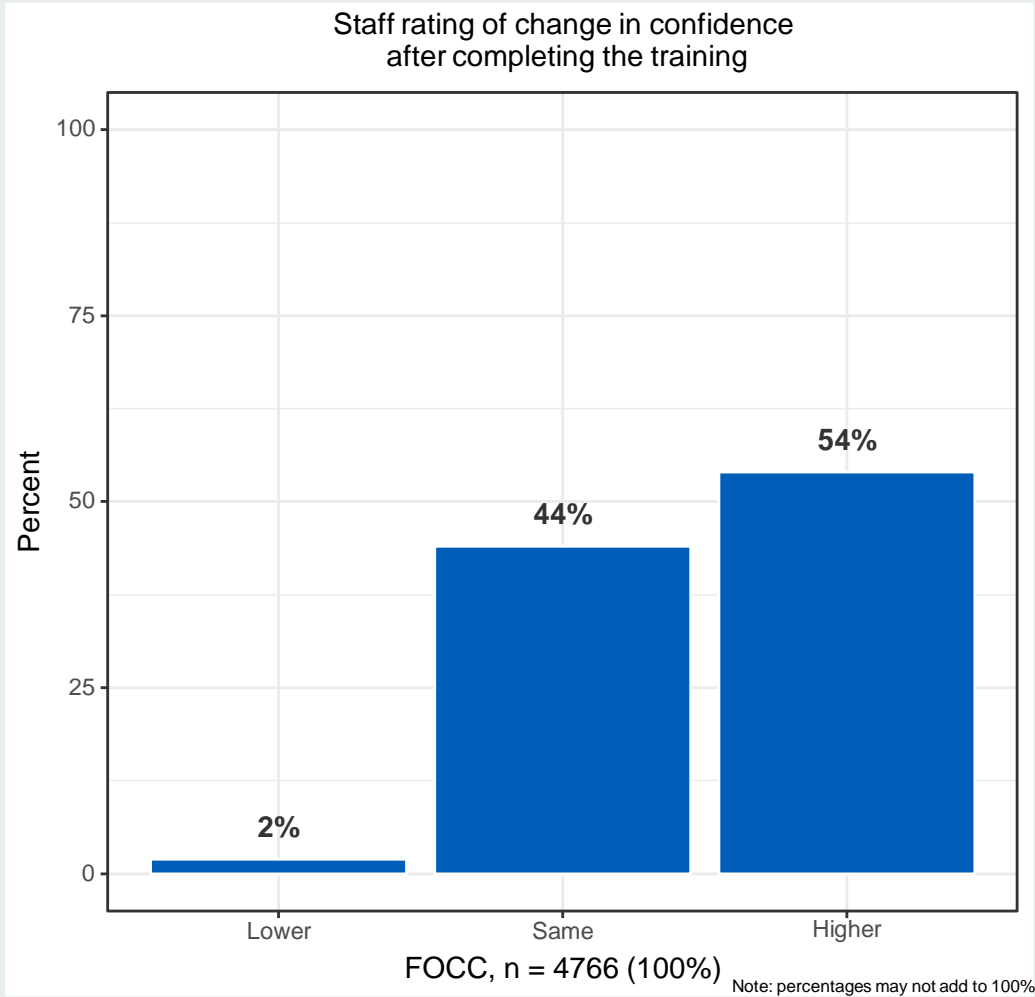


- Before using the **We Can Talk** online training tool, **54.5%** of staff rated their confidence in talking about how to manage the challenges of being in hospital as *Fairly confident* or *Very confident*, whereas **45.5%** rated it as *Not at all confident* or *Not very confident*.
- After using the training tool, **93.7%** rated it *Fairly* or *Very confident* and **6.3%** rated it as *Not at all* or *Not very confident*.

Brought to you by:

# Change in Confidence

How did staff rate their confidence after the training?

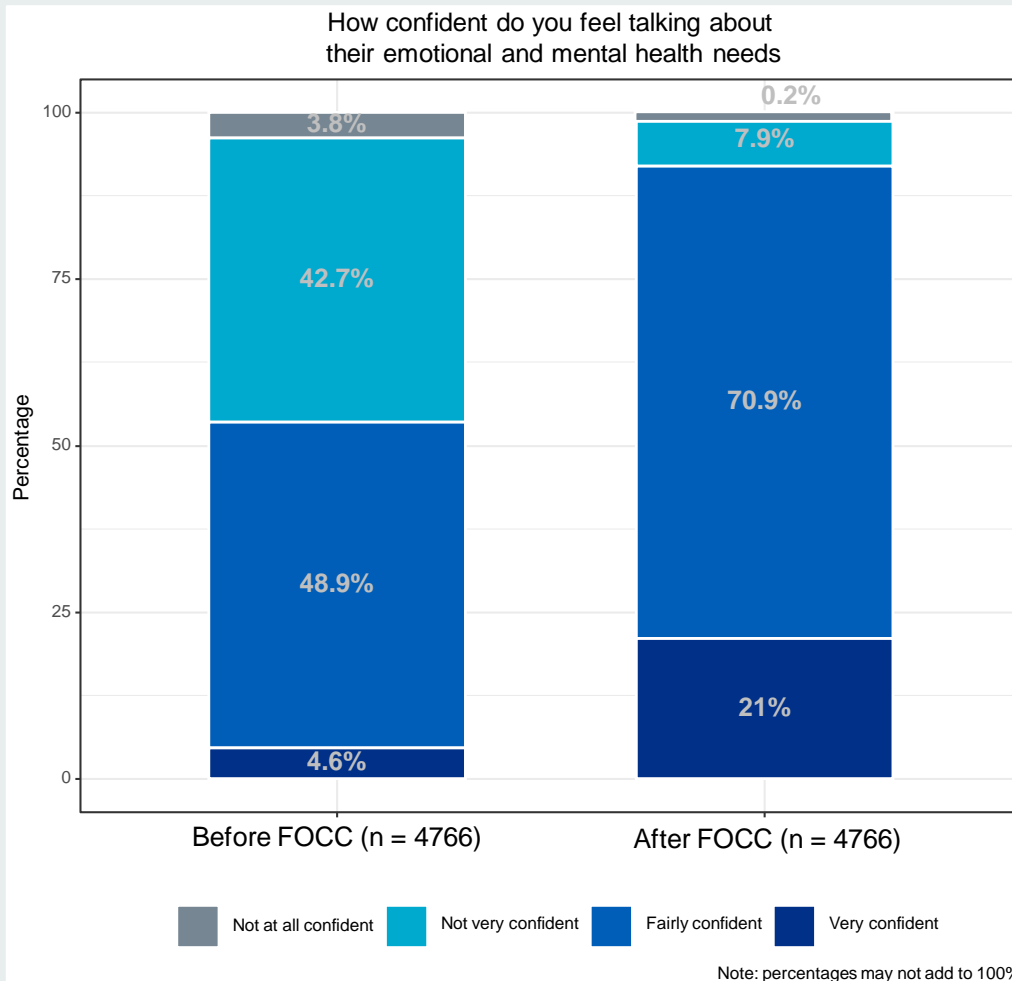


- Overall, **54%** of staff rated their confidence in talking about how to manage the challenges of being in hospital needs higher after using the **We Can Talk** online training tool.

Brought to you by:

# Confidence

## How confident do staff feel talking to young people about their emotional and mental health needs?

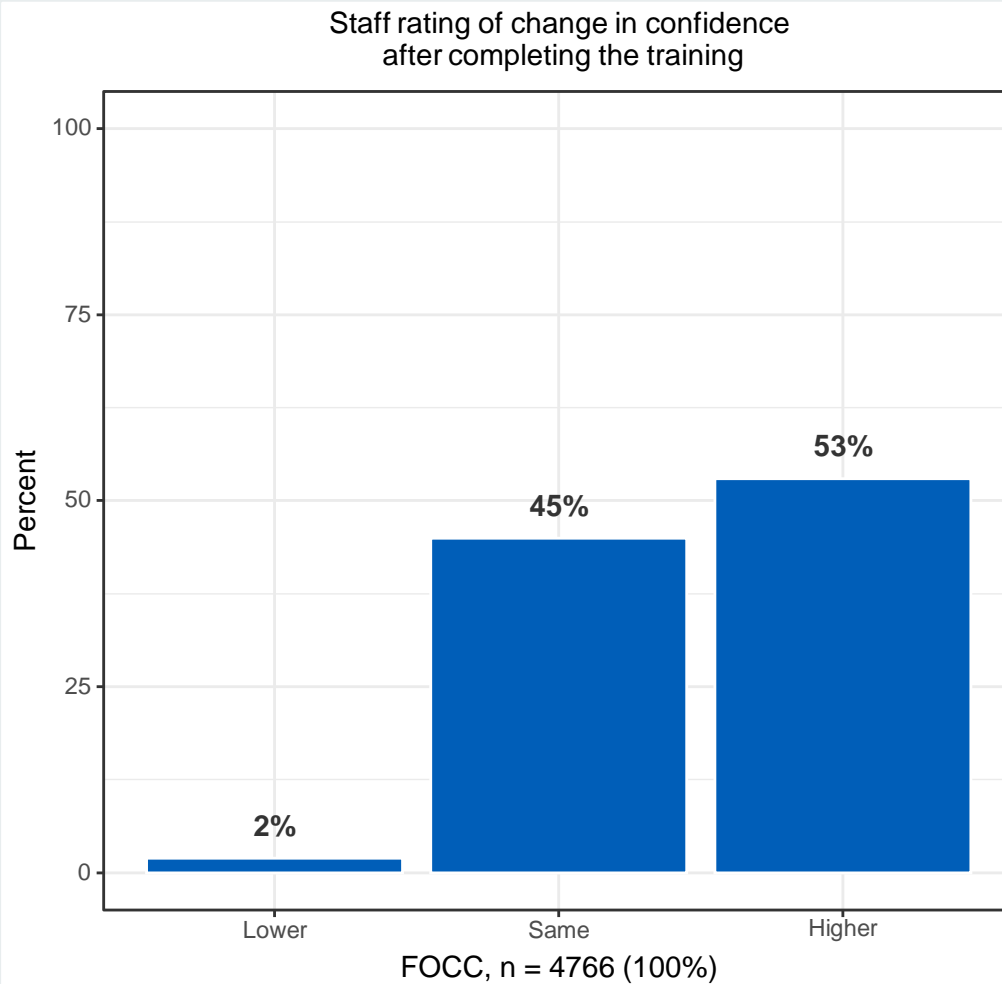


- Before using the **We Can Talk** online training tool, **53.5%** of staff rated their confidence in talking to children and young people about children and young people's emotional and mental health needs as *Fairly confident* or *Very confident*, whereas **46.5%** rated it as *Not at all confident* or *Not very confident*.
- After using the training tool, **91.9%** rated it *Fairly* or *Very confident* and **8.1%** rated it as *Not at all* or *Not very confident*.

Brought to you by:

# Change in Confidence

How did staff rate their confidence after the training?

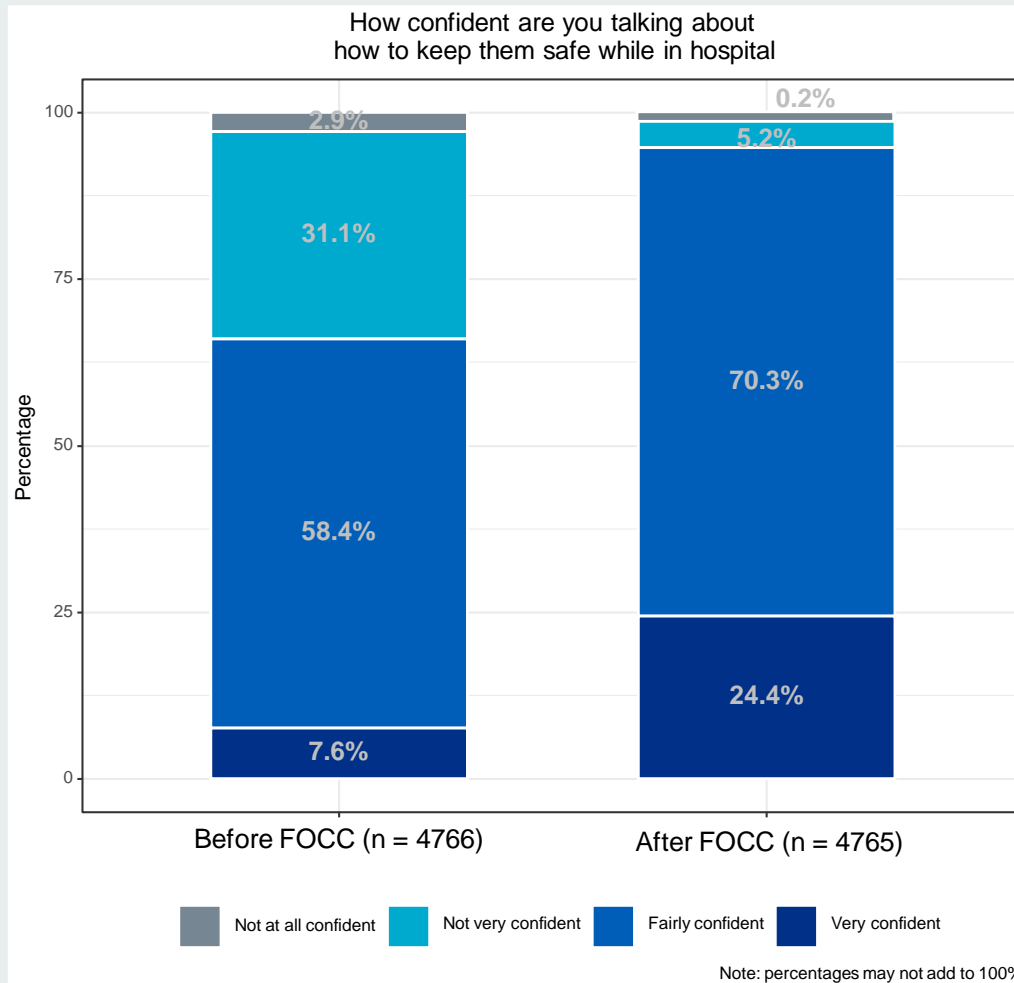


- Overall, **53%** of staff rated their confidence in talking about children and young people's emotional and mental health needs higher after using the **We Can Talk** online training tool.

Brought to you by:

# Confidence

How confident do staff feel talking to young people about how to keep them safe while in hospital?

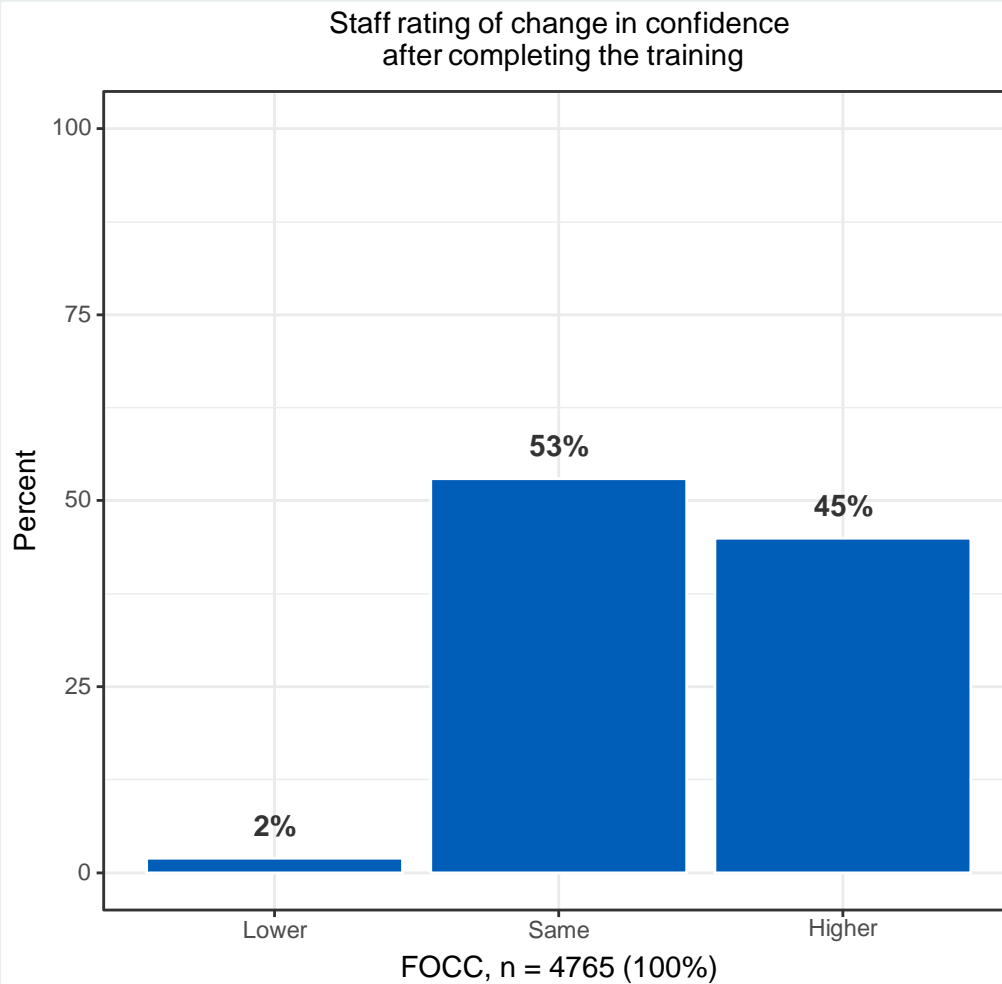


- Before using the **We Can Talk** online training tool, **66.0%** of staff rated their confidence in talking about how to keep children and young people safe while in hospital as *Fairly confident* or *Very confident*, whereas **34.0%** rated it as *Not at all confident* or *Not very confident*.
- After using the training tool, **94.7%** rated it *Fairly* or *Very confident* and **5.4%** rated it as *Not at all* or *Not very confident*.

Brought to you by:

# Change in Confidence

How did staff rate their confidence after the training?

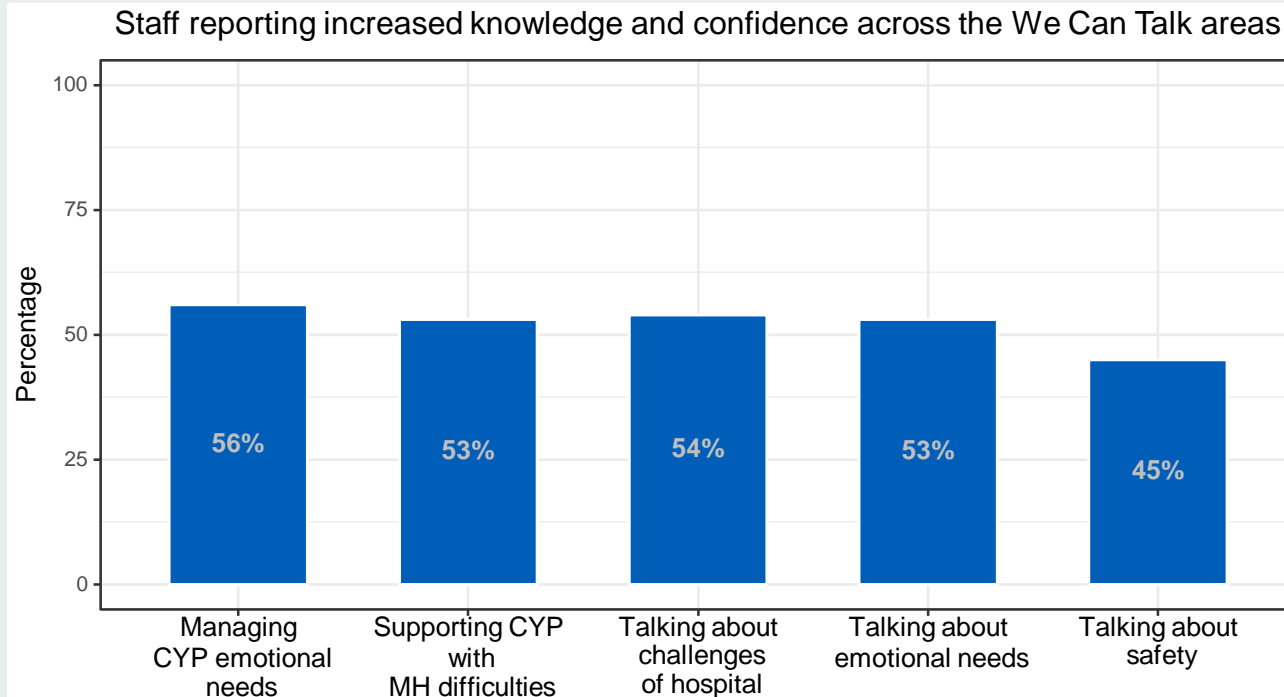


- Overall, **45%** of staff rated their confidence in talking about how to keep children and young people safe while in hospital needs higher after using the **We Can Talk** online training tool.

Brought to you by:

# Summary of change

How many people rated their knowledge and confidence higher across all areas after using the training tool?



Note: CYP = children and young people; MH = mental health

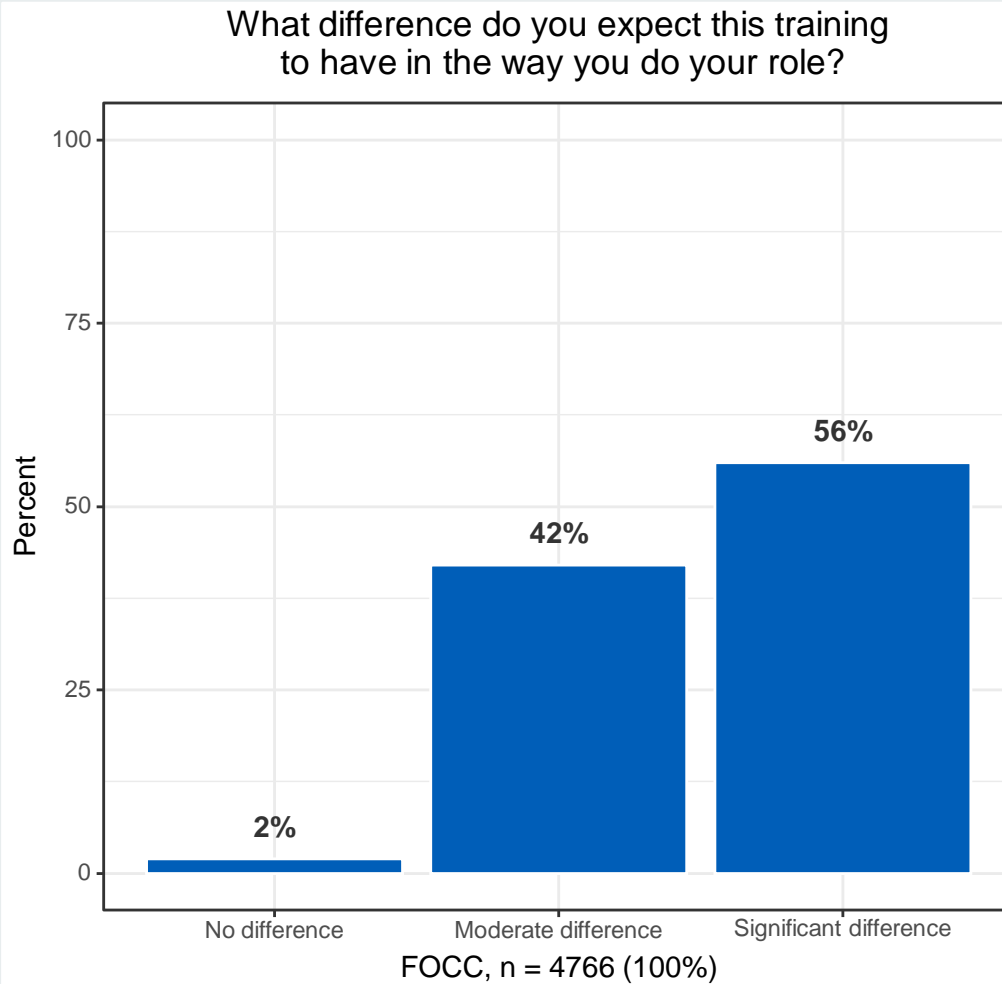
- Overall, the **We Can Talk** area in which most improvement was reported was *Managing children and young people's emotional needs*, with **56%** of staff rating themselves higher after using the online training tool.

Brought to you by:

# Expected Difference

What difference do staff expect the training will have on the way they do their role?

- **98%** of staff said they expected that the **We Can Talk** online training tool would have a *significant* or *moderate* difference in the way they do their roles.



Brought to you by:

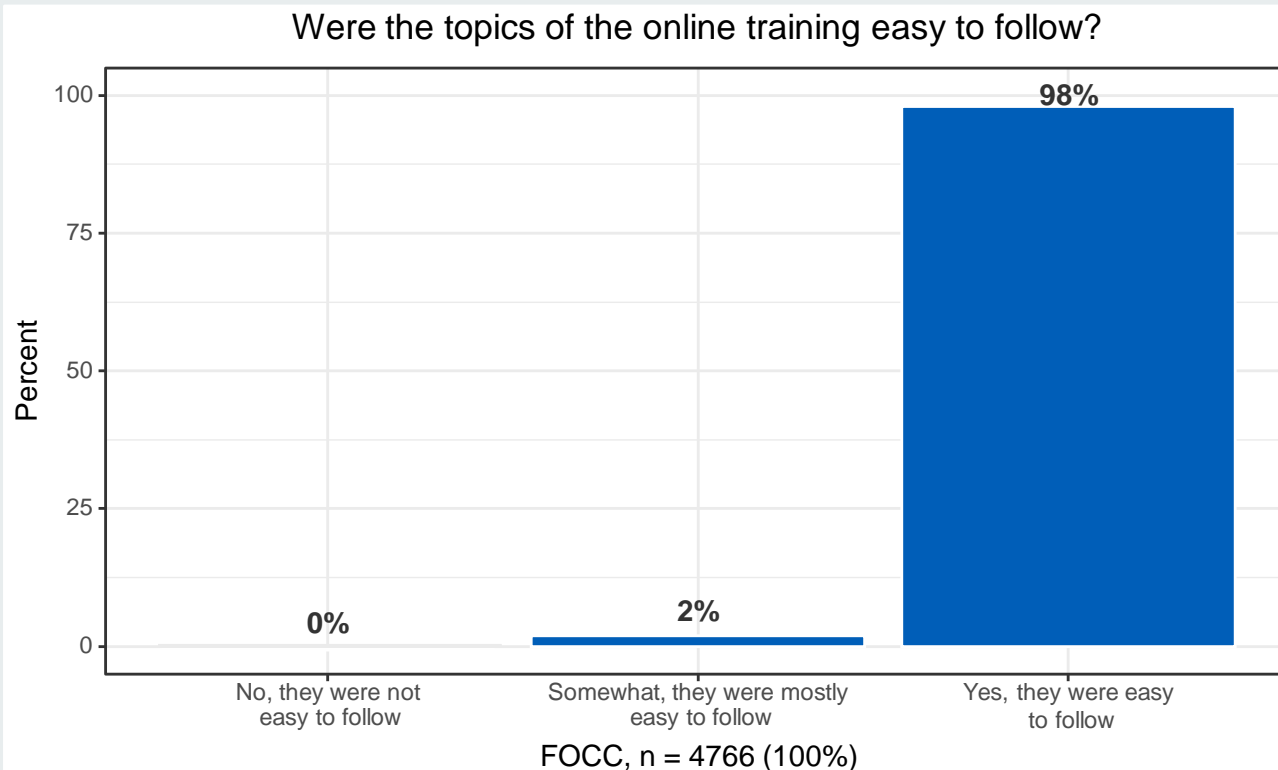


# What did staff think of the We Can Talk online training tool?

Brought to you by:



# Where the topics of the online training easy to follow?

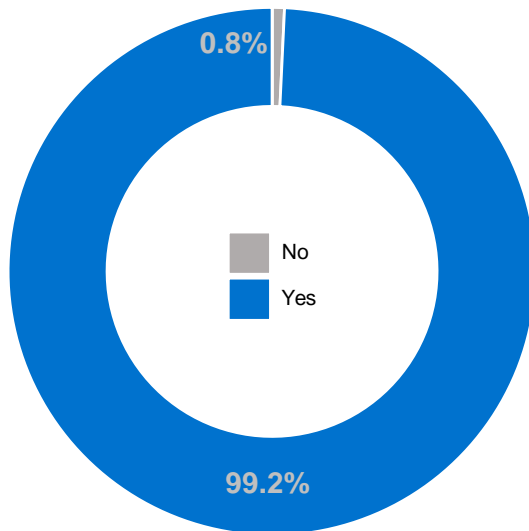


- **98%** of staff who used the **We Can Talk** online tool found that the training topics were easy to follow.

Brought to you by:

# Would staff recommend this training?

Would you recommend this training?  
FOCC, n = 4766 (100%)



**99.2%**

**(4730) of staff**

who completed the

**We Can Talk** online training  
tool would recommend it

Brought to you by:

# Feedback

**What did staff say about the training?**

Brought to you by:



# Feedback

Before this training, I did not feel confident in dealing with children and young people or adults even with mental health issues and one of my biggest fears was not saying the right thing. It has been great to learn that by being my compassionate self will be enough even if that's all I have to offer as I do care and I do care about the mental health of others and feel this needs to be a priority. The videos made such a difference, hearing from young people about their needs first-hand carries so much more weight than a PowerPoint...Thank you

This was a great tool for training. I feel much more confident with what children and young people in a mental health crisis really want to hear from us as professionals looking after their care. As a student nurse and a support worker I feel now that I am comfortable to sit with and talk to children and young people who have presented to hospital with mental health, without worrying that I might say the wrong thing

This is a brilliant training course and I've already sign posted colleagues from all professions to it. You've provided great insight into how important communication and 'normal' interaction is for everyone involved with someone's care. I'm so pleased that training like this has become available to all.. very well done! Thank you :)

Super training! Your young ambassadors are so eloquent, informative and engaging. I learnt a lot. I'd love to use something like this to help train up our new support workers in our inpatient CAMHS hospital. Thank you

A good training session and I particularly liked that the answers and way to respond or talk to young people came from them. I always worried I might make things worse but would now feel confident in talking about how the young person was and why they came into hospital and how They thought I could help them during their stay. Thank you

**Note:** quotes selected by the [We Can Talk](#) team

Brought to you by:



# Feedback

Thank you for creating this course it has given me an insight and confidence that I don't need to have special training to enable me to help children and younger people who are going through mental health crisis. I will share you website to my fellow physios to create awareness!

Such an amazing resource for all doctors nurses and medical professionals at all levels. Simple yet so articulately put across. Certainly will change my attitude.

This should be mandatory training for all staff very helpful!

I felt that my contribution to helping children & young people in mental health crisis was very small and minor. I now see that it can make the difference from having a negative experience and making things worse and having a positive experience and making things better. Just by simple easy basic interactions. I feel better equipped and more confident in my abilities.

I find this training very interesting and very useful for my current job role. I will be recommending the training to all my colleagues

**Note:** quotes selected by the [We Can Talk](#) team

**Brought to you by:**



# Conclusion

Brought to you by:



# Conclusion

## How has the training changed staff knowledge and confidence?

Staff rated their knowledge and confidence higher across all areas (with the percentage of staff rating their knowledge and confidence higher ranging from **45%** to **56%**)

## What difference do trainees expect this training to make?

**98%** of staff said they expected that the online training tool would have a significant or moderate difference in the way they do their roles.

## How did trainees find the training?

**98%** of staff found that the training tool topics were easy to follow, and **99%** of staff who used the online training would recommend it.

Brought to you by:





# About CORC

**The Child Outcomes Research Consortium (CORC) is the UK's leading membership organisation that collects and uses evidence to improve children and young people's mental health and wellbeing.**

Founded in 2002 by a group of mental health professionals determined to understand the impact of their work, today our members include mental health service providers, schools, professional bodies and research institutions from across Europe and beyond.

We analyse and interpret data relating to mental health and wellbeing outcomes of more than 400,000 children and young people in the UK, representing the largest data set of this kind worldwide.

The latest news and resources can be found on the CORC website:

[www.corc.uk.net](http://www.corc.uk.net)

Kantor Centre of Excellence

4-9 Rodney Street, London N1 9JH

020 7443 2225

[CORC@annafreud.org](mailto:CORC@annafreud.org)

Brought to you by:



# Appendices

## Online training tool questionnaire and FOCC

Brought to you by:



# Online training tool questionnaire

What is your job role?

In general, how confident are you supporting children and young people with mental health difficulties?

When communicating with children and young people, how confident are you talking about their emotional and mental health needs?

When communicating with children and young people, how confident are you talking about how to manage the challenges of being in hospital?

When communicating with children and young people, how confident are you talking about how to keep them safe while in hospital?

How would you rate your knowledge of how to manage a young person's emotional health needs

What training have you received related to children and young people's mental health?

Finally, why are you doing this online training module?

Were the topics presented in a way that was accessible to you?

To what extent do you expect this training to make a difference in the way you do your job?

Would you recommend this training to colleagues?

Any final comments?

Brought to you by:



# We Can Talk Fundamentals Educational Framework

Fundamentals of compassionate care to support children and young people presenting to hospital in a mental health crisis. The educational framework below is an amended version of our highly successful one day training course offered to participating NHS Trusts. In order to ensure the online training tools we create are educationally robust we have used the same objectives underpinning this validated framework. It is important to note that this Fundamentals of Compassionate Care tool will not fully address all these outcomes in their entirety but users will gain at least an introduction to all these concepts.

## Understanding

- Understand stigma and discrimination faced by people with mental health problems
- Understand the importance of the emotional wellbeing of children and young people alongside their physical health
- Understand and recognize risk for mental health in children and young people
- Understand the importance of effective communication when supporting individuals who are experiencing a mental health problem
- Be aware that an individual's behaviour may be a form of non-verbal communication
- Understand how an individual's feelings and perception may affect their behaviour
- Develop and maintain communication with children and young people and others about difficult matters and/or in difficult situations
- Be able to build respectful, trusting, non-judgemental relationships by actively listening and avoiding assumptions
- Understand the importance of the child or young person and their parents/carers, participating as fully as possible in decisions, and being provided with information and support necessary to enable participation in those decisions

## Supporting

- Understand and be able to demonstrate empathy, respect, a non-judgemental attitude and a holistic approach to working with others
- Understand concepts of risk
- Be aware of the concept of mental health crisis, and the potential impact on people's behaviour, feelings and perceptions when experiencing a crisis
- Recognise that good quality care is vital to reduce risk
- Be willing to take responsibility for positively addressing a situation where somebody with mental health problems needs support
- Show respect for ethical principles and professional accountability and responsibility, with regard to safe and effective care of children and young people

**Brought to you by:**

