



## CARE IN THE HOME AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>SUPPORT:</b> Women said that they would like more support and help with:</p> <ul style="list-style-type: none"> <li>• feeding their baby;</li> <li>• better information on health and well-being (including mental health after they have been discharged from the hospital).</li> </ul>	<p>The South East Community Healthcare (SECH) Public Health Nursing Service is working in partnership with local Maternity Hospitals including Early Transfer Home Teams 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 SECH Public Health Nurses are actively involved in the HSE National Healthy Childhood Programme. As part of this programme implementation of the new standardised Child Health Records/ Public Health Nursing manuals and associated training and timing of the core childhood developmental assessments has begun.</p> <ul style="list-style-type: none"> <li>• All children under the care of the SECH Public Health Nursing Service will receive their core developmental assessments at the recommended time intervals 48-72 hours, 3 months, 9-11 months, 21-24 months and 3.8-4 years.</li> <li>• All PHNs providing care to mothers and babies have completed the agreed training modules on HSEland             <ul style="list-style-type: none"> <li>– Developmental Assessment and Growth Modules;</li> <li>– National Newborn Bloodspot Module.</li> </ul> </li> <li>• All PHNs have attended Child Health Record Workshops and the required Clinical Skills Update Training.</li> <li>• Improving health information for women continues to be a key priority for the PHN teams working across SECH.</li> <li>• The SECH Public Health Nursing Service continue to:             <ul style="list-style-type: none"> <li>– promote the uptake of Primary Childhood immunisations at all core developmental assessments;</li> <li>– are involved in discharge planning and support of babies from the Special Care Baby Units from referring maternity hospitals.</li> </ul> </li> </ul>	<p>Work commenced in September 2020 and is ongoing allowing for delays due to the COVID-19 pandemic</p>
<p><b>IMPROVING FEEDING:</b> Support in the home during the postnatal phase.</p>	<ul style="list-style-type: none"> <li>• PHN staff will participate in the breastfeeding training programme developed by HSE National Healthy Childhood Programme once a national agreement has been reached with the INMO. This includes training and education on:             <ul style="list-style-type: none"> <li>– Supporting breastfeeding;</li> <li>– Breastfeeding Challenges;</li> <li>– The Breastfeeding Observation Assessment Tool (BOAT).</li> </ul> </li> <li>• SECH PHN Services will as necessary seek the approval of a Lactation Consultant post to meet with the growing demands of the Service and introduce the BOAT Breastfeeding Observation Tool following the appointment of this lactation consultant.</li> <li>• All PHNs promote breastfeeding through the direct provision of one to one and PHN-led group breastfeeding support. Other and local groups such as La Leche League and Cuidiú provide support in some areas in the region.</li> </ul>	<p>Work ongoing 2020-22</p>
<p><b>PERINATAL MENTAL HEALTH:</b> Promote, support and improve perinatal mental health.</p>	<p>Perinatal Mental Health. In SECH Public Health Nurses will:</p> <ul style="list-style-type: none"> <li>• be familiar with the care pathways as outlined for women with moderate to severe mental illness as set out in the Specialist Perinatal Mental Health Model of Care for Ireland 2017;</li> <li>• be familiar will the specialist perinatal mental health App;</li> <li>• signpost women to the Mental Health and Pregnancy Health Information Leaflets as appropriate;</li> <li>• work collaboratively with Maternity services with regards to training on perinatal mental health;</li> <li>• complete the HSEland module on Infant Mental Health once national agreement; <i>and</i></li> <li>• work collaboratively with local maternity services in identifying mothers who would benefit from debriefing service post-birth of their babies.</li> </ul>	



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<p><b>PERINATAL MENTAL HEALTH:</b> Promote, support and improve perinatal mental health.</p>	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will feel supported following the birth of their baby.</li> <li>• Women will feel listened to concerning their birth experience.</li> <li>• The role of all PHNs and midwives in supporting women to breastfeed will be actively promoted, to increase support for women who breastfeed in the home.</li> <li>• Local community support groups and Ask our Breastfeeding Expert on <a href="http://www.mychild.ie">www.mychild.ie</a> will be available to women with more complex health needs or who require additional support with breastfeeding.</li> <li>• Health information will be provided to women about local PHN-led feeding support groups available to them in the community. La Leche League and Cuidiú contact details will be listed as potential supports for mothers where these groups exist in the region.</li> <li>• 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.</li> <li>• Women 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.</li> </ul>	



## OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>QUALITY IMPROVEMENT INITIATIVES:</b> Women said that being treated with dignity and respect impacts on their experience of care.</p> <p>Community Health Care Services in the South East 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"> <li>• Promoting dignity and respect for all.</li> <li>• Organisational culture.</li> <li>• Advocacy for Women in Maternity Care.</li> </ul>	<p>SECH is implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> <li>• The new independent Patient Advocacy Service (PAS) is being promoted in 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 regarding their maternity care.</li> <li>• Staff and Managers in SECH 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.</li> <li>• The National Healthcare Communication Programme will be made available across SECH for PHNs involved in the delivery of care in the Home.</li> <li>• A communications plan profiling how Community Health Services in SECH 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.</li> <li>• The findings of the National Maternity Experience Survey 2020 and in particular the feedback received about Community Health Services in SECH will be shared with all PHNs working across SECH community care to share learning and to maintain/ raise awareness of what matters to women who use our services.</li> <li>• Evaluation of the initiatives outlined above will be conducted to measure progress annually.</li> </ul>	<p>Work commenced in and ongoing 2020-21 allowing for delays due to the COVID-19 Pandemic</p>
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will be provided with better information about how to provide feedback about their experience.</li> <li>• Women will know about the new independent Patient Advocacy Service (PAS) and about how to make a complaint or raise patient advocacy related issue.</li> <li>• Women will understand that their feedback makes a difference and that local community services are Listening, Responding and Improving Maternity Care Services for Women.</li> </ul>	