



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.	The PHN Service, Lead by the Director of Public Health Nursing in Dublin North City and County in partnership with Rotunda Maternity Hospital and key stakeholders are working together to enhance the current provision of antenatal education services in the area (CHO 9).	Commenced in 2020 following the launch of the National Standards in Antenatal Education
	WHAT THIS MEANS FOR WOMEN <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. Two area-based midwives from Dublin Community Services work in partnership with the Rotunda to promote best practice in Antenatal Care Education and to deliver Antenatal Care across the region. 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

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HOLISTIC CARE: Providing standardised and holistic care to women and their babies.	Community Health Area for Dublin North City and County (DNCC) is working together with the HSE's Health & Well-being Division to implement the National Healthy Childhood Programme including the Nurture Infant Health and Well-being Programme.	Work Commenced Quarter 3 2020
SUPPORT: Promoting a standardised approach to improve support for mothers and their babies in the home.	This Quality Improvement Programme includes the use of a standardised Child Health Records/Public Health Nursing manuals and a suite of blended learning which will bring changes to the timing of some of the core developmental assessments to: <ul style="list-style-type: none"> Ensure all children are assessed using the same evidence-based tools and records; Ensure that staff delivering this service are educated and guided to the same up-to-date standard; Ensure children will be seen at a specific time that the evidence supports has the greatest impact on their early childhood development. 	
FEEDING SUPPORT: Women said that they would like more support and help with feeding their babies in the community.	By 21st September 2020, 270 Public Health Nurses across DNCC have completed the blended learning programme developed by HSE National Healthy Childhood Programme on the following areas: <ul style="list-style-type: none"> Antenatal nutrition; Feeding Support promoting breastfeeding, supporting mums with challenges in feeding and introducing family foods; Delivering care in a partnership approach with parents; Child Safety programme; Growth monitoring and healthy weight for children; Perinatal mental health; Undertaking child health assessments at each key stage of development. 	Ongoing



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<p>HEALTH INFORMATION: Better access to health information on health and well-being including mental health.</p> <p>SOCIAL SUPPORT: Promoting social support for motherhood.</p>	<p>To Support Implementation of best practice and quality improvement initiatives:</p> <ul style="list-style-type: none"> The National standardised Child Health Record will be in use for all children born in DNCC receiving the child health service from 21st September 2020. All children under the care of the PHN/CMD will receive their core developmental assessments at the following time intervals 48-72 hours, 3 months, 9-11 months, 21-24 months and 3.8 – 4 years. All professionals responsible for providing the child health screening service across DNCC will have completed the full HSE National Healthy Childhood Programme. A Child Health Programme Development Officer has been appointed to support the implementation of the National Healthy Childhood Programme across DNCC. Better infant feeding support for women in the postnatal period, that supports the mothers choice concerning infant feeding is being promoted through telehealth consultations. It is planned that a lactation nurse specialist is being appointed to build the capacity of staff and to provide support to mothers feeding their newborn babies. Social Support Groups in the Community – PHNs across DNCC actively promote the role of parent and toddler groups and breastfeeding and infant feeding support groups in the community. The PHN teams in DNCC run several feeding support groups for mothers and their babies. A postnatal support group in mental health and well-being is delivered in Finglas and is delivered in partnership between community services; HSE, TUSLA and the Rotunda Hospital. Women who would like to access this programme can participate in a six-week therapeutic support group. The PHN team in DNCC are developing a plan in 2020 to provide more standardised and best practice support for Mother and Toddlers groups across the region. Mother and Toddler Programmes such as the DNCC based traveller health programme, incredible years programme, PHN infant feeding groups and Preparing for Life are supported by PHNs to promote social support for motherhood. 	<p>Work commenced and ongoing 2020-22</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <p>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.</p> <ul style="list-style-type: none"> Lactation nurse specialists/local community support groups/Ask the Expert support Service will be available to women with more complex 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 and parent and infant programmes will be actively promoted. 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>DNCC is implementing quality improvement initiatives to improve women's overall experience of maternity care.</p> <ul style="list-style-type: none"> • A communications plan, profiling how DNCC responded to the findings of the National Maternity Experience Survey 2020 will be promoted at the 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 DNCC 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. • Women will be encouraged to give feedback about their experience of care on an ongoing basis and will know how to give feedback through the HSE 'Your Service, Your Say' process. • 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. <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. 	<p>Work commenced in 2020 and ongoing</p>