



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p> <p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<p>Donegal Public Health Nursing will work in partnership with Letterkenny University Hospital and Sligo University Hospital and key stakeholders to enhance the current provision of antenatal education services in Donegal Community Health Services.</p> <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Antenatal education will be made more accessible to women through social media platforms and adopts the recently launched National Standards for Antenatal Education encouraging the full engagement of women and their partners. In Donegal, the provision of antenatal education classes in the networks will resume when all Healthcare services reopen post-COVID-19. • The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at Letterkenny University Hospital and Sligo University Hospital thereby improving access to comprehensive health information about physical and emotional well-being, the changes that occur during pregnancy, what to expect as the pregnancy progresses, mental health and emotional well-being, nutritional care, social support networks and the choices that women have in accessing maternity care services in Ireland. The HSE <i>mychild.ie</i> website will also be promoted as the trusted source of information for parents. In particular, the breastfeeding support section will be promoted including the Ask our Expert service. 	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>



CARE IN THE HOME AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>SUPPORT: Women said that they would like more support and help with feeding their baby after they have been discharged from hospital.</p> <p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p>	<p>Donegal Public Health Nursing Service is working together with local Maternity Hospitals and the National Healthy Childhood Programme to implement quality improvement initiatives to improve women’s experience of care in the home after birth, including better infant feeding support for women in the postnatal period.</p> <p>The Public Health Nursing service is implementing the new national Healthy Childhood Programme Child Health Record from 1st September 2020.</p> <ul style="list-style-type: none"> • PHNs have completed the requisite HSE Land modules and the clinical skills training to provide same, ie: <ul style="list-style-type: none"> – National Newborn Bloodspot module; – Developmental assessment and growth modules; – Child safety modules; – In-person clinical skills seminar was provided in August 2020, with final training sessions scheduled for September 2020, including motivational interviewing role-play. • PHNs will continue to promote the uptake of vaccinations at all preschool child developmental reviews. 	<p>Work commenced in 2020 and is ongoing</p>
<p>IMPROVING FEEDING: Support in the home during the postnatal phase.</p>	<ul style="list-style-type: none"> • Building the capacity of PHNs, promoting a consistent message and providing support for infant feeding in the postnatal phase: • All PHN nursing staff have completed the HSE training programme on: <ul style="list-style-type: none"> – Supporting Breastfeeding; – Breastfeeding Challenges; – The BOAT – Breastfeeding Observation Assessment Tool has been introduced as standard practice to provide professional assessment and guidance to breastfeeding mothers; – Approval for two Public Health Nursing Lactation Consultants are being sought; – 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding will be actively promoted in Community Care. • The Public Health Nursing Service promotes breast-feeding through the direct provision of breastfeeding support groups and working with breast-feeding support organisations including La Leche League, Cuidiú and others. • Five PHNs across Donegal are trained as Lactation Consultants, providing expert advice to colleague PHNs in their work with breastfeeding mothers. • Improving health information for women in the home continues to be a key priority for the PHN team working across Donegal. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • The role of all PHNs and midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding in the home. • Lactation nurse specialists/local community support groups/Ask the Expert support Service will be available to women with more complex health needs or who require additional support with breastfeeding. • Health information will be provided to women about local feeding support groups available to them in the community, including local community support groups such as La Leche League/Cuidiú/parent and infant programmes and will be promoted to all. • Women will receive health information from their PHN about health and well-being after birth including the mental health changes that occur in the postnatal phase. • Women will receive the 'My Child: 0 to 2 years' book, which will be actively promoted as part of the suite of health information provided to parents of children 0 to 5 years. 	



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>QUALITY IMPROVEMENT INITIATIVES:</p> <p>Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Community Health Care Services in Donegal are implementing quality improvement initiatives to improve women's overall experience of maternity care including a continued focus on:</p> <ul style="list-style-type: none"> • Organisational culture. • Advocacy for Women in Maternity Care. • Encouraging women to give feedback about their experience. • Monitoring improvement initiatives on an ongoing basis. 	<p>Community Health Services in Donegal are implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> • The new independent Patient Advocacy Service is being promoted in local Maternity Hospitals and women will be informed of the support available to them through the PAS, should they wish to make a complaint or address an advocacy-related issue about their maternity care. • Staff and Managers will participate in the educational programme on Patient Safety Complaints Advocacy, designed to build staff competency and skills in responding to healthcare complaints and advocacy related issues in 2021. • All staff have completed the HSE Land module Communicating Effectively through Open Disclosure. • All staff will complete the HSE Land Module 'Complaints Handling, guidance for Clinical Staff'. • The Values in Action Programme is actively promoted in Donegal Community Health Services and will continue to prioritise in 2020-21 as a way of promoting the HSE values of Dignity and Respect and Confidence and Trust in our healthcare Services. • The National Healthcare Communication Programme will be made available across CHO 1 in 2021 involved in the delivery of care in the home. • Calgary Cambridge Consultation Pocket guide circulated to all staff on 27th July 2020, to promote improved communication skills and a consistent approach to engaging with patients. • A communications plan, profiling how Community Healthcare Services in CHO 1 responded to the findings of the National Maternity Experience Survey 2020 will be promoted at local level. Women will be encouraged to give feedback on an ongoing basis. • The findings of the National Maternity Experience Survey 2020 and in particular the feedback received will be shared with all PHNs working across Donegal to share learning and to raise awareness of what matters to women who use our services. • Evaluation of the initiatives outlined above will be conducted to measure progress annually. • Quality Care Metric 'Maternal Health' will commence in Quarter 4 of 2020. 	<p>Work commenced in 2019 and ongoing</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will be provided with better information about how to provide feedback about their experience. • Women will know about the new Independent Patient Advocacy Service and about how to make a complaint or a patient advocacy related issue. • Women will understand that their feedback makes a difference and that local community services are Listening, Responding and Improving Maternity Care Services for Women. 	



CARE IN THE HOME AFTER BIRTH

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<p>SUPPORT: Women said that they would like more support and help with feeding their baby after they have been discharged from hospital.</p> <p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p>	<p>The Public Health Nursing Service of Cavan-Monaghan is working in partnership with local Maternity Hospitals and key stakeholders to implement quality improvement initiatives to improve women’s experience of care in the home after birth, including better infant feeding support and mental health and well-being for women in the postnatal period.</p> <p>All Public Health Nurses in Cavan Monaghan have participated in the HSE National Healthy Childhood Programme. This Quality Implement Programme includes the use of standardised Child Health Records/Public Health Nursing manuals and associated training and timing of the core childhood developmental assessments. This training will be completed by the end of September 2020.</p> <ul style="list-style-type: none"> • All children under the care of the Public Health Nursing Service of Cavan-Monaghan will receive their core developmental assessments at the following time intervals 48-72 hours, 3 months, 9-11 months, 21-24 months and 3.8-4 years. • Improving health information for women in the home continues to be a key priority for the PHN teams working across Cavan Monaghan. • The Public Health Nursing Service of Cavan-Monaghan continue to: <ul style="list-style-type: none"> – promote the uptake of Primary Childhood immunisations at all core developmental assessments; – are involved in discharge planning and support of babies from the Special Care Baby Unit in Cavan General Hospital; – promote and signposting mother and toddler groups for women – however, this has been impacted due to COVID-19. 	<p>Work commenced in 2020 and is ongoing</p>
<p>IMPROVING FEEDING: Support in the home during the postnatal phase.</p>	<ul style="list-style-type: none"> • PHN staff are participating in the breastfeeding training programme developed by HSE National Healthy Childhood Programme. – This includes training and education on: <ul style="list-style-type: none"> – Supporting breastfeeding; – Breastfeeding challenges; – The BOAT Breastfeeding Observation Assessment Tool. • 10-steps to successful breastfeeding ie. supporting skin-to-skin contact and responsive feeding will be actively promoted and adapted for Community Settings • Cavan Monaghan PHN Services will seek the approval of a Lactation Consultant post to meet with the growing demands of the Service. 	<p>Work commenced in 2020 and is ongoing</p>
<p>PERINATAL MENTAL HEALTH: Promote, support and improve perinatal mental health.</p>	<p>Promoting support and improving care for women – Perinatal Mental Health:</p> <ul style="list-style-type: none"> • Training in Listening visits to offer support to Postnatal mothers who have been screened and identified as having mild postnatal depression –will be provided for Public Health Nurses in Cavan Monaghan. • Public Health Nurses in Cavan Monaghan will: <ul style="list-style-type: none"> – work collaboratively with Cavan and Monaghan hospital maternity services with regards to training on perinatal mental health; – receive updated training on Screening for Depression in women in the Antenatal and Postnatal period; – complete the HSEland module on Infant Mental Health; – work collaboratively with Cavan and Monaghan Hospital maternity Services in identifying mothers who would benefit from debriefing service post-birth of their babies; – explore the Solihull approach to parenting-promoting the benefits of attachment parenting and emotional well-being; – to have all permanent PHN posts filled to ensure mothers are supported on discharge from the maternity hospital. 	<p>Work commenced in 2020 and is ongoing</p>
<p>MIDWIFERY-LED UNIT</p>	<ul style="list-style-type: none"> • PHNs in Cavan Monaghan will collaborate with Cavan and Monaghan Maternity Hospital Services Midwifery-Led Unit in relation to ways of promoting the Midwifery-Led Unit Service in line with agreed referral criteria. 	<p>Work commenced in 2020 and is ongoing</p>



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<p>MIDWIFERY-LED UNIT</p>	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will feel supported following the birth of their baby. • Women will feel listened to concerning their birth experience. • The role of all PHNs and midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding in the home • Lactation nurse specialists/local community support groups/Ask the Expert support Service will be available to women with more complex health needs or who require additional support with breastfeeding. • Health information will be provided to women about local feeding support groups available to them in the community, including local community support groups such as La Leche League/parent and infant programmes in the region. • Women will receive health information from their PHN about health and well-being after birth including the mental health changes that occur in the postnatal phase. • Women will receive the 'My Child: 0 to 2 years' book, which will be actively promoted as part of the suite of health information provided to parents of children 0 to 5 years. 	



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<p>QUALITY IMPROVEMENT INITIATIVES: Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Community Health Services in Cavan Monaghan is implementing quality improvement initiatives to improve women's overall experience of maternity care including a continued focus on:</p> <ul style="list-style-type: none"> • Organisational culture. • Advocacy for Women in Maternity Care. • Encouraging women to give feedback about their experience. • Monitoring improvement initiatives on an ongoing basis. 	<p>Community Health Services in Cavan Monaghan is implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> • The new independent Patient Advocacy Service is being promoted in local Maternity Hospitals and women will be informed of the support available to them through the PAS, should they wish to make a complaint or address an advocacy-related issue about their maternity care. • Staff and Managers in Community Health Services in Cavan Monaghan will participate in the educational programme on Patient Safety Complaints Advocacy, designed to build staff competency and skills in responding to healthcare complaints and advocacy related issues in 2021. • The Values in Action Programme is actively promoted in Community Health Services in Cavan Monaghan and will continue to prioritise in 2020-21 as a way of promoting the HSE values of Dignity and Respect and Confidence and Trust in our healthcare Services. • The National Healthcare Communication Programme will be made available across Community Health Services in Cavan Monaghan for PHNs involved in the delivery of care in the Home. • A communications plan profiling how Community Health Services in Cavan Monaghan responded to the findings of the National Maternity Experience Survey 2020 will be promoted at a local level. Women will be encouraged to give feedback on an ongoing basis. • The findings of the National Maternity Experience Survey 2020 and in particular the feedback received about Community Health Services in Cavan Monaghan will be shared with all PHNs working across community care to share learning and to raise awareness of what matters to women who use our services. • Evaluation of the initiatives outlined above will be conducted to measure progress annually. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will be provided with better information about how to provide feedback about their experience. • Women will know about the new Independent Patient Advocacy Service and about how to make a complaint or a patient advocacy related issue. • Women will understand that their feedback makes a difference and that local community services are Listening, Responding and Improving Maternity Care Services for Women. 	<p>Work commenced in 2018 and ongoing</p>



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<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p> <p>HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>The Public Health Nursing Service, Sligo, Leitrim/West Cavan (CHO 1) work in partnership with Sligo University Hospital and key stakeholders to enhance the current provision of antenatal education services in Sligo, Leitrim/West Cavan.</p> <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Antenatal education will be made more accessible to women through social media platforms and adopts the recently launched National Standards for Antenatal Education encouraging the full engagement of women and their partners. Antenatal Education Classes in Primary Care setting in Sligo and Leitrim are facilitated by PHNs in partnership with Sligo University Hospital Midwifery Services. These classes have ceased since 23rd March 2020, due to COVID-19 and will resume when all services can re-open. • The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at Sligo University Hospital, thereby improving access to comprehensive health information about physical and emotional well-being, the changes that occur during pregnancy, what to expect as the pregnancy progresses, mental health and emotional well-being, nutritional care, social support networks and the choices that women have in accessing maternity care services in Ireland. The HSE <i>mychild.ie</i> website will also be promoted as the trusted source of information for parents. In particular, the breastfeeding support section will be promoted including the Ask our Expert service. • Public Health Nurses (4) were facilitated to attend specific training at University College Hospital Cork regarding Antenatal Education. The Antenatal Education class programme was reviewed and updated to meet best practice guidelines. Updated training was provided to all PHNs who participate in Antenatal Education. • Antenatal Breastfeeding classes commenced in 2018. • More emphasis on Information concerning Nutrition in pregnancy and Mental Health changes that may occur will be facilitated at Antenatal Education Classes. • All PHNs have been facilitated to complete HSE Land training modules developed by National Healthy Childhood Programme. 	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>



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<p>SUPPORT: Women said that they would like more support and help with feeding their baby after they have been discharged from hospital.</p> <p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p>	<p>The Public Health Nursing Service, Sligo, Leitrim/West Cavan work in partnership with other relevant community services and maternity services at Sligo University Hospital, Letterkenny University Hospital and Cavan General Hospital through the CHO 1 Child Health Steering Group Committee to implement quality improvement initiatives to improve women's experience of care in the home after birth, including better infant feeding support for women in the postnatal period.</p> <p>All PHNs in Sligo, Leitrim/West Cavan have participated in the HSE National Healthy Childhood Programme.</p> <ul style="list-style-type: none"> This programme has developed a standardised national Child Health Record/ Public Health Nursing manuals and associated training. In line with best practice the timing of the core childhood developmental assessments. To Support Implementation of best practice and quality improvement initiatives. The new Child Healthcare Record will be in use for all children born in Sligo, Leitrim/West Cavan from 1st October 2020. All Public Health Nurses will complete the requisite training modules including: <ol style="list-style-type: none"> National Newborn Bloodspot Screening Developmental assessment and growth; Child safety; and Face-to-face clinical skills training. This training will be completed by the end of September 2020. 	<p>Quality Improvement Projects implemented in 2020 and ongoing</p>
	<ul style="list-style-type: none"> All children under the care of the PHN will receive their core developmental assessments at the following time intervals 48-72 hours, 3 months, 9-11 months, 21-24 months and 3.8-4 years Improving health information for women in the home continues to be a key priority for the PHN teams working across CHO 1. A Lactation Consultant Public Health Nurse will be appointed. It is a temporary 1-year post. The Breastfeeding clinic established in Sligo Town to support new mothers requiring additional support postnatally. This service is currently suspended due to COVID-19. A Forum which consists of partners from La Leche League, Maternity Hospital Services, HEIs, and community services meets frequently to continue improvement projects relating to breastfeeding support for mothers across the region. Peer support for Breastfeeding is actively promoted in the region. The Triple P, a Parenting Programme is available and promoted to all families in Sligo, Leitrim/West Cavan. This programme is a multidisciplinary approach facilitated by HSE Health and well-being, Primary Care Services and HSE Psychology Services and Tusla. 	<p>Quality Improvement Projects implemented in 2020 and ongoing</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> The role of all PHNs and midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding in the home Lactation nurse specialists/local community support groups/Ask the Expert support Service will be available to women with more complex health needs or who require additional support with breastfeeding. This is very dependant on the appointment of the Lactation Consultant post. Health information will be provided to women about local feeding support groups available to them in the community, including local community support groups such as La Leche League/parent and infant programmes will be promoted. Women will receive health information from their PHN about health and well-being after birth including the mental health changes that occur in the postnatal phase Women will receive the 'My Child: 0 to 2 years' and 2-5 yearbooks, which will be actively promoted as part of the suite of health information provided to all parents. 	



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<p>QUALITY IMPROVEMENT INITIATIVES:</p> <p>Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Sligo, Leitrim/West Cavan Public Health Nursing Services is implementing quality improvement initiatives to improve women’s overall experience of maternity care including a continued focus on:</p> <ul style="list-style-type: none"> • Organisational culture. • Advocacy for Women in Maternity Care. • Encouraging women to give feedback about their experience. • Monitoring improvement initiatives on an ongoing basis. 	<p>Sligo, Leitrim/West Cavan PHN Services is implementing quality improvement initiatives to improve women’s overall experience of maternity care.</p> <ul style="list-style-type: none"> • The new independent Patient Advocacy Service will be promoted and women will be informed of the support available to them through the PAS, should they wish to make a complaint or address an advocacy-related issue about their maternity care. • The National Healthcare Communication Programme will be made available across Sligo, Leitrim/West Cavan for PHNs involved in the delivery of care in the Home in 2021. • A communications plan, profiling how Sligo, Leitrim/West Cavan responded to the findings of the National Maternity Experience Survey 2020 will be promoted at a local level. Women will be encouraged to give feedback on an ongoing basis. • The findings of the National Maternity Experience Survey 2020 and in particular the feedback received about Sligo, Leitrim/West Cavan will be shared with all Public Health Nursing Services working across community care to share learning and to raise awareness of what matters to women who use our services. • Evaluation of the initiatives outlined above will be conducted to measure progress annually. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will be provided with better information about how to provide feedback about their experience. • Women will know about the new Independent Patient Advocacy Service and about how to make a complaint or a patient advocacy related issue. • Women will understand that their feedback makes a difference and that local community services are Listening, Responding and Improving Maternity Care Services for Women. 	<p>Work commenced in 2019 and ongoing</p>