



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>ANTENATAL OPTIONS: Promote choice of maternity care options during the antenatal care phase.</p>	<p>The Public Health Nursing Service in Clare, Limerick and North Tipperary (CHO3) is working in partnership with local Maternity Hospitals and key stakeholders to enhance the current provision of antenatal education services in the Mid West.</p>	Commenced in 2020 following the launch of the National Standards in Antenatal Education
	<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. • The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at local Maternity Hospitals, 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. 	



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>	<ul style="list-style-type: none"> • Public Health Nursing in Clare, Limerick and North Tipperary are working together with local Maternity Hospitals 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. 	Ongoing
	<ul style="list-style-type: none"> • All public Health Nurses in Clare, Limerick and North Tipperary have participated in the HSE National Healthy Childhood Programme (NHCP). This Quality Initiative includes the use of standardised Child Health Records, Public Health Nursing manuals and associated training. The standardised Child Health Record will be introduced in the Mid-West by end of Q4. 	Q4 2020
	<ul style="list-style-type: none"> • 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. 	Q4 2020
	<ul style="list-style-type: none"> • All PHN's in Clare, Limerick and North Tipperary will have completed the following (NHCP) training by December 2020. This includes: <ul style="list-style-type: none"> – National Newborn Bloodspot module; – Developmental assessment and growth modules; – Child safety modules; – Growth Monitoring; – Clinical Skills Training (face to face training). • Improving standardised health information for women in the home continues to be a key priority for the PHN teams working across Clare, Limerick and North Tipperary. The implementation of the NCHP will ensure all information is standardised. • The PHN Service will work closely with the Community Midwifery Service to ensure standardised care and smooth transition to PHN Service. • All PHN's work in partnership with the local Maternity Hospital in facilitating the discharge planning and support of babies from the Special Care Baby Unit's. • All PHN's are aware of local supports for parents and continue to signpost new parents to available supports in their area, however, some supports have been reduced due to COVID-19. 	Q4 2020



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<p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p>	<ul style="list-style-type: none"> All PHNs in Clare, Limerick and North Tipperary will complete the infant mental health module on HSELand. 	Q4 2021
	<ul style="list-style-type: none"> All PHNs in Clare, Limerick & North Tipperary will work collaboratively with local Hospital Maternity services in identifying mother who would benefit from debriefing services following the birth of their baby. 	Ongoing
	<ul style="list-style-type: none"> All PHNs in Clare, Limerick and North Tipperary will continue to screen all postnatal mothers at each Core Check and contacts if required. 	Ongoing
	<ul style="list-style-type: none"> Directors of Public Health Nursing in Clare, Limerick and North Tipp will endeavour to have all permanent PHN posts filled to ensure mothers are supported on discharge from the maternity hospital. 	Ongoing
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> 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. All women will be referred to a relevant health professional where appropriate in a timely manner. 	
<p>IMPROVING FEEDING: Support in the home during the postnatal phase.</p>	<p>The PHN's in Clare, Limerick and North Tipperary will continue to build capacity in promoting a consistent message and providing support for infant feeding in the postnatal phase:</p>	Ongoing
	<p>The PHN service in Clare, Limerick and North Tipp will continue to provide support to women who wish to Breastfeed by ensuring that:</p> <ul style="list-style-type: none"> All PHN's have completed the HSELand training programme on Supporting Breastfeeding and Breastfeeding Challenges by December 2020. 	Q4 2020
	<ul style="list-style-type: none"> The BOAT – Breastfeeding Observation Assessment Tool is used as standard practice to provide professional assessment and guidance to breastfeeding mothers. 	Ongoing
	<ul style="list-style-type: none"> The Public Health Nursing Services promotes breast-feeding through the direct provision of breastfeeding support groups and working with breastfeeding support organisations including La Leche League, Cuidiù and others. 	Ongoing
	<p>There are 3 Lactation Consultants in a post in the Mid-West who will continue to:</p> <ul style="list-style-type: none"> Provide support to mother's who have difficulty with establishing breastfeeding. This support will be provided through domiciliary visits, clinic visits or telehealth. 	Ongoing
	<ul style="list-style-type: none"> Establish breastfeeding groups in each network (however this has been impacted by COVID-19). 	Ongoing
	<ul style="list-style-type: none"> Ensure PHN's have correct competencies to support breastfeeding mothers. 	Ongoing
	<ul style="list-style-type: none"> Work in partnership with local Maternity Hospitals to support mother's to establish breastfeeding while babies are in the Special Care Baby Unit. 	Ongoing
	<ul style="list-style-type: none"> Provide breast pumps to mothers with babies who are in the Special Care Baby Unit and have completed care needs. 	Ongoing
	<ul style="list-style-type: none"> Breastfeeding Project Plan for Limerick – an increase in the uptake of mothers who breastfeed by 2% every year. 8 PHNs across Clare, Limerick and North Tipperary are trained as Lactation Consultants, providing expert advice to colleagues PHN's in their work with breastfeeding mothers. 	Ongoing



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IMPROVING FEEDING: Support in the home during the postnatal phase.	WHAT THIS MEANS FOR WOMEN <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/parent and infant programmes will be promoted to all. The PHN service will continue to provide ongoing support to those mothers who choose to bottle feed their babies in the home or clinic setting. 	
IMMUNISATIONS:	The Public Health Nursing Service of Clare, Limerick and North Tipperary will continue to: <ul style="list-style-type: none"> Promote the uptake of Primary Childhood Immunisations at all core developmental assessment. All PHN's in the Mid-West will receive an update on Immunisations from local vaccination team. WHAT THIS MEANS FOR WOMEN <ul style="list-style-type: none"> Women will receive the 'My Child: 0 to 2 years' book, which will provide information regarding the Primary childhood immunisation schedule that they can avail of and also the diseases which they prevent. Women will receive current information from the PHN service concerning a safe and effective way to protect their child from diseases. Women will have informed consent regarding their decision to vaccinate their child. 	Q2 2021



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>QUALITY IMPROVEMENT INITIATIVES: Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Community Health Care Services in Clare, Limerick and North Tipperary 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"> • Promoting dignity and respect for all. • Organisational culture. • Advocacy for Women in Maternity Care. 	<ul style="list-style-type: none"> • PHN service in Clare, Limerick and North Tipperary are implementing quality improvement initiatives to improve women's overall experience of maternity care. 	Ongoing
	<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. 	Ongoing
	<ul style="list-style-type: none"> • All PHN's will be made aware of the Patient Advocacy Service. 	Q1 2021
	<ul style="list-style-type: none"> • All staff will have completed the HSELand module Communicating effectively through Open Disclosure by Q1 2021. 	Q1 2021
	<ul style="list-style-type: none"> • All staff will complete the HSELand Module Complaints Handling, guidance for Clinical Staff. 	Q1 2021
	<ul style="list-style-type: none"> • The Values in Action Programme is actively promoted in Community Health Services in Clare, Limerick and North Tipperary and will continue to prioritise in 2020-2021 as a way of promoting the HSE values of Dignity and Respect and Confidence and Trust in our Health Care Services. 	Ongoing
	<ul style="list-style-type: none"> • A communications plan, profiling how Community Healthcare Services in CHO 3 responded to the finding 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. 	Ongoing
	<ul style="list-style-type: none"> • The findings of the National Maternity Experience Survey 2020 and in particular the feedback received will be shared with all PHNs working across Clare, Limerick and North Tipperary to share learning and to raise awareness of what matters to women who use our services. 	Ongoing
	<ul style="list-style-type: none"> • Evaluation of the initiatives outlined above will be conducted to measure progress annually. 	Ongoing
	<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. 		