



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, mental health and nutrition during pregnancy needs to be improved.</p>	<p>The Coombe Women & Infants University Hospital in partnership with the Physiotherapy, Dieticians and Specialised Perinatal Mental Health Department have enhanced the current provision of access to patient information:</p>	Ongoing
	<p>1. The Department of Parent Education has recently developed a new early pregnancy class which addresses the physical and mental health changes in pregnancy. This class has been digitally recorded and will be available for all women to access on the hospital website.</p>	Q4 2020
	<p>2. The 'My Pregnancy' book is provided to each woman when they attend their booking visit since September 2019.</p>	Embedded
	<p>Physical Changes 3. The Physiotherapy Department has created videos that will inform women on their physical changes during pregnancy, these will be available to women on our website.</p>	Q4 2020
	<p>4. The Physiotherapy Department has developed a new physiotherapy antenatal booklet that provides information on exercising during pregnancy, looking after your pelvic floor and common musculoskeletal conditions associated with pregnancy which will also be accessible to women and on our website.</p>	Q4 2020
	<p>Nutrition 5. Our Dieticians have recorded a series of videos such as 'healthy eating during pregnancy', 'foods to avoid', 'weight gain during pregnancy', 'digestive discomfort', 'eating at the time of birth' and 'eating during breastfeeding', these will be accessible on our website.</p>	Q4 2020
	<p>6. The Dietetics team also has patient information leaflets to help with nutrition during pregnancy, these will be accessible on our website.</p>	Q4 2020
	<p>7. Our Dietetics team in conjunction with parent education will deliver question and answer sessions on a virtual platform.</p>	Q4 2020
	<p>8. Our team commenced telehealth clinics in March 2020. Telehealth is more efficient for women by providing health information and has resulted in positive feedback and reduced Did Not Attend (DNA) rates.</p>	Q1 2020
	<p>9. Staff are encouraged to access HSE Land 'National Healthy Childhood Training Programme' modules on Nutrition and Breastfeeding to empower all staff to promote good nutrition for women.</p>	Ongoing
	<p>Mental Health Changes 10. Our specialised mental health department has expanded since April 2019, a multi-disciplinary team has been recruited and are fully staffed in accordance with the National Model of care.</p>	Embedded
	<p>11. The service now has a Mental Health Suite with clinic space for the range of therapies offered. Women have access to specialised assessment, psychotherapy, pharmacological and non-pharmacological interventions, individual psychotherapy and liaison with the obstetrics teams.</p>	Q3 2020
	<p>12. An integral part of the treatment is providing women and their families with information about their illness, and the treatment options available.</p>	Q3 2020
	<p>13. We are planning to expand the therapeutic options to offer group therapy, and working with partners and fathers.</p>	2021
	<p>14. An educational study day was held in the Coombe Women & Infants University Hospital in February 2020 to raise awareness amongst staff about mental health issues during pregnancy and beyond, how to recognise and talk about mental health illness and how to signpost and refer appropriately.</p>	Q1 2020
<p>15. We plan to increase links with GPs, Public Health Nurses and other groups and hold sessions to improve awareness of the services we provide.</p>	2021	



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<p>HEALTH INFORMATION: Access to health information about the physical, mental health and nutrition during pregnancy needs to be improved.</p>	<p>16. There is ongoing promotion amongst the parent education team in Infant Mental Health and Perinatal Mental Health, staff members have completed the Infant Mental Health master class and are working towards accreditation with the Alliance for the Advancement of Infant Mental Health.</p>	<p>Ongoing</p>
<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<p>The Coombe Women & Infants University Hospital in partnership with Parental Education, Physiotherapy Department, Infant Feeding, Perinatal Mental Health Services, Medicine & Anaesthetics and Dieticians are working together to enhance the current delivery of our antenatal education including the addition of online antenatal videos and classes.</p> <p>1. In 2019, having undergone a restructure of services, a collaborative approach to the delivery of antenatal education was implemented which resulted in consistency in information and facilitation methods across departments and increased availability of classes for women.</p> <p>2. Our multidisciplinary team has developed Parental Education videos – ‘changes in pregnancy, the birth of your baby, going home and how to contact the service at the Coombe Women & Infants University Hospital, Eating Well During Pregnancy, Foods to avoid, Weight gain during pregnancy, Digestive Discomfort, Eating at the time of Birth & Eating During Breastfeeding, Low Back Pain and Pelvic Girdle Pain Exercises & Information, Exercising in Pregnancy, pain relief in labour’.</p> <p>3. We have developed a new webpage called – ‘Feeding your baby’, this provides both breastfeeding and bottle feeding information and women can download booklets and have access to videos on our website.</p> <p>4. Our Anaesthesiologists facilitate questions and answers session at our antenatal classes on epidural pain relief in labour.</p> <p>5. A new class has been developed to address the specific needs of women and their partners preparing for Caesarean Birth. The class has been digitally recorded and will be accessible to all women and partners on the hospital website.</p> <p>6. Our parental education department collaborates with primary care teams in outreach areas, midwives and anaesthetists from the Coombe Women & Infants University Hospital facilitate classes alongside Public Health Nurses and community-based physiotherapists.</p> <p>7. A hospital tour has now been digitally recorded and will be available to all women and partners on the hospital website.</p> <p>Lean Project ‘Birth Dynamics’</p> <p>8. A programme of education has been developed entitled ‘Birth Dynamics’ to support women in labour and optimise physiological birth. A digitally recorded version of the Birth Dynamics programme will be accessible to all women and their partners on the hospital website.</p> <p>9. The above programme of education has also been developed for staff and students, to improve knowledge and promotion of the facilitation of education on physiological birth, ensuring consistent delivery of education at an organisational level.</p>	<p>Embedded</p> <p>Q4 2020</p> <p>Q3 2020</p> <p>Ongoing</p> <p>Q4 2020</p> <p>Ongoing</p> <p>Q4 2020</p>
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women will have a comprehensive programme of education, this extensive programme of education will empower women and their birthing partners throughout their birthing journey. 	



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<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • They will have access to a complete package of antenatal education, inclusive of parent education, breastfeeding, physiotherapy and a module of education on the use of epidural anaesthesia. This module has been effective in ensuring informed consent for the use of epidural. • The classes are all interactive and participative and cater to all types of adult learning. • Access to a specialist class facilitated by trained professionals who will work with women with mental health conditions through peer support and relaxation techniques. • All women when making their first booking appointment in Coombe Women & Infants University Hospital will be asked about their physical and mental health well-being and encouraged to discuss the worries and fears they may have. If they are identified as requiring additional support they will be referred to the relevant department for additional support during their antenatal period. • Women will have greater access to patient information leaflets – regarding physical changes, nutrition and mental health and well-being during pregnancy. Women will also be able to access this information on our website. • Many of our online videos have been recorded in the real environments at the Coombe Women & Infants University Hospital, such as our birthing rooms which will help women to familiarise themselves with the hospital surroundings. A virtual tour will also be available to women. • We have antenatal classes of education specifically addressing the concerns of those preparing for Caesarean Birth. This class offers women an opportunity to access a class outside of the standard package of antenatal education. • There is improved access to community-based classes and consistency in the facilitation of antenatal education amongst primary care healthcare professionals • All women will have access to the 'Birth Dynamics' programme through various platforms throughout the hospital. 	



LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<p>The Coombe Women & Infants University Hospital in partnership with the Department of Perioperative Medicine provides a range of pain relief options to mothers during labour. Pain management interventions offered to women during their labour include, hydrotherapy; hypnotherapy; transcutaneous electrical nerve stimulation (TENS); nitrous oxide inhalation; opioid infusion; epidural pain relief.</p>	
	<p>1. Our Anaesthetists facilitate a questions and answers session at antenatal classes around choices of pain relief during labour and birth including epidurals.</p>	Ongoing
	<p>2. A class has been digitally recorded providing information on epidural pain relief in labour and will be accessible on the hospital website.</p>	Q4 2020
	<p>3. Quality Improvement Project in postnatal pain relief among anaesthetics, pharmacy and midwifery has been implemented to optimise postnatal pain relief through the introduction of an improved medication regime.</p>	Q2 2020
<p>SUPPORTED: Women fully supported during labour and birth.</p>	<p>The Coombe Women & Infants University Hospital in partnership with our antenatal wards, assessment unit, delivery suite and theatres are implementing initiatives to fully support women during labour.</p>	
	<p>1. We have increased staffing during 2020 and can assure women that the appropriate level of care will be in place during birth.</p>	2020
	<p>2. We have redesigned our early labour rooms in our antenatal ward. These rooms help facilitate a partner's involvement and provide space for them to stay and support the women in early labour.</p>	Q1 2020
	<p>3. We recently appointed a Clinical Skills facilitator midwife to our antenatal ward whose focus is on supporting the women in the early stages of labour.</p>	Q1 2020
	<p>4. Our Delivery Suite has individual, spacious en-suite birthing rooms and the availability of birthing aids such as the birthing stool, birthing balls, bean bags and floor mats with an emphasis of one to one care provided to our women on the Delivery Suite.</p>	Embedded
	<p>5. We have developed parental education videos for the women 'birth of your baby', informing women of what to expect during labour.</p>	Q4 2020
	<p>6. We will promote our Birth Reflections Services – this service aims to give women the chance to explore their upcoming birth. It helps women to better prepare for their pregnancy, birth and labour. The service allows women the option to develop a birth plan and review options regarding their delivery.</p>	Ongoing
	<p>7. We promote skin-to-skin care with mothers and partners to allow initial bonding and family time in both our Delivery Suites and Theatres.</p>	Embedded
<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Women have access to a multi-disciplinary team who provide information regarding their pregnancy and allows the women the opportunity to discuss worries and fears they may have regarding pain management during labour. • Women will be empowered to be more involved in the decision making about their care, birth plans and pain management. • Women will be better prepared for their labour and birth and what to expect at the different stages of labour. 		



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>ACCESS TO A HEALTH PROFESSIONAL: Women said that they did not have a healthcare professional that they could talk to about their worries and fears.</p>	<p>The Coombe Women & Infants University Hospital is implementing initiatives to improve women's care after birth:</p> <ol style="list-style-type: none"> 1. Additional midwives have been employed to postnatal wards to assist women after their delivery. 	2020
	<ol style="list-style-type: none"> 2. Key staff in the Coombe Women & Infants University Hospital will participate in the National Healthcare Communication Training Programme and will help empower staff to address women's worries and fears. 	Q4 2020
	<ol style="list-style-type: none"> 3. We will promote our Birth Reflections Services – this service aims to allow women to discuss the fears and worries they have about labour and birth. It is a listening service for women who have given birth, it allows women to explore their birth experience and ask questions they may not have previously asked. 	Ongoing
	<ol style="list-style-type: none"> 4. Our staff members have been trained in Patient Safety and Complaints Advocacy designed to promote staffs competency and skills to address women's concerns and promote advocacy. 	Q3 2019
	<ol style="list-style-type: none"> 5. The Department of Parental Education has developed a new class to specifically address and focus on the Transition to Parenthood and Maternal Well-being after birth. The class has been digitally recorded and will be available to all women through the hospital website. 	Q4 2020
<p>INFORMATION: Information regarding mental health changes, physical recovery and told who to contact.</p>	<p>Mental Health Changes</p> <ol style="list-style-type: none"> 1. Patient information leaflets have been developed for postnatal women on what to expect in terms of their mental health and what to do if they experience difficulties. Women also have access to nationally developed leaflets covering a range of information. 	Q4 2020
	<ol style="list-style-type: none"> 2. We have developed videos discussing 'going home' and how to contact the Coombe Women & Infants Mental Health Service if required. 	Q4 2020
	<ol style="list-style-type: none"> 3. We plan to increase links with GPs, Public Health Nurses, other groups and our perinatal mental health department to support and increase awareness of the service and how we can support women postnatally. 	Ongoing
	<ol style="list-style-type: none"> 4. Plans to include group therapy and working with partners and fathers. 	2021
	<p>Physical Recovery</p> <ol style="list-style-type: none"> 5. Our Physiotherapy Department has live online postnatal classes which will help address women's concerns regarding postnatal changes to their bodies. 	Q3 2020
	<ol style="list-style-type: none"> 6. Development of patient information leaflet regarding physical changes. 	Q4 2020
	<p>Who to contact</p> <ol style="list-style-type: none"> 7. Details of who to contact will be contained in our Patient Information Leaflets and will also be added to our website. 	Q4 2020
	<p>WHAT THIS MEANS FOR WOMEN</p>	
	<ul style="list-style-type: none"> • Staff will be available to address women's questions and concerns regarding their delivery. • Staff members will be trained on how to manage difficult conversations. • Women will be empowered on how to address any concerns they may have. • Women will have information regarding the mental health changes that may occur postnatally and will have access to our Mental Health Department. • GPs, Public Health Nurses and other groups will have more awareness of our perinatal mental health services, what we offer and how and when to refer to our service. • More emphasis will be placed on the transition to parenthood and maternal well-being after pregnancy. Women and their partners will have access to a forum where interactive and participative learning will be used to discuss realistic expectations for parenthood and adequate preparation. Parents will be signposted to different resources and community supports and encouraged to seek the appropriate help where necessary. 	



SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>FEEDING: Women said that they require more support and help with feeding their baby.</p>	<p>The Coombe Women & Infants University Hospital is implementing quality improvement initiatives to improve women's experience of breastfeeding:</p>	
	<p>Breastfeeding information</p> <p>1. All women booking receive comprehensive pregnancy information that includes a breastfeeding guide, the Coombe Women & Infants University Hospital Infant Feeding Policy and the National Infant feeding policy.</p>	Embedded
	<p>2. In response to the COVID-19 pandemic, breastfeeding information is distributed daily in our outpatient's departments, which includes Prenatal Lactation Self-Assessment form, for women to identify risk factors, concerns or challenges with breastfeeding.</p>	Q3 2020
	<p>3. Women identified as having concerns with breastfeeding are offered small group workshops followed by an individual consultation.</p>	Ongoing
	<p>4. Breastfeeding information is given to women on the wards, including support information for when they go home.</p>	Ongoing
	<p>5. We have developed a new webpage titled – '<i>Feeding Your Baby</i>', that has information on breastfeeding and bottle feeding. Women have access to videos and patient information leaflets on our website – allowing women greater access to this breastfeeding information.</p>	Q3 2020
	<p>Breastfeeding support</p> <p>6. An improvement plan for breastfeeding, the aim is to review current practices and to improve midwifery care around breastfeeding and to reduce complications. The project's goals are to improve education and support for breastfeeding mothers so they are equipped with the appropriate knowledge and skills before discharge. It aims to implement a pre-discharge checklist to ensure consistent and necessary information is provided. The project includes education of ward staff in partnership with Lactation Clinical Midwife Specialists to ensure consistent information is given to women and families.</p>	Q3 2020
	<p>7. There are plans in progress to commence virtual breastfeeding classes.</p>	Q4 2020
	<p>8. A Postnatal Liaison nurse has been appointed to our Neonatal Unit to support mothers with babies in specialised care and on postnatal wards.</p>	Embedded
	<p>9. Postnatal follow up is available for women who require additional support with breastfeeding while in hospital.</p>	Ongoing
	<p>10. Post-discharge consultations are available with a clinical-midwife specialist.</p>	Embedded
	<p>11. There is an onsite tongue tie clinic.</p>	Embedded
	<p>12. A post frenotomy follow up is offered by midwife specialist.</p>	Embedded
	<p>13. All midwives are trained to support breastfeeding mothers on the wards.</p>	Ongoing
	<p>14. Additional midwives have been employed to respond to the growing demands on the service and to help support women in care after the birth.</p> <p>15. In March 2020 staff attended a breastfeeding seminar – '<i>Low Milk Supply – the first 36 hours</i>' in the Coombe Women & Infants University Hospital.</p>	2020 Q1 2020
<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Mothers will be equipped with appropriate knowledge and skills regarding their breastfeeding journey before discharge. • Lactation Consultants are available to women with more complex health needs who require additional support with breastfeeding. • Women have access to information about breastfeeding on our website. • Women will have access to breastfeeding support during their stay in the hospital. 		



SPECIALISED CARE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>EMOTIONAL SUPPORT: 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>Our philosophy in our Neonatal Unit is family-centred care where we strive not to separate mother and baby. This resulted in the development of a role for a dedicated postnatal liaison nurse who reviews and endeavours to treat and manage late preterms, low birth weight babies, babies with feeding difficulties and at-risk babies on the postnatal wards with their mothers. This helps to instil confidence and competence in the mother. The Postnatal Liaison Nurse is also involved in caring for the babies with delayed transitioning to extrauterine life who require closer observation and assessment than is possible on the post-natal ward. This practice has fostered an earlier reuniting of mother and baby.</p> <p>The interdisciplinary neonatal team (nursing, medical, allied health professionals, supportive staff and pastoral care) strive to embody our philosophy of family centred, evidenced-based care, where each baby and their parents are treated and respected as individuals on their unique developmental trajectory. We recognise the importance of the parent-child relationship in attachment and bonding and try to foster and promote this.</p> <ol style="list-style-type: none"> 1. Bedside nurse; the unique role that each neonatal nurse brings to all aspects of care, in particular her professional yet friendly approach which helps parents to express their fears and anxieties. 2. The leadership of Clinical Nurse Manager 24/7: Link with parents and are an additional resource and support. There is a philosophy of openness. 3. The leadership of Advanced Neonatal Nurse Practitioners. 4. Dedicated Staff Nurse in Lactation support in Neonatal Unit. 5. Clinical Nurse Manager I role dedicated to the Special Care Baby Unit who provides a unique support. 6. Clinical Midwife Specialist involved in discharge planning and support in preparation for discharge, the link is maintained following discharge via phone calls and home visits. 7. Medical Social Worker dedicated to the Neonatal Unit. 8. Neonatologists are always available, conducting twice-daily ward rounds and providing antenatal consultations for high-risk mothers. 9. Postnatal ward liaison role reduces the incidence of separation of mothers and babies. 10. Parents of babies less than 32/40 are given a parents handbook '<i>Caring for your Baby in the Neonatal Unit</i>'. It provides information that helps them to get to know their baby and how to care for them while in hospital. Notably, it reiterates the importance of their role in the neonatal unit. <p>Our Neonatal Unit has a strong educational ethos and this also includes Family & Infant Neurodevelopmental Education (FINE) Levels I & II that is an international programme. 60% of our staff have completed the FINE level I. While a small number have completed level II. This course aims to provide a comprehensive, evidence-based introduction to family-centred developmental care. The Coombe Women & Infants University Hospital is the Irish Hub for Family & Infant Neurodevelopmental Education (FINE).</p> <p>New initiatives in 2020:</p> <ul style="list-style-type: none"> • We are in the process of setting up a Parents Support Group. Entitled Parents Time Out (PTO), where parents of babies resident in the unit can meet twice monthly facilitated by Healthcare Professionals in neonatal care. • We developed '<i>Baby-Parent Face-time</i>', an initiative during COVID that facilitated mothers and fathers in isolation to interact with their baby and see his or her reaction to their voice. The siblings were also included. This rolled out to include any parents who requested it. • We put in place a COVID initiative in our Neonatal Unit which resulted in collaboration between the neonatal team and parents regarding visiting. This collaboration ensured that mothers did not suffer from imposed visiting restrictions. Mothers initiated a rota system in consultation with staff. • We introduced staff reflective sessions twice monthly to enhance staff resilience and ultimately benefit the babies and their parents. • We developed a collaborative pilot project Situational Awareness For Everyone (SAFE) which identifies patient safety issues and is improving communication. We aim to identify subtle deterioration/change in the baby's condition. • The 'SHED' concept for expressing was added recently, where two mothers may use the facility for expressing. This allows for peer support for mothers on the unit at a sensitive time. • The introduction of a booklet for siblings '<i>Super Baby Sam</i>', was designed to help siblings who are waiting patiently for their sister or brother to come home. 	<p>Embedded</p>





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<p>EMOTIONAL SUPPORT: 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>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Strong parental and family involvement in the Neonatal Unit. • Reduces admissions to the Neonatal Unit and promotes ward management of babies. • Women and families are empowered to spend more times with their babies. • Women have greater emotional support from staff and other mothers. • Staff are empowered and supported to increase emotional support to women during this difficult time. • Women are given the opportunity to discuss their worries and fears with the interdisciplinary neonatal team. 	



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>The Coombe Women & Infants University Hospital is implementing initiatives to improve women's overall experience.</p> <ol style="list-style-type: none"> 1. Staff have attended training on the Patient Safety Complaint Advocacy to promote the role of patient advocacy in the hospital. This course was designed to build staff competency and skills in responding to feedback and advocacy related issues. 2. Complaints management training is available to all staff and staff are encouraged to complete HSEland 'Effective Complaints Handling' and 'Effective Complaints Investigation'. 3. Women are encouraged to give feedback and we have 19 feedback boxes located around the hospital. 4. The hospital recently updated its website and added an Online feedback form available to women and their families. 5. A Customer Care Training half-day sessions held in November and December 2019. Further sessions planned (delays due to COVID). 6. A workshop in Quality Conversations in December 2019– Promoting Dignity and Respect in the Workplace, further session planned. 7. In line with our Dignity at Work Policy, staff Support Contact person was identified, they attended training in December 2019. Ten staff support contact people are in place. 8. We introduced an Anti-Bullying Awareness Day '#Cut it'. 9. A team of staff are trained on the HSE National Healthcare Communication Programme (NHCP) due to roll out to staff in Q4 2020. 10. The Hospital also provides supports to staff via their Occupational Health Department and via the Hospital Employee Assistance Programme (EAP), which is a free confidential service to staff available 24/7/365. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • It is easier for women to give feedback. • Staff are empowered to manage and resolve feedback at a local level. • Women will understand that their feedback makes a difference and the Coombe Women & Infants University Hospital is listening, responding and learning from this feedback. • Quality workshop programme promoted a positive working relationship between staff and increased their self-awareness around their communication style. 	<p>2019</p> <p>Ongoing</p> <p>Ongoing</p> <p>Q3 2020</p> <p>Q4 2019</p> <p>Embedded</p> <p>Q4 2020</p> <p>Ongoing</p>