



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>ANTENATAL EDUCATION:</b> Access to antenatal educational classes needs to improve.</p>	<p>Cavan Monaghan Maternity Unit in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in Cavan and neighbouring counties.</p> <p>Before COVID-19, the parent craft department ran face to face antenatal education classes for women and their partners. Currently, the parent craft team are developing online antenatal classes to facilitate women and their partners to access in their own time. We aim to include early pregnancy and refresher classes for multiples. In the interim, the parent craft team have established online links with the Rotunda Hospital that enables pregnant women to access their virtual antenatal classes.</p> <p>The schedule of virtual antenatal classes currently being run are:</p> <ul style="list-style-type: none"> <li>• First-time mothers and partners</li> <li>• Refresher classes</li> <li>• Vaginal Birth After Caesarean Section</li> <li>• Antenatal breastfeeding class</li> </ul> <p>For women requiring further information, the parent craft department provides online live Q&amp;A sessions of the above.</p>	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>
	<p>Broaden the one to one antenatal classes for parents in certain situations ie. previous stillbirth, language barriers, teenage pregnancy and women with disabilities.</p>	<p>Q1 2021</p>
	<p>A virtual tour of a woman's journey from admission to Cavan Monaghan Maternity Unit through the Early Pregnancy Assessment Unit, Labour Ward, Midwifery-Led Unit, Maternity Ward and Special Care Baby Unit is in development. This will be available through:</p> <ul style="list-style-type: none"> <li>• Cavan Maternity services HSE website</li> <li>• <a href="http://www.whatsupmum.ie">www.whatsupmum.ie</a></li> <li>• Midwifery-Lead Units Facebook page</li> <li>• An email with the tour link will be sent to women booked into the maternity service</li> <li>• TV screens in our antenatal clinic and inpatient ward areas.</li> </ul>	<p>Q1 2021</p>
	<ul style="list-style-type: none"> <li>• The Antenatal Education Department will review their education programme against the newly launched National Standards for Antenatal Education and will develop an action plan to address any outstanding standards which are hoped to encourage the full engagement of women and their partners.</li> </ul>	<p>Q4 2020</p>
	<ul style="list-style-type: none"> <li>• Rotation of all midwifery staff in the delivering of the antenatal education classes in Cavan/Monaghan Maternity Unit. This will ensure that the information given to women is standardised and evidenced-based.</li> </ul>	<p>Implemented &amp; Ongoing</p>
	<ul style="list-style-type: none"> <li>• The 'My Pregnancy' book will continue to be provided to each woman when they first engage with antenatal services at Cavan Monaghan Maternity Unit. The HSE <a href="http://mychild.ie">mychild.ie</a> 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. Women will be given details via a sticker placed inside the cover of the 'My Pregnancy' book which will include websites and links to antenatal education and contact details to the Parentcraft, Lactation and Perinatal Mental Health Support Midwives.</li> </ul>	<p>Implemented 2019 &amp; Ongoing</p>
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• The antenatal educator is available to answer questions via email or telephone. Email is our key way to communicate with women. We provide continuous contact and updates via email and women are aware they can email at any time for any non-urgent queries. We also provide phone discussions and meetings for women who prefer to avail of the video calls.</li> <li>• Antenatal education will be made more accessible for women by further developing and expanding the virtual classes to support pregnant women and their partners in their journey.</li> </ul>	



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<p><b>HEALTH INFORMATION:</b> Access to health information about the physical, mental health and nutrition during pregnancy needs to be improved.</p>	<p>Cavan Monaghan Maternity Unit in partnership with the National Perinatal Mental Health Team has implemented a Specialist Perinatal Mental Health Service for women during pregnancy. The service aims to:</p> <ul style="list-style-type: none"> <li>Provide health information about mental health changes that occur during pregnancy.</li> <li>Women have access to a multidisciplinary perinatal mental health team-led by a Consultant and an onsite Perinatal Mental Health Support Midwife.</li> <li>Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with Cavan Monaghan Maternity Service.</li> <li>Build capacity of staff and managers to promote positive mental health during pregnancy and to signpost women to appropriate services when needed. To date we have one midwife undertaking an MSc in Perinatal Mental Health, 3 midwives have completed an education programme in DKIT. Additionally, midwives are encouraged to complete the HSEland Perinatal Mental Health for Midwives, Practice Nurses and Public Health Nurses.</li> <li>Establish a mother and baby group for first-time mothers for the Cavan/Monaghan region.</li> </ul> <p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>All women when making their first booking appointment in maternity services will be asked about their physical and mental health well-being. The Depression Score/Edinburgh Postnatal Depression Scale will be documented and if a woman is identified as requiring additional mental health support she is referred to the Perinatal Mental Health Support Midwife with her consent.</li> <li>All women will be provided with more accessible health information about the mental health changes that occur during pregnancy. New health information leaflets about mental health during a pregnancy have been developed and will be provided to women when they first engage with maternity services.</li> <li>Women who require support for mental health problems or who have more complex health needs in pregnancy will be referred to a Perinatal Mental Health Support Midwife who has been appointed as part of a specialist perinatal mental healthcare team.</li> <li>Women will be able to access specific perinatal mental health services through the Perinatal Mental Health Support Midwife/GP if required.</li> <li>A proactive campaign of support informing women that they can discuss any worries or concerns that they may have during their pregnancy when engaging with Cavan Monaghan Maternity Unit will be promoted.</li> </ul>	<p>Work commenced in 2018 and will be advanced throughout 2020-21 &amp; Ongoing</p>
<p><b>ANTENATAL OPTIONS:</b> Promote choice of maternity care options during the antenatal care phase.</p>	<p>Cavan Monaghan Hospital in partnership with the National Women and Infants Health Programme is committed to providing women with a choice of maternity care.</p> <p>The care pathway options are:</p> <ul style="list-style-type: none"> <li>Midwifery-led Care</li> <li>Consultant-led Care</li> <li>Private Care</li> </ul> <ul style="list-style-type: none"> <li>To access the Cavan/Monaghan maternity service the referral process will be modified to ensure referrals are made to the Cavan/Monaghan Maternity Service. Women can self-refer or GP refer to the service. The options of care leaflet will be updated and available throughout the hospital, community-based GP's and PHN centres.</li> </ul>	<p>Q4 2020</p>



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<b>ANTENATAL OPTIONS:</b> Promote choice of maternity care options during the antenatal care phase.	<ul style="list-style-type: none"> <li>We plan to re-establish a maternity consumer group for Cavan/Monaghan Maternity Unit.</li> </ul>	Q4 2020
	<ul style="list-style-type: none"> <li>We are currently updating our social media platforms and written information leaflets regarding options of care and access to Cavan/Monaghan Maternity Services.</li> </ul>	Q1 2021
	<b>WHAT THIS MEANS FOR WOMEN</b> <ul style="list-style-type: none"> <li>Women will have access to information regarding the options of care available and how to access the same.</li> <li>Women will be able to self refer to the care pathway of choice and will be risk assessed.</li> <li>Women will be offered the most appropriate care pathway based on their risk assessment and personal choice.</li> <li>The consumer group will have the women's experience voice moving forward on projects, service developments etc.</li> </ul>	
<b>WAITING TIMES:</b> Reduce waiting times in antenatal clinics.	Cavan Monaghan Maternity Unit is committed to delivering care to women in an effective and timely manner therefore reducing waiting times in antenatal clinics.	
	<ul style="list-style-type: none"> <li>We are moving our antenatal clinics to an off-site dedicated antenatal clinic which will be able to facilitate consultations with sub-specialities ie. anaesthetic review, perinatal mental health, lactation.</li> </ul>	
	<b>WHAT THIS MEANS FOR WOMEN</b> <ul style="list-style-type: none"> <li>This will improve the woman's overall experience of the maternity services allowing a more woman-centred approach.</li> </ul>	



## LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<b>COMMUNICATION:</b> The need to improve healthcare communication and involvement in decision making during labour and birth.	Cavan Monaghan Maternity Unit is implementing quality initiatives to promote best practice in communication skills and shared decision making with women to improve their experience of labour and birth.	Implemented and ongoing
	<ul style="list-style-type: none"> <li>All key staff in Cavan Monaghan Maternity Unit will continue to participate in the National Healthcare Communication Programme which commenced in 2019. This training aims to improve the experience of women by supporting staff to take a skilled, sensitive and woman-centred approach in all conversations. Training has commenced in the RCSI Hospital Group and to date, 4 staff members have participated in the programme. We aim to roll out staff training at a local level.</li> <li>Patient prompts ie. posters/flyers will be designed to encourage women to become more involved in decision making about their pregnancy care and to voice any worries or concerns that they may have during their pregnancy care.</li> </ul>	Q1 2021
	<b>WHAT THIS MEANS FOR WOMEN</b> <ul style="list-style-type: none"> <li>Women will be supported and encouraged to be more involved in the decision making about their care, patient prompts will be designed and available to staff to invite women to ask questions about their birth plans and postnatal care.</li> <li>Women will be involved in decision making in preparation for labour and birth, leading to a sense of empowerment and more prepared for labour and overall birth experience.</li> </ul>	



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WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>PAIN RELIEF:</b> The need to improve pain relief during labour and birth.</p>	<p>Through pregnancy, women are encouraged to get involved in decision making regarding their pregnancy care and to voice any worries or concerns that they may have during their pregnancy care and birth. Birth plans which include pain relief/position in labour are incorporated into a care plan during the antenatal period.</p> <ul style="list-style-type: none"> <li>An initiative to promote and remain active during labour, called Labour Hopscotch will be implemented across the maternity service.</li> <li>Guideline on the management of spontaneous labour is currently been revised.</li> <li>Maintain one to one midwifery care in labour.</li> <li>Promotion of water immersion for pain relief during labour by using the 2 birthing pools available.</li> <li>Birthing balls, peanut balls, cube, mats, TENS machines and bean bags are available in the supportive care suites and labour ward.</li> <li>24-hour epidural service is available.</li> <li>Dedicated early labour room will be available on the maternity ward.</li> </ul>	Ongoing and developed further Q4 2020
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Women will be supported, encouraged and empowered to be more involved in the decision making about their care. Birth plans are available for women in partnership with the multidisciplinary team to make choices regarding their birth preferences.</li> <li>Women will be able to avail of various methods of pain relief including hydrotherapy, non-pharmacological and pharmacological methods according to the woman's preference.</li> </ul>	



## CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>MENTAL HEALTH:</b> Women said that they did not receive information when going home about the changes that they might experience with their mental health.</p> <p><b>ACCESS TO A HEALTH PROFESSIONAL:</b> Women said that they did not have a healthcare professional that they could talk to about their worries and fears.</p>	<p>Cavan Monaghan Maternity Unit is implementing quality improvement initiatives to improve women's experience of care after birth including:</p> <ul style="list-style-type: none"> <li>Providing women with comprehensive written health information on discharge specifically concerning postnatal depression.</li> <li>Women will receive health information about health and well-being after birth including the mental health changes that occur in the postnatal period.</li> </ul>	



## SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>FEEDING:</b> Women said that they require more support and help with feeding their baby.</p>	<p>Cavan Monaghan Maternity Unit is committed to supporting women in their infant feeding choice:</p> <ul style="list-style-type: none"> <li>• Promotion of breastfeeding classes in the antenatal period.</li> <li>• All staff will be required to complete the HSEland Make Every Contact Count.</li> <li>• Due to COVID-19, face to face antenatal breastfeeding classes have temporarily suspended. Video link consultants are currently offered by the CMS in lactation. Consultations can be conducted on an individual basis or small groups of 3-4.</li> <li>• The role of all midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding. All clinical staff are required to complete the HSEland breastfeeding modules alongside 3 yearly breastfeeding refresher.</li> <li>• A training needs analysis of the multidisciplinary team will be undertaken to inform the revision of our current breastfeeding education programmes for staff and therefore better support for women whilst in hospital.</li> <li>• 10 steps to successful breastfeeding (<a href="http://www.baby-friendly.ie">www.baby-friendly.ie</a>), supporting skin-to-skin contact and responsive feeding will continue to be actively promoted with regular audits.</li> <li>• Breastfeeding information given in the postnatal period is given using a variety of formats ie. display on TV screens, written information and input from the CMS in lactation and supporting midwives. We are planning to introduce additional teaching aids with the use of tablets for the demonstration of practical skills.</li> <li>• On discharge, staff will inform mothers of the support networks available in their local communities by directing them towards the HSE <a href="http://mychild.ie">mychild.ie</a> website.</li> <li>• The HSE <a href="http://mychild.ie">mychild.ie</a> 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.</li> <li>• Women in the Cavan &amp; Monaghan catchment area have access to the community PHN Lactation Consultant on a one to one basis via referral from the hospital lactation team or the mothers PHN. Women in other surrounding areas (Leitrim, Meath, Longford) can access the hospital lactation consultants for support after discharge.</li> </ul> <p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will be able to access consistent and accurate information and support from staff regarding breastfeeding.</li> <li>• Lactation midwife specialists will be available to women with more complex health needs or who require additional support with breastfeeding. There is currently an antenatal and postnatal referral system in place to support this.</li> <li>• The hospital and community lactation team have a shared database which provides women with a seamless transition across services.</li> <li>• Health information will be provided to women about feeding support available to them in hospital and in the community, including the role of their local PHN and community PHN lactation consultant.</li> <li>• Community support groups such as La Leche League/Cuidiú will also be promoted so that women know how to access breastfeeding support in the community.</li> </ul>	
<p><b>DEBRIEFING:</b> Women said that they would like the opportunity to discuss labour and birth afterwards.</p>	<p>A proactive campaign of support informing women that they can discuss any worries or concerns that they may have after the birth of their baby will be promoted, encouraging women to voice concerns to ask questions that they may have about their labour and birth of their baby.</p> <ul style="list-style-type: none"> <li>• This quality initiative will mean that all women whose labour will be encouraged to discuss any worries or concerns with their midwife daily. This will provide them with the opportunity to discuss any worries/fears they may be experiencing in an informal setting.</li> <li>• A care pathway will be developed to facilitate debriefing for women who have experienced a difficult or unexpected birth experience.</li> <li>• Staff will be actively encouraged to attend complaints training/ complete HSEland Managing Complaints.</li> <li>• All staff are required to complete Open Disclosure training.</li> </ul> <p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will have an opportunity to discuss their labour and birth with a midwife or doctor throughout their postnatal stay.</li> <li>• Should a more in-depth debriefing surrounding their birthing experience be required, a scheduled debrief will be arranged.</li> </ul>	<p>Ongoing and further development in 2020/21</p>



**SPECIALISED CARE**

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>EMOTIONAL SUPPORT:</b> Women identified the need to have someone to talk to and to provide emotional support during this difficult time of their newborn baby being in the Neonatal care unit.</p>	<p>Cavan/Monaghan Special Care Baby Unit is currently implementing quality improvement initiatives to address women and their partner's emotional support needs whilst their babies are in the specialist care unit. The following initiatives are in place:</p> <ul style="list-style-type: none"> <li>• Health information is provided to all women and their partners about what they can expect and how to cope when their newborn baby is admitted to the Special Care Baby Unit in the form of a leaflet, which includes details of social support networks, ie. Irish Neonatal Alliance.</li> <li>• A Special Care Baby Unit parent experience survey will be developed alongside the Maternity Parent Satisfaction survey.</li> <li>• A system is in place for parents to ensure they have Neonatal debriefing in the Special Care Baby Unit by their Consultant caring for their baby. Discharge planning begins on admission.</li> <li>• A proactive campaign of support informing women that they can discuss any worries or concerns that they may have whilst their baby is in the Special Care Baby Unit is encouraged and promoted.</li> <li>• Chaplaincy services including the Clinical Nurse Specialist in Bereavement are available.</li> <li>• Access to specialists in Perinatal Mental Health, Lactation, Social workers, Dietician is available to parents.</li> <li>• A dedicated hostel room is available for mothers whose baby are in the Special Care Baby Unit to provide rooming-in when their baby is close to discharge or in individualised situations.</li> </ul>	
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will feel supported and encouraged to be involved in all aspects of their babies care and treatment plans.</li> <li>• Women will know where they can access emotional support during a difficult time when their new infant baby is in the Special Care Baby Unit.</li> <li>• Social support networks and community supports such as the Irish Neonatal Alliance will be shared with all women and families as appropriate.</li> </ul>	



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>CULTURE:</b> Women identified the need to build on a healthy culture of care and advocacy.</p> <ul style="list-style-type: none"> <li>• Dignity and respect</li> <li>• Organisational culture</li> <li>• Advocacy for Women in Maternity Care.</li> </ul>	<p>Cavan Monaghan Maternity Unit is committed to improving the woman's overall experience of maternity care:</p> <ul style="list-style-type: none"> <li>• Continue with the patient satisfaction survey and improve the review process.</li> <li>• In response to feedback from our service user, we will revise and further develop our existing patient experience survey to encourage women to provide feedback on an ongoing basis. This will enhance the service that we provide.</li> <li>• Re-establishment of the consumer group to ensure we have service users input into service development.</li> <li>• Key members of the Cavan/Monaghan Maternity Unit have participated in the educational programme on Patient Safety Complaints Advocacy, designed to build staff competency and skills in responding to healthcare complaints and advocate related issues.</li> <li>• All clinical midwifery managers will be trained in 'Managing Complaints' on HSEland which will assist in the proactive, timely and sensitive management of complaints to ensure that women are listened to whilst in the hospital.</li> <li>• Mindfulness and stress management programmes and Schwartz rounds are actively promoted for staff.</li> <li>• Continue the promotion of 'hello my name is' campaign.</li> <li>• The findings from the National Maternity Experience Survey 2020 and quality improvement plans will be communicated to all staff in the Cavan Monaghan Maternity Unit.</li> <li>• Evaluation of the initiatives outlined above will be conducted to measure progress annually through performance assurance frameworks.</li> </ul> <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 experiences.</li> <li>• Women will understand that their feedback makes a difference and the Cavan Monaghan Maternity Unit is Listening, Responding and Improving Maternity Care Services for Women.</li> </ul>	