



CARE IN THE HOME AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>SUPPORT: Give more support to first-time mums.</p> <p>FEEDING: Give more information on Breastfeeding and Jaundice.</p> <p>INFORMATION: Improve information and feeding supports at home.</p>	<p>There are community-based lactation consultants available across Community Healthcare East; in Dublin South East, Dun Laoghaire and Wicklow. Public Health Nurses and Lactation Consultants are adapting to use online platforms for feeding support in response to the current COVID-19 pandemic. In Dublin South-East a breastfeeding interest group runs every second month to enhance and standardise practice in the area. Scoping exercise to be conducted to establish PHNs educational needs concerning supporting feeding in the postnatal period and to inform the redevelopment of current educational programmes.</p> <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • The role of PHNs in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding in the home. • Lactation consultants work alongside Public Health Nurses to expertly support women and babies with breastfeeding challenges in their homes and communities. • Lactation consultants/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. • Feeding support groups are moving to online platforms in response to COVID-19 to provide timely support to mothers. • A support group was commenced for all new parents in Dublin South East. • The 'My Child: 0 to 2 years' book is provided by PHNs at the primary postnatal visit and will be actively promoted as part of the suite of health information to improve consistency in postnatal guidance given to new parents. • Voluntary support groups within the community such as Cuidiú and LeLeche League are promoted so that women know how to access other community-based supports. • The aim is to improve the overall experience of women in receipt of postnatal care in the community. 	<p>Work Commenced Q3 – 2020</p>
<p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p>	<p>Community Healthcare East is working in conjunction with the National Healthy Childhood Programme to improve women's experience of care in the home after birth, to include communication skills and improved infant feeding support for women in the postnatal period.</p> <ul style="list-style-type: none"> • Women 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 are routinely screened for postnatal depression by their PHN and PHN can offer listening visits to vulnerable mothers. • Baby massage groups, for babies under 6-months, are run in Dublin South-East; plan to extend to Dun Laoghaire and Wicklow. • Skills-based training for PHNs will be undertaken in Q3 2020 in conjunction with the National Healthy Childhood Programme and the roll-out of the National Child Health record to build consistency in care provision and to promote high standards of postnatal care. • The 'My Child: 0 to 2 years' book is provided by PHNs at the primary postnatal visit and will be actively promoted as part of the suite of health information to improve consistency in postnatal guidance given to new parents. • New PHN Service leaflet has been launched to highlight the PHN service. All PHNs have new identity cards to be easily identifiable to new mothers and families during home visits. 	<p>Work Commenced Q3 - 2020</p>



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>DIGNITY & RESPECT: Women said that being treated with dignity and respect, communications and giving feedback about their experience matters.</p>	<p>Community Healthcare East is implementing quality improvement initiatives to improve women's overall experience of postnatal 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 Healthcare East 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 and The National Programme to Enable Cultures of Person-centredness are actively promoted in Community Healthcare East 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 Community Healthcare East for PHNs involved in the delivery of care in the home. A communications plan, profiling how Community Healthcare East 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 Healthcare East 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>Work commenced and is 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 in Community Healthcare East are Listening, Responding and Improving Maternity Care Services for Women. 	