

Supporting safe and engaged transition from paediatric to adult services

A practical digital toolkit for Children and Young People Services



Why transition needs more support than we think

Transition from paediatric to adult services is rarely a single moment. It is a gradual shift that takes place over years, often between the ages of 14 and 25.

During this time, expectations change, communication styles shift and young people are asked to take on more responsibility for their own care.

Perhaps unsurprisingly, this is also where many services see disengagement begin.

This toolkit is designed to offer simple, practical ways to support continuity, strengthen communication and reduce the risk of young people falling through the gap.



Why this matters

- Engagement often drops during transition
- Confidential concerns may go unshared
- Safeguarding visibility can reduce
- Small changes can significantly improve continuity



Where transition breaks down

Many services provide strong paediatric care and structured adult services. The challenge often sits in between.

Without consistent engagement, young people can become harder to reach, less confident, and less likely to seek support when they need it.



Recognise this?

- Young people stop attending appointments
- Communication becomes one-sided
- Questions are left unasked
- Engagement is difficult to evidence
- Staff rely on assumptions rather than insight



Transition Pathway



14–16: Early transition

What's happening

- Introduction to transition
- Continued reliance on parents/carers

What young people need

- Simple, age-appropriate information
- Reassurance and familiarity

What services should do

- Begin transition conversations early
- Introduce digital engagement tools



16–18: Mid transition

What's happening

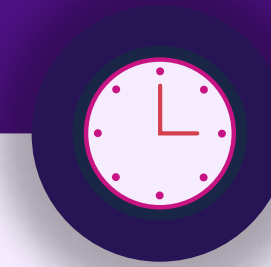
- Increasing independence
- Preparing for adult services

What young people need

- Confidence to ask questions
- Support with self-management

What services should do

- Provide confidential communication options
- Encourage active participation



18–25: Late transition

What's happening

- Full transfer to adult services
- Reduced parental involvement

What young people need

- Ongoing engagement
- Clear support pathways

What services should do

- Maintain communication beyond transfer
- Monitor engagement and risk

Milestones Checklist

Are key transition milestones being met?

Checklist

Young person has received age-appropriate information

Transition has been clearly explained

Introduction to adult services has taken place

Young person feels confident managing their condition

Engagement is being tracked over time

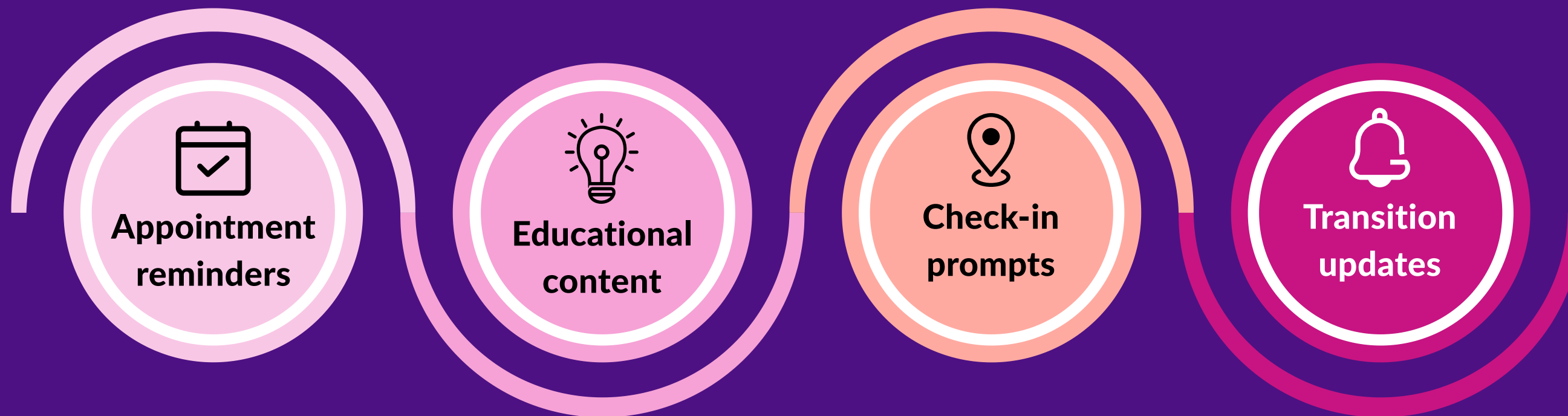
Opportunities for questions are available

Communication continues post-transfer



Consistent communication builds continuity

Regular, predictable touchpoints can help maintain engagement and reduce uncertainty during transition.



What good looks like

Clear, consistent, youth-friendly communication
Opportunities to respond and engage

What often happens

One-way communication
Gaps between appointments
Limited follow-up

What young people don't always say out loud

Not all concerns are raised during appointments. Some questions feel too small, too personal, or too difficult to ask in person.

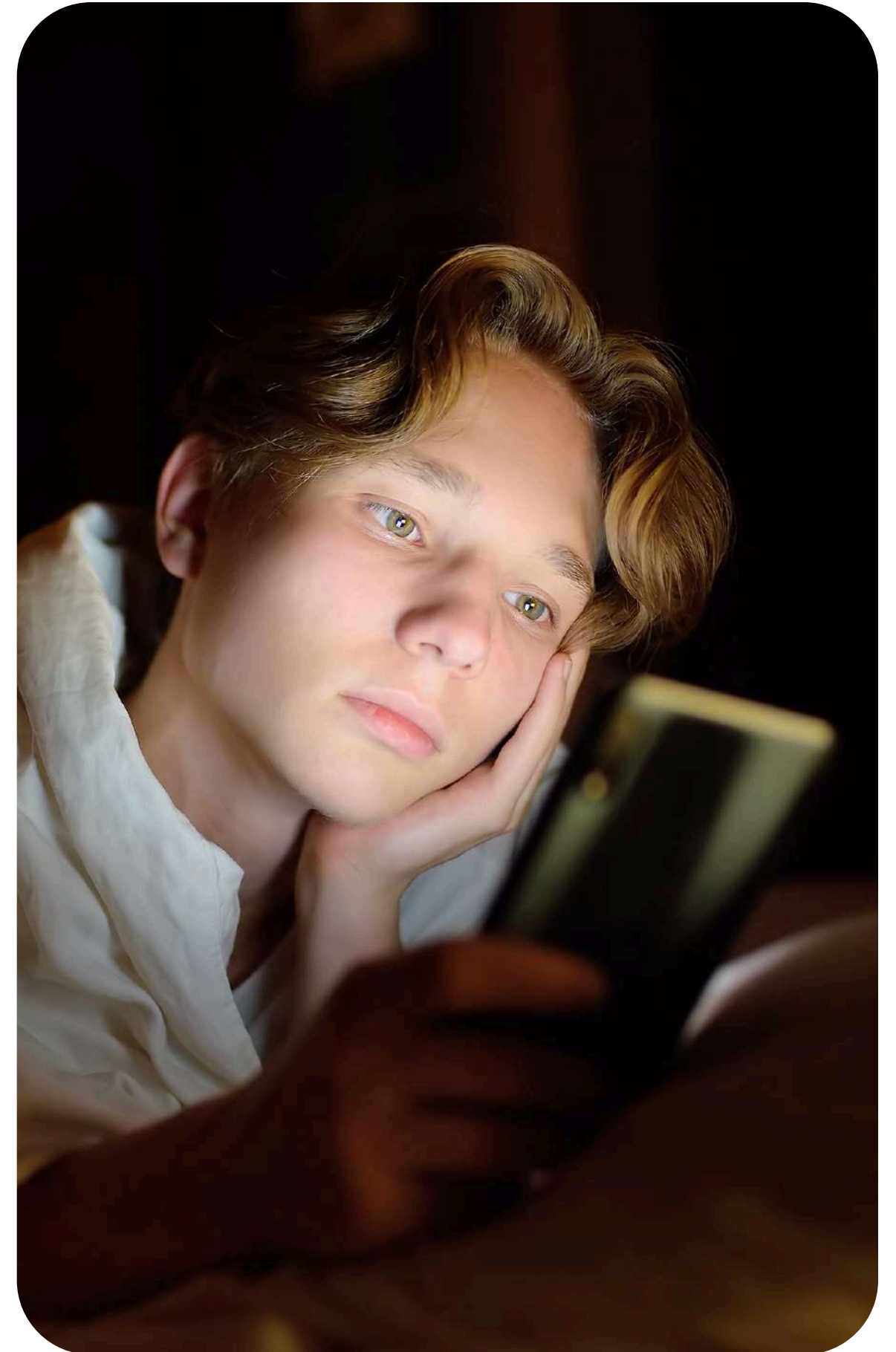
Providing a safe, confidential way to ask questions can surface important concerns earlier.

"Is this normal?"

"I didn't want to ask in clinic..."

"Should I be worried about this?"

Si



Maintaining visibility during transition



Without digital visibility

Reduced insight between appointments

Missed early warning signs

Limited engagement data



With digital support

Ongoing insight into engagement

Earlier identification of concerns

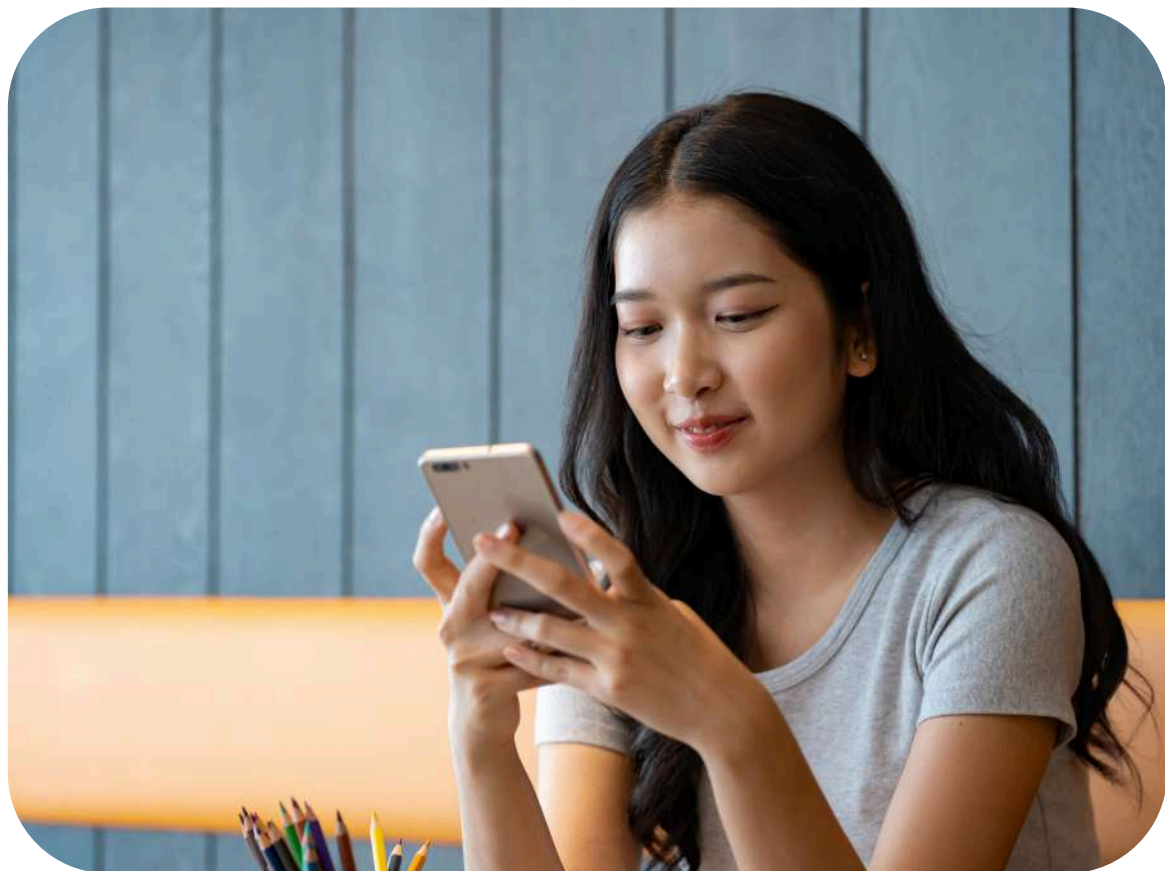
Clear escalation pathways



Silicon Practice
DIGITAL HEALTH SOLUTIONS

Quick Wins

Small changes that can make a big difference



Introduce one digital check-in during transition



Provide age-appropriate digital content



Enable confidential question submission



Track one simple engagement metric



Add transition-specific communication touchpoints



Review where drop-off typically occurs

Reflection Checklist

How does your service currently support transition?

Checklist

	Yes	Partly	No
We provide age-appropriate content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Young people can ask questions confidentially	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We track engagement during transition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We understand where drop-off occurs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication continues after transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safeguarding concerns can be escalated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





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Supporting transition does not require a full redesign

Small, structured improvements can strengthen engagement, improve continuity and reduce risk.

The key is consistency, visibility and creating space for young people to engage in ways that feel natural to them.



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