



Healthcare Play Specialist

Education Trust

(A Charity Registered in the U.K. - Reg. No. 292218)



ANNUAL REPORT

January 2014 – January 2015



Healthcare Play Specialist Education Trust

Registers Qualified Health Play Specialists

Sets the qualifying standards

Monitors continued fitness to practice.

Annual Report 2014 - 2015

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Members of the Trust January 2014 to January 2015

Chairman	Mrs Suzanne Storer
Chief Registration Officer	Mrs Carol Williams
Honorary Treasurer	Mr Richard Spicer
Administrator/Secretary	Mrs Ann Goodwin Pre-school Learning Alliance
Secretary (from April 2014)	Ms Alison Tonkin Stanmore College
Registration Committee Chairman	Mrs Carol Williams

Board Members

Mrs Frances Barbour	
Mrs Wendy Brickett	
Mrs Judith Dibble	British Psychological Society
Mrs Emma Eardley	National Association of Health Play Specialists
Ms Christina Freeman	Society and College of Radiographers
Ms Polly Hind	Noah's Ark Childrens Hospice
Ms Angela Horsley	
Mrs Norma Jun-Tai	National Association of Health Play Specialists
Mrs Janet Morris	
Ms Irene O'Donnell	National Association of Health Play Specialists
Mrs Maureen O'Hagan MBE	World Organisation for Early Years Education
Mrs Meriel Tootell	
Laila Paulsen-Becejac	University of West London

Legal Adviser

Potter Rees

Independent Examiner of Financial Statements

Castle Ryce, Chartered Accountants & Registered Auditors,
The Clock House, 87 Paines Lane, Pinner, Middlesex.

Web Master

Dr Lee Whitmore

Registration Co-ordinator

Ms Julia Whitaker
Box 205, 44-46 Morningside Road
Edinburgh, EH10 4BF
Email: registration@hpset.org.uk
Telephone: 07514 076 008

**Trustees
2014 - 2015**



Maureen O'Hagan



Angela Horsley



Wendy Brickett



Judy Dibble



Emma Eardley



Norma Jun-Tai



Janet Morris



Irene O'Donnell



Alison Tonkin



Christina Freeman



Polly Hind



Frances Barbour

Laila Paulsen-Becejac



Meriel Tootell

HPSET Trustee Activities 2014



**Suzanne Storer,
Chairman**

Without the services of our amazing administrator Ann Goodwin, and no replacement in sight, it was an unusual start to the year.

With continued goodwill from Ann to field e-mails and mail until a replacement for the administrative duties could be found we managed to maintain normal service until the April Board meeting when Alison Tonkin agreed to take on the Trustee Secretary duties and I agreed to take on the general enquiry e-mails and telephone calls.

People wanting information on training, jobs and volunteer opportunities have been the majority of the inquiries throughout the year. A significant rise in Certified Child Life Specialists wanting to work in the UK and be accredited to our register galvanised the registration committee to review our accreditation procedure to ensure that it was robust and fit for purpose.

At the end of February Carol Williams, Frances Barbour and I met with Julia Whitaker, the Registration Co-ordinator, in Edinburgh to discuss the process and procedures of registration and re-registration and to set the dates for assessing profiles requested from registrants.

Over the year Julia has modified paperwork and schedules in order to be more effective with both time and costs.

In April we welcomed Laila Paulsen-Becejac to the Board of Trustees. Laila represents the University of West London and as a qualified Nurse for adults and children with a specialist qualification in Neonatal Nursing brings a wealth of knowledge and expertise to the Board.

Laila is a senior lecturer in Child Health Nursing and the Collaborative Link Manager for all the Colleges that run the Foundation Degree in Healthcare Play Specialism.

In conjunction with the two year renewal programme for re-registration and the delivery of the workshops pertaining to Continuing Professional Development and Mentoring a considerable improvement from practitioners in the standards of application in both areas has been noted.

The year has seen an increase in demand for the workshops to be delivered in smaller more discreet staff groups which is encouraging to know that there is a desire from registrants to learn and progress although it places more pressure on a small number of Trustees who facilitate the workshops. If we are to continue to provide

quality workshops in all areas of the United Kingdom, modification of the organisational structure and succession planning will be a matter for urgent discussion in 2015.

Mentors are invaluable in the passing on of excellent knowledge and skills to the trainee Healthcare Play Specialists and in recognition of the time that mentors invest in their Foundation Degree student the HPSET Mentor of the Year Award 2015 was launched at the NAHPS Conference in June.

A short audit of continuing professional development opportunities was completed on the day by 60 delegates. Analysis showed that on the whole respondents would be prepared to attend workshops or day conferences opposed to a college course and subjects of interest were wide ranging with Mental Health and Special Needs the two most requested topics.

Late summer and early autumn was a very busy period with the half day induction for Mentors taking place in all four colleges coinciding with requests for workshops. Although time consuming, the benefit of meeting mentors to clarify the responsibilities of the mentor and mentee cannot be underestimated and the sessions have reduced much of the anxiety and confusion since the early days. However, it remains a concern when some new mentors fail to recognise the value of these sessions and do not attend which has the potential to put them and their mentee at a disadvantage.

Since training began back in the mid-eighties there has always been an issue with the location of colleges and for many students travelling considerable distances was not prohibitive; some twenty years on the reduction in colleges providing the specialised course renders access to the course untenable for many over a two year period.

A recent scoping exercise undertaken in Scotland identified several possible factors to indicate the reasons for the slow growth of the Foundation Degree in Healthcare Play Specialism. The loss of a college course in Scotland, distance of travel to the nearest college in the UK, the cost of the Foundation Degree and travel, the severe reduction of NHS Trust education and training budgets and Trusts employing unqualified and unregistered play staff. These indicators can be replicated across other areas in the UK.

The opportunity to improve access to training will be made possible during the revalidation process of the Foundation Degree which will commence in 2015 in readiness for September 2016. It is for all parties concerned to be inspirational in embracing technology and considering different methods of academic delivery to be accessible for all if we are to reach our aspiration of a workforce that is qualified and registered to the highest standards.

As ever an organisation such as the Healthcare Play Specialist Education Trust can only be successful with hard working and loyal volunteers. The recruitment of new Trustees is never an easy task so we have been delighted to have Laila on the Board and encouraged that others are passionate about our work by the receipt of three nominations from Education and Social Work.

Our financial position is in good health as organisational costs are kept to a minimum by prudent budgeting and the generosity and goodwill of all members of the Board of Trustees.

Congratulations were sent to Irene O'Donnell on the birth of her son Jack.

I wish to thank all of the Trustees for their support, hard work and commitment given to the Trust during 2014 and look forward to working together in the year ahead.

As the year closes my thoughts are of Trustees who have experienced personal loss and other life changing events, particularly Pamela Barnes my predecessor and past Honorary President of the Trust who has suffered serious ill health and can only hope that comfort, recovery and peace is found for all in 2015.

Suzanne Storer
Chairman of the Board of Trustees

HPSET Registration Committee Report 2014



Carol Williams
Chief Registration Officer

Carol Williams
Chief Registration Officer

Registration Co-ordinator's Report 2014



Julia Whitaker
Registration Co-ordinator

I am delighted to be working again with HPSET and thank the Board for this opportunity to continue to play my part in the evolution of the profession in the role of registration co-ordinator. Anyone who knows me will know that I am passionate about quality, evidence-based practice as a means of securing the professional status of play in healthcare for future generations. Continuing Professional Development and professional registration are the gateways to the future of the profession and we share a collective responsibility for playing our part in this process.

I owe enormous thanks to my predecessor, Ann Goodwin, who choreographed an almost seamless handover of responsibilities and nurtured me through my first months in the role. Ann is the personification of efficiency and is a very hard act to follow but I am doing my best to maintain the high standards set by her. I am grateful also to Suzanne Storer for her support and collaboration over the past year and to Frances Barbour who has so generously hosted meetings of the Registration Committee here in Edinburgh.

During 2014, the Registration Committee reviewed and revised most of the documentation pertaining to re-registration in a drive to both simplify the process and make it more widely accessible. The feedback has been overwhelmingly positive and July 2014 saw record re-registration rates. From January 2015 re-registration notifications will be issued by email in an attempt to further streamline the process. Registrants are urged to ensure that we hold up-to-date email addresses so that they can be reminded to re-register on time and avoid having to pay a surcharge for a late application.

Every HPS dreads being selected for audit but an invitation to submit a Professional Development Profile (PDP) may be reframed as a privilege rather than a chore. It represents a rare opportunity to celebrate and proclaim the wonderful initiatives that HPS are involved in throughout the UK and beyond. There are many examples of exceptional practice and a well-presented, succinct and reflective profile will elicit sighs of rapture from committee members. I would encourage registrants who are still unsure about PDP requirements to contact me for guidance before submission, in order to ensure a smooth transition through the process.

If anyone should be so bold as to think that their registration card is a worthless piece of plastic, they obviously don't realise that it has magical properties ... Last December I was contacted by Transport for London's Lost Property department. They were in possession of a handbag, found on the Underground, in which the only clue as to its ownership was the HPSET registration card discovered in its depths! I was able to alert the registrant whose name appeared on the card, and bag and owner were joyfully reunited in time for Christmas. No-one should ever doubt the value of HPSET membership!

As for the 'beautiful baby' who was the reason for my resignation from the Board in 2006 - she is now a beautiful 8 year old who has become adept at sticking stamps on envelopes and who can almost recite the criteria for re-registration in her sleep!

Freya is very proud of her HPS mummy and it is for Freya and her generation, and for those that follow, that I am proud to play my part in the unfolding future of HPSET.



**Julia Whitaker and Freya
Registration Co-ordinator**

A view from the University



Laila Paulsen-Becejac
Academic Link Manager
University of West London

Report from Bolton College 2014

This has been another successful year at Bolton College which has seen the second cohort of students successfully completing the second year of the course and graduating. This has led to 9 students registering with HPSET as Registered Play Specialists. These students have been successful at gaining employment with two students successfully securing HPS positions at John Radcliffe Hospital in Oxford and have relocated there. Two have secured places at Manchester Children's Hospital and one has secured a place at Walsgrove Hospital in Birmingham.

One student has been taking part in a Mother's Pledge scheme at Manchester Children's Hospital to learn 5 signs (sign language) per week along with hospital staff to communicate with a child who was born deaf. There is a Youtube clip showing him actively communicating and working with this child. He has also been awarded the Children's Hospital Award for his contribution. One student has also been commended by her local newspaper in Hereford for making a little girl's last wish come true by arranging a ride in a pink Lamborghini driven by Richard Hammond. She received a staff recognition award from her local NHS Trust. Another student has also appeared in a TV documentary regarding the role of a HPS.

Results

Results to date	Enrolment	Retention	Achievement	Success	Comments
2012 - 2014	10	9 90%	9 100%	90%	1 X Pass grade 5 X Distinctions 3 X Merits 67% with Merit/Distinction grades 33% with pass grades
2013 - 2015	7	6			100% achievement at level 4

In September 2014 a fourth cohort of 10 students were enrolled onto the course. All are female and white with one student travelling from Dublin every week to undertake her studies.

All are indexed with HPSET and the collection of the indexation fee at the point of enrolment has worked well.

Mentors have had an induction with Suzanne Storer – Chairperson at HPSET (October 2014) with lots of questions raised, explored and clarified regarding the role of the mentor and their responsibilities.

Student feedback indicates that mentors are carrying out their expected role and obligations effectively. Some mentors requested that a closer liaison between the college tutors and themselves was needed. This has been acknowledged and will be acted upon.

There has been staffing changes once again within the college with a new Head of Area and Curriculum Leader. However, the course continues to be managed and delivered by staff with a wide range of experience and varying specialisms relevant to the curriculum. The academic content of the programme continues to be enhanced by guest speakers, visits to hospitals and current practitioners.

Kathryn E. Terry
Programme Leader

Report from Cardiff and Vale College 2014



Report from North Warwickshire and Hinckley College 2014

The course is going well and the students are making good progress. Some students travel long distances to attend this course from as far afield as Milton Keynes and Chesterfield - there are only 2 students from the Nuneaton area.

The first year of the programme is delivered in college one day a week on a Monday, with the second year being delivered on a Friday.
All students have the entry requirements for the programme with two students having previously achieved a BA (Hons) degree.

First Year – The group consists of 14 female students on the first year of this new, full time programme. All the students are 18 years of age. One student has been cancelled as she did not have a confirmed placement and mentor, while another has withdrawn as she has been offered a funded Master's degree with teaching at Birmingham University

Second year – Two students have progressed onto the second year of the course. The other student transferred to Stanmore College as she gained employment at St Georges Hospital in London. All first year assignments were passed with marks improving as the year developed.

Two new members of staff have joined the teaching team this year. All staff teaching on the programme have a wealth of background experience and qualifications in early years, education and health. All members of the teaching team have relevant and suitable teaching qualifications for level 4. Four members of the team have QTLS and relevant MA qualifications. Planning considers the qualifications of the staff in order to facilitate the learning outcomes most effectively. As members of the team undertake Continual Professional Development during the academic year, staff recognise where their skills can be most appropriately developed for the benefit of the programme and individual learners.

Jacqueline Ford
Course Leader

Report from Stanmore College 2014

The course continues to run smoothly and it has been another successful year for the students. In November, the third set of students graduated at Wembley Stadium and 21 students have been registered with HPSET as Healthcare Play Specialists.

Across both cohorts there were 38 females and 1 male. The course attracts students from across the South of England, with students travelling from as far north as Leicester and as far west as Salisbury.



FdA HPS level 5 group who completed the course in June 2014

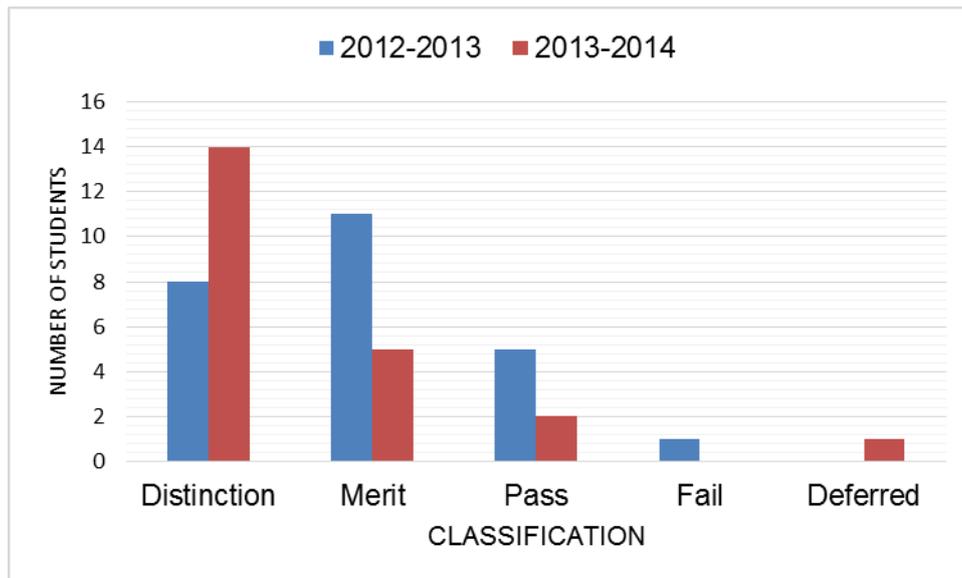
	Enrolment	Retention	Achievement	Progression
Year 1 L 4	18	17 (94%)	17 (100%)	17 (100%)
Year 2 L5	22	22 100%	21 (96%)	4 18%

Table 1: Overview for the academic year

This is the second year that the FdA has been graded and the following classifications were achieved:-

Distinction	Merit	Pass
14	5	2

This compares well to the previous year:-



Comparison of the FdA HPS classification for the past two years

There were also six Healthcare Play Specialists from the previous year who progressed onto the one year top up at the college to graduate with a *BA (Hons) Working in integrated services for children and young people* at the same ceremony. They did extremely well and their degree classifications were: - First x 2 2:1 x1 2.2 x 3

Alison Tonkin
Programme Area Manager



Graduating with a Foundation degree in Healthcare Play Specialism

National Association of Health Play Specialists (NAHPS) 2014

Throughout 2014 NAHPS and HPSET continued with collaborate working and raising standards and awareness of the profession.

During 2014 the NAHPS journal received a makeover courtesy of Marie Cronin – Student Healthcare Play Specialist at Addenbrookes Hospital and Sue Ware, Production Editor for NAHPS. Feedback received stated it was a more professional journal.

The AGM and Conference entitled 'Playing a Role in Health; embedding play in the service delivery of children and young people's healthcare' held on the 6th June 2014 was attended by 100 delegates. The day was a success and we received excellent evaluation and feedback.

At the beginning of October supported by Starlight Foundation we celebrated Play in Hospital Week which gave play specialists the opportunity to promote their services. Comments received indicated an exciting week was had by all and feedback from hospitals, hospices, community teams and play specialists was excellent.

In October 2014 Dr Alison Tonkin completed a detailed literature review on behalf of NAHPS, entitled 'The provision of play in health service delivery - Fulfilling children's rights under Article 31 of the United Nations Convention on the Rights of the Child.' The review was funded by NHS England. The review has shown that there is no written, published and accessible evidence in terms of the proven efficiency of play interventions with children and young people within the Health Service. Due to this lack of evidence, NAHPS has asked play specialists to write and submit evidence to support the efficiency of play interventions that can be published during 2015 and beyond. From listening to play specialists we know there is evidence out there - unfortunately it has not been published: NAHPS aims to secure publication. We are looking for facts and observations about the impact play has on Healthcare Trusts/organisations and departments as a whole rather than evidence and descriptions of the effects of play on individual children/young people.

The Hugh Jolly Annual Lecture and workshops took place on the 4th December at Weston House, GOSH – Lynn Randall and Jo Erez, Quality and Safety Coordinators, University Hospital Leicester ran the afternoon workshop which centred on Communication, Quality and Complaints. Kath Evans, Head of Patient Experience for Maternity, Newborn, Children and Young People from NHS England presented the evening lecture entitled 'Let me tell you a story...the power of narrative in transforming experiences of care and building empathy.' Attendance at the workshops was down on previous years, the evening lecture had in excess of 45 delegates with members of Hugh Jolly's family present.

Vanessa Daniels represented the UK on behalf of Irene O'Donnell at the first International Summit on play and psychosocial issues. The summit was held in New Orleans and was organised by the USA Child Life Council. It brought together forty experts from around the world who debated, discussed and shared best practice in relation to the growth of psychosocial care at international level.

Vanessa Daniels, Susan Fairclough, Irene O'Donnell and Emma Eardley are now specialist advisers for CQC (Care Quality Commission) - there have been two inspections carried out with play specialist input. This is good news for the profession and we anticipate more CQC visits in the future with play specialist involvement.

We welcomed Cath Hubbuck, Susan Fairclough and Maddy Branduardi to the National Executive Committee (NEC) and said goodbye to Liz Wilkinson and Annika Davidson.

In 2015 NAHPS celebrates its 40th anniversary; play provision in our hospitals has come a long way in 40 years. It is our intention to continue our work, striving to improve patient experience and outcomes in the process.

Emma Eardley
Vice Chairman - NAHPS

Evolution of the mentoring process since 2013

At the Board meeting in January 2013, one of the agenda items was the mentoring process. Following feedback, both formal and informal from mentors, students and workplace settings, it was clear that the original process was no longer 'fit for purpose' and a radical overhaul would be required. In order to facilitate this, a Mentoring Working Party was set up, with four 'volunteers' from the Board, as well as Suzanne, in her capacity of chairperson. An initial scoping exercise was undertaken to establish the main areas of concern and three key issues emerged:-

- Mentors did not feel prepared for the mentoring process
- The original on-line training course did not give sufficient guidance or support on the mentoring process itself
- Mentors felt they did not receive sufficient 'professional recognition' from other members of the multi-disciplinary team as they had no standards to work against to demonstrate their mentoring skills

Initial contact occurred through e-mail and the first report was presented to the Board in April 2013. This discussed the proposed development of a 'mentor toolkit' consisting of a two unit training package, access to all the mentoring documentation and articles and information relevant to the mentoring process. Consultation was seen as a vital part of the development process and as a result an article updating the HSP profession on the current mentoring process was published in the NAHPS Journal in Spring 2013, asking for practitioners to engage in the 'next phase of the HPS mentoring process'. A poster was also presented at the NAHPS conference in Cardiff in June 2013.

The first working party meeting was held in May 2013 and this proved to be an extremely productive day. The final output was two sets of mentoring standards, using the Royal College of Nursing (2010) RCN Mentorship resources: 2. RCN mentoring relationships standards. From these two sets of standards were produced:-

- Preparing Health Play Specialists for Mentoring Standards
- Mentoring Standards

Preparing Health Play Specialists for Mentoring

Designed for anyone interested in the mentoring process, a one day workshop was developed, where the standards would be achieved through attendance and completion of the associated activities during the day. The original delivery pattern proposed four workshops would be delivered per year, one in each of the following regions - South West, North East, North West and the South East. This delivery pattern has since become a 'request based' strategy, which is proving onerous on the Trustees who deliver these sessions on a voluntary basis.

Mentoring Standards

A set of 12 standards were developed covering the process that would be followed by mentors and their mentees. The first 11 standards should be completed by virtue of undertaking the mentoring role and can be completed in six months, following one full cycle of review, either to the mid-point review or completion of the year. The final standard was designed to promote reflection by the mentor on the process they had undergone with their mentee, and this is done following successful completion of the first 11 standards. These standards are introduced and explained during a half day induction at each of the four colleges for mentors who have a student they are mentoring.

This new mentoring programme was rolled out in August 2013.

As with most new initiatives, there have been teething problems and feedback from the mentors and students has been invaluable. With the mentoring standards, it was originally envisaged that the college tutors would be able to assess whether the mentor had achieved the 11 practice based standards when the student submitted their portfolio at one of the two review points in the year. However, it soon became apparent that this was a very time consuming process. It was also felt that the mentor did not have an active role in identifying how and when they were achieving each standard. Therefore, in March 2014, a Mentor Standards Assessment Handbook was developed for the mentors to enable them to record the evidence location demonstrating completion of each of the mentoring standards. This met with considerable resistance, due in part to the late introduction of a new recording system that now firmly placed the onus on the mentor document completion of the standards.

Feedback from the mentors, together with feedback from some of the Preparing Health Play Specialists for Mentoring sessions suggested a further meeting was needed to address the issues raised and a second mentor working party meeting was held in August 2014 in Bolton. As a result, the following points were noted:-

- A support and information meeting should be provided for the tutors from all four colleges annually to ensure currency and consistency
- The marking of the 12th standard which is a reflective piece of writing will be marked by Trustees (unless they have been directly involved as a tutor), using a formal template with clearly identified marking criteria
- Changes to the Mentoring Standards Assessment Handbook- mainly the order of the standards so they follow a more logical sequence that follows the progress of the student through the process

So, in January 2015, the mentoring process has evolved considerably and now provides a clearly, more effective support mechanism for both the students and their

mentors. Mentors provide the vital link between the academic and practical components of the FdA in Healthcare Play Specialism. With the first five years of the course successfully completed, the course is due to be re-validated in the coming year and a review of the mentoring process will be formally undertaken. It will be interesting to see what changes will emerge, as HPSET endeavour to ensure mentors, students and the workplace feel sufficiently informed and supported in all aspects of the mentoring process.

Alison Tonkin
Member of the Mentor Working Party



Richard Spicer
Honorary Treasurer

HEALTHCARE PLAY SPPECIALIST EDUCATION TRUST
Statement of Financial Activities
Year Ended 30 September 2014

	Unrestricted Funds	Total 30/09/2014	Total 30/09/2013
Incoming resources			
Investment	926	926	1,282
Incoming resources from Charitable activities	18,790	18,790	15,855
Other incoming resources	304	304	147
Total unrestricted income	<u>20,019</u>	<u>20,019</u>	<u>17,284</u>
Resources expended			
Charitable activities	912	912	1,104
Governance costs	12,939	12,939	6,051
Total expenditure	<u>13,851</u>	<u>13,851</u>	<u>7,155</u>
Net movement in funds for the year	6,169	6,169	10,129
Total Funds brought forward	<u>94,483</u>	<u>94,483</u>	<u>84,354</u>
Total Funds carried forward	<u>100,652</u>	<u>100,652</u>	<u>94,483</u>

There were no recognised gains or losses for 2013 or 2014 other than those included in the financial statements.

Balance Sheet at 30 September 2014

	30-Sept-14		30-Sept-13	
	£	£	£	£
Fixed Assets				
Investment		73,000		73,000
Current Assets				
Cash at bank and in Hand	<u>28,152</u>		<u>21,883</u>	
	<u>28,152</u>		<u>21,883</u>	
Current Liabilities				
Creditors: Amounts falling due within one year				
	<u>500</u>		<u>400</u>	
	<u>500</u>		<u>400</u>	
Net Current Assets		<u>27,652</u>		<u>21,483</u>
Total Assets less current liabilities		<u>100,652</u>		<u>94,483</u>
Capital				
Unrestricted Funds		<u>100,652</u>		<u>94,483</u>
TOTAL FUNDS		<u>100,652</u>		<u>94,483</u>

Approved by the trustees on **24th November 2014**

and signed on their behalf by

MRS S. STORER
Chairperson

MR R SPICER
Treasurer

A full copy of the financial accounts may be obtained on request from the office



HPSET Annual Report January 2014-2015.

Adopted 26/01/2015