

# Children with Exceptional Healthcare Needs (CEN) Managed Clinical Network

## Development and aims of CEN E-learning Modules

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Children with  
Exceptional  
Healthcare Needs  
National Managed Clinical Network



**What is the Children with Exceptional Healthcare Needs (CEN) National Managed Clinical Network?**- The [CEN Network](#) exists to support the health services for Children with Exceptional Healthcare Needs including the children and young people who require ventilator support or tube or intravenous feeding and have several other serious health or development problems. This is needed so that the NHS can plan for their specialised medical care and technology dependence. There are many more children with complex conditions and disabilities for whom the content of this module may be relevant.



**Rationale for this Project** - The CEN Education Group agreed learning modules should be relevant for all practitioners providing care to children and families, including education and social work, to enable this Turas was used as the host platform. We adopted the principles of Realistic Medicine, UNCRC and GIRFEC as foundations. **Partnership or collaborative working** with parents of children with these complex disabilities and exceptional healthcare needs identified three themes for the 2020 CEN conference so we adopted these for our updated education resources; **Communication, Co-ordination and Compassion**.

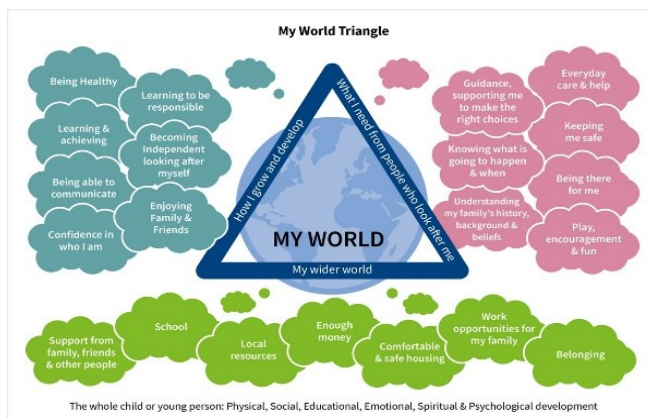
**Methodology** - Three working groups created text and relevant images and identified key messages for each module.

Digital learning developers eCOM, appointed through the NSS competitive tendering process, worked with each group to create interactive eLearning modules incorporating links to relevant resources with a reflective diary to support annual appraisals for learners.

Each module was piloted with volunteer groups including undergraduates, healthcare teams, Third Sector Organisations and parents. Feedback from these pilots helped with editing for ease of navigation through each module. The learners found the content appropriate and useful.

Specific elements of the modules have confirmed our initial aims have been met:

The content was rated relevant for inter-agency learning in line with GIRFEC. The resources and links incorporated into each module encourage learners to access materials produced for other agencies that can support their knowledge and skills.



The [Articles of UNCRC](#) are recognised in the context of children with complex disabilities.

The need for all practitioners to understand the importance of **Communication** in their work and how the rights of persons with disabilities must be respected and applied in every interaction alongside UNCRC.

Using the evidence from neonatal Family Integrated Care, **Compassionate** care can and should be adapted to develop well **Co-ordinated Family Integrated Complex Care** throughout the life of a child with a complex condition to acknowledge and respect parents, carers and families as Experts by Experience.

**Outcome** - Starting from service user feedback we have developed eLearning resources that take themes based on 'What Matters to Families' to encourage learners to understand how their practice can be improved through partnership working, mutual respect and knowledge of others' lived experience.

### References

Realistic Medicine (2022) Working together to provide the care that's right for you

UNCRC (1989) Convention on the Rights of the Child

Scottish government (2022) GIRFEC National Practice Model

