



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 Services, Kildare, West Wicklow and South Dublin in partnership with the Coombe Women & Infants University Hospital and key stakeholders are working together to enhance the current provision of antenatal education services in CHO 7.</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 adopt the recently launched National Standards for Antenatal Education encouraging the full engagement of women and their partners. • Antenatal education is delivered by Public Health Nurses in the Kildare, West Wicklow and South Dublin Community Area. • A Parent Craft programme is delivered on the 2nd Saturday per month in Dublin West. The Coombe Women & Infants University Hospital midwifery staff work together with Public Health Nursing Staff to deliver the programme. • The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at the Rotunda Maternity Hospital, the National Maternity Hospital, the Coombe Women & Infants University Hospital and Midlands Regional Hospital Portlaoise and other maternity units where mothers attend within the region, 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. • The 'My Child: 0 to 2 years' book will be actively promoted as part of the suite of health information provided to parents of children 0 to 5 years. • 'Making Every Contact Count' will be implemented as part of the Healthy Ireland implementation plan. Making Every Contact Count is aimed at enabling all healthcare professionals to empower their patients to make healthier lifestyle choices during each encounter with the healthcare service. 	<p>Work commenced in 2020 and will be ongoing in 2021</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>PHN Services in Kildare, West Wicklow and South Dublin work together with the National Women and Infants Programme and the Nurture 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 and quality improvement initiatives.</p> <ul style="list-style-type: none"> All PHNs across CHO 7 are participating in the HSE National Healthy Childhood Programme. This programme has developed a standardised national Child Health Record/ Public Health Nursing manual and associated training. In line with best practice the timing of the core childhood developmental assessments have changed and PHNs will be implementing this change in 2020/2021. To support implementation of best practice and quality improvement initiatives, the new Child Healthcare Record will be in use for all children born in Kildare, West Wicklow and South Dublin, commencing in Q4 2020. Additional Public Health Nurses through the allocation of developmental posts will assist in developing a response to the growing demands of the service in this area. Improving health information for women in the home continues to be a key priority for the Public Health Nursing team working across the region. 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. PHN staff will participate in the breastfeeding blended learning programme developed by the HSE National Healthy Childhood Programme. A Public Health Nursing, Lactation Consultant will be available to provide specialist support to mothers who have difficulty with breastfeeding and to build the capacity of the wider PHN team in promoting best practice. PHNs will promote mother and toddler groups for specific groups who need additional or local supports. Perinatal Wellness week will take place in CHO 7, during October 2020. The week is called 'Mind Me: Wellness for New and Expectant Mums', the objective of the week is to raise awareness of perinatal mental health and pathways to care if an issue arises, while engaging mothers with a range of topics that can support them to be well over the perinatal period. 	<p>Work commenced in and will be ongoing in 2021</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. 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>CULTURE: Women said that being treated with dignity and respect impacts on their experience of care.</p> <ul style="list-style-type: none"> • Dignity and respect • Organisational culture • Advocacy for Women in Maternity Care. 	<p>CHO 7 is implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> • The Director of Public Health Nursing will develop a strategic plan with key stakeholders including, HSE Health and Well-being to action areas concerning promoting health in the community 'MECC' and promoting the HSE organisational Values across the wider PHN team: 'Values in Action'. • 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 CHO 7 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 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 7 for PHNs involved in the delivery of care in the home. • A communications plan, profiling how CHO 7 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 CHO 7 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 in and will be ongoing in 2021</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 PHN services are Listening, Responding and Improving Maternity Care Services for Women. 	