



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>Public Health Nurse services in Cork in partnership with Cork University Maternity Hospital and key stakeholders are working together to enhance the current provision of antenatal education services in Cork.</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 classes are facilitated by PHNs in the community Cork. Classes are also facilitated within Cork university maternity hospital. Parents have a choice of where to attend. • The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at 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. • Continue linkages with Health Education Institutions for the education of PHNs/RMs to facilitate antenatal class facilitation. 	<p>Work progressing following the launch of the National Standards in Antenatal Education and continuing in 2020-21</p>



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>	<ul style="list-style-type: none"> • PHNs meet Performance Indicators consistently regarding the PHN home visits within 48 hours of discharge from the maternity hospital. • PHNs offer phone contact and at least 3 additional home visits to new mums after the primary visit. • PHN hold 'drop-in clinics' at designated times where mothers can attend with their babies and get support/advice on feeding/encouragement including baby weight check. • Babies are seen by PHN again at 3-month, 7-9 months. Lactation consultants work in the community in PHN areas in Cork. • Baby talk a support group for mothers and babies in an area in Cork, it is held 3 times yearly. The group is facilitated by a PHN and held weekly for 6 weeks, support includes debriefing regarding the experience of labour and delivery if mother's wish, support with feeding, child development, weaning, additional presentations may include, physio, first aid including baby CPR, a dental hygienist. • Interpretation services are made available for PHN visits when necessary. • Work on promoting the uptake of vaccinations continues including, up to date information for parents regarding the schedule of vaccinations, individual reminders from immunisation office around the time vaccination is due. Updates by infectious disease CNS for PHNs re immunisations, incidence/prevalence vaccination preventable diseases. Opportunistic maternal health promotion at each contact including, breast check, cervical smear, smoking cessation etc. <p>PHN services in Cork is working together with Cork University Maternity Hospital to implement quality improvement initiatives to improve women's experience of care in the home after birth, including:</p> <ul style="list-style-type: none"> • Timely, notification of births, including any maternal, neonate issues that need follow up post-discharge. • Requests for Neonatal blood spot screening the community. • Follow-up of mother's with a diagnosis of gestational diabetes by Diabetes Prevention CNS in the community. 	<p>Work ongoing and being advanced in 2020-21</p> <p>Ongoing</p>



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	<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/parent and infant programmes. • 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: Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Public Health Nursing services continuing to improve women's overall experience of care in Cork by promoting:</p> <ul style="list-style-type: none"> • A healthy Organisational culture. • Advocacy for Women in Maternity Care. • By ensuring that feedback received informs quality improvement. 	<p>Public Health Nursing services in Cork endeavour to provide a quality service to mother's babies in their care. This is done, through staff induction, a commitment by management to continuous professional development, implementation of national policy. Feedback from service users through 'Your Service, Your Say' evaluations from service users following antenatal classes, breastfeeding support and mother and baby groups are used to improve the quality of the services that we deliver and to respond to the needs of women across the region.</p> <p>Public Health Nursing services Cork is implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> • The findings and Quality Improvement Plans (QIPs) of the national maternity experience survey will be shared with the staff. • Evaluation of the QIP will be reviewed annually to review/monitor progress. • 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. • The Values in Action Programme is actively promoted in PHN services Cork and will continue to be prioritised 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 Cork for PHNs involved in the delivery of care in the home. • A communications plan, profiling how Cork PHN service 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 about their experience on an ongoing basis. • The findings of the National Maternity Experience Survey 2020 and in particular the feedback received about PHN services Cork 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 supported and encouraged 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. • 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 is ongoing</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>Public health Nurses in Kerry are committed to the support and care of mother's in the postnatal period.</p> <ul style="list-style-type: none"> • PHNs meet Performance Indicators consistently regarding the PHN home visits within 48 hours of discharge from the maternity hospital. • PHNs offer phone contact and additional home visits to new mums after the primary visit as appropriate in care plans. • PHN hold 'drop-in clinics' at designated times where mothers can attend with their babies and get support/advice on feeding/encouragement including baby weight check. • Babies are seen by PHN again at 3-months, 7-9 months. Lactation consultants work in the community in PHN areas in Kerry. • 'Meet a Mum' support group for mothers and babies in areas of Kerry. The group is facilitated by a PHN and held weekly for 6 weeks, support includes debriefing regarding the experience of labour and delivery if mother's wish, support with feeding, child development, weaning, additional presentations may include, Physio, first aid including baby CPR, a dental hygienist. • Interpretation services are made available for PHN visits when necessary. • Work on promoting the uptake of vaccinations continues including, up to date information for parents regarding the schedule of vaccinations, individual reminders from immunisation office around the time vaccination is due. Updates by infectious disease CNS for PHNs re immunisations, incidence/prevalence vaccination preventable diseases and follow up on defaulter to ensure maximum opportunity given to parents to vaccinate their child. Opportunistic maternal health promotion at each contact including, breast check, cervical smear, smoking cessation etc. 	<p>Work ongoing and being advanced in 2020-21</p>



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