

SWINDON SEND FAMILIES VOICE THE SUNFLOWER LANYARD SCHEME

WHAT ARE WE MAKING BETTER?

Letting others know when a little extra help or support is needed. The sunflower lanyards are a discreet way of letting others know a child or young person may have a hidden disability. Feedback from parents/carers was that they found hospital visits particularly challenging and their experiences were not always positive. It was suggested that the lanyard scheme could help staff recognise that children may require additional assistance when attending their hospital appointments.

WHAT HAVE WE DONE?

Sunflower lanyards are available from the reception desk at Great Western Hospital, the Children's Unit and GP Surgeries and can be kept by the child or young person after their visit has ended. Swindon SEND Families Voice were involved with the CCG in the pilot phase of the project through to the full rollout across Swindon's health settings. They have also created a video to help raise awareness of the sunflower lanyards.

When hospital staff see a sunflower lanyard, they will take it as a sign to adapt their behaviour and provide extra support, whenever it is appropriate to do so. The aim of the scheme is to improve patient experience across the Trust for those patients who may require some additional assistance.

The Sunflower lanyard scheme is proving to be a great success. The experience of families who have started to use the lanyard scheme with their children have found it to be hugely beneficial: it has raised awareness to hospital staff of the needs of their patients with SEND and so ensures they are treated appropriately and with sensitivity and understanding. Here are some quotes from parents who have been using the scheme:

- "When my daughter wears her lanyard it reminds the staff to speak to her more calmly and clearly"
- "Staff can adapt accordingly to his needs, be more understanding and take extra time to communicate with him"

WHAT DIFFERENCE HAS THIS MADE?

WHAT WILL WE DO NEXT?

We will continue to promote the sunflower lanyard and increase awareness of it not just in our local health settings but everywhere.

The creation of the video on [the Hidden Disabilities Sunflower Lanyard Scheme](#) will help to achieve this. We will also continue to engage with patients, their families/carers and staff to understand whether there has been any improvement in their experience and we will feed this back to hospital staff to ensure ongoing success of the scheme.

"It's important to share information about things that are going well."



"By raising awareness, helps professionals to understand things from our perspective."

