Building Positive Relationships and Understanding: How to create or reinforce conditions in which disputes between children, young people, families and professionals can be avoided.

The following 'talking head' videos have been produced to support health and social care practitioners learn about ways to progress children's rights through building positive relationships and understanding with children, young people and their families.
Dr Sarah Sivers is a healthcare law and ethics expert from Robert Gordon University whose research in paediatric palliative care focuses on the causes of disputes between clinicians and families. Dr Sivers has translated her research findings into the wider context of children's UNCRC rights and applicability across health and social care settings.
Below you will find a suite of six short videos. 'Building Positive Relationships and Understanding' introduces the topic and should be viewed first. The remaining videos can be watched in any order.

VIDEO - Building Positive Relationships and Understanding
Overview: Research identifies 5 key areas which strengthen relationships between children, families and professionals.

- Timely communication and early planning.
- Listening, empathy and creating opportunities for meaningful conversation.
- Working together across teams and services.
- Clear, respectful and accessible communication.
- Support networks and sources of help.

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VIDEO - Listening, Empathy and Creating Safe Spaces

Overview: Taking time to listen, understand and respond to the individual needs of each child, young person and family can make the greatest difference.

- Make children and families feel heard.
- Act with empathy, understand families' experience and respond with care and respect.
- See the whole child.
- Give children and families time and space.
- Create safe and supportive environments for conversations.

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VIDEO - Signposting, Networks and Supporting Children and Families

Overview: Wider networks are an important part of promoting wellbeing, supporting children's rights and strengthening participation.

- Introduce support early but know that the right time is not the same for everyone.
- Know what peer support networks are available and help families connect with them.
- ·Support children and families to understand whether online information is accurate.

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VIDEO - Timely Communication and Future Care Planning

Overview: Future care planning lets everyone explore what matters most and prepare together for future decisions and possibilities.

- Start talking about future plans early to build shared understanding and trust.
- Take conversations at a pace that works for children and families, and revisit discussions.
- Take account of their preferences to create a comfortable environment for conversations.

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VIDEO - Teams, MDTs and Working Together with Families

Overview: Clear, coordinated communication across teams supports children and families to feel more confident.

- Help to ensure that your team coordinates with other teams working with each child.
- Ensure the right people are included in MDTs.
- Support children and families to participate in meetings.
- Show that you value children's and families' lived experience.

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VIDEO - Clear, Honest and Respectful Communication

Conversations are opportunities to build trust, understanding and partnership.

- Have open and honest conversations.
- Make communication meaningful.
- Build trust through consistency.
- Think about communication as a way of strengthening relationships.

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By providing feedback on the videos you can support further work to disseminate these messages, develop further resources and measure impact. Please share your views using the QR code.