The AYPH CLEAR framework to support young people

C — Communicate according to age and stage.

Young people communicate and understand information differently. Don't make assumptions about young people's preferred communication style.

- How does the young person like to communicate? Provide options for working with an advocate, writing, drawing or alternative communication systems (BSL, PEC's Makaton etc)
- Pitch and switch! - explain, check back understanding, read body language and adjust language as needed.
- Parents/carers- can be supportive and key partners in care but normalise asking them to step out of the room for a period of time so young people can speak confidentially and gain confidence to communicate independently about their health.

L — Listen non-judgementally and respect the young person's perspective.

When young people feel judged, they are less likely to open up or communicate what is going on for them. Young people's perspective and choices should be respected, even if you don't agree!

- Seek to understand why young people choose certain behaviours (not taking meds or risk taking behaviours etc) rather than rushing to judgement.
- If a young person chooses a health path that you don't think is best, provide factual information, explain risks and continue to provide support so they feel they can come back if they need help.

E — Explain rights, information and next steps.

Often, information is given in complex terms, in an inaccessible way or is directed at parents/carers. This can leave young people even more confused and unsure what is going on with their health!

- Explain simply, clearly and without jargon about medical terms, health diagnosis, medications, and healthcare pathways.
- Talk to the young person, not just their parents / carers.
- Don't overwhelm young people with information in one go. Write important information down for them to come back to.
- Ensure young people are clear about what their rights are and what will happen next in terms of support and referrals.

A — Avoid assumptions and stereotypes.

We all may have or hear assumptions or stereotypes about young people, but it is important that these are not put onto the young people you encounter. Some groups of young people who might experience more stereotypes and discrimination include:

- Young people with disabilities.
- Those with caring responsibilities.
- High academic achievers.
- Young people who are care experienced.
- Those from ethnic minorities and different faith groups.
- Young people who face health inequalities.

R — Reach out and build a support network.

This applies to both young people and yourself!

- Ask the young person about their support network (friends, family, services etc) - help them identify people who can help if they are unsure.
- Get to know what youth health services are in your area.
- Find allies in others who support and care about young peoples health - reach out and build a support network, share resources etc.
- Get support to manage your stress - you can't pour from an empty cup!
- Join AYPH, get monthly updates and book onto more training.

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