



## CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>ANTENATAL CARE:</b> Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p> <p><b>ANTENATAL EDUCATION:</b> Access to antenatal educational classes needs to improve.</p> <p><b>ANTENATAL OPTIONS:</b> Promote choice of maternity care options during the antenatal care phase.</p>	<p>Letterkenny University Hospital (LUH) in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in Letterkenny Area and Donegal Community Area.</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. In Letterkenny, hospital antenatal classes are delivered from Donegal Women's Centre and serve the Letterkenny area. PHNs deliver community-based classes according to their geographical area.</li> <li>• Virtual classes via Attend Anywhere will be implemented.</li> <li>• Online links to external virtual classes are being provided to all pregnant women in the interim.</li> <li>• WhatsupMum videos of local maternity services and antenatal and postnatal education are promoted in the waiting area during Antenatal clinics. Additional educational material will be added as time progresses.</li> <li>• Currently, the post in Antenatal Education is in the process of role transition and awaiting the appointment of a designated midwife.</li> <li>• The 'My Pregnancy' book will be provided to each woman when they first engage with antenatal services at Letterkenny University Hospital, 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.</li> <li>• 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.</li> </ul>	<p>Work commenced in 2018 and will be advanced throughout 2020-21</p> <p>LUH: Priority 2</p> <p>October 2020</p> <p>Currently</p> <p>Current practice</p>
<p><b>HEALTH INFORMATION:</b> Access to health information about mental health changes that occur during pregnancy needs to be improved.</p>	<p>Letterkenny University Hospital in partnership with the National Perinatal Mental Health Team is implementing a Mental Health Promotion Programme for women during pregnancy. The programme aims to:</p> <ol style="list-style-type: none"> <li>1. Improving health information about mental health changes that occur during pregnancy for all women.</li> <li>2. Provide access to perinatal/specific mental health care services for women with additional needs.</li> <li>3. Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with Letterkenny maternity unit.</li> <li>4. Promote community support programmes for women such as the initiative called 'Mellow Bumps' for vulnerable parents. Perinatal Mental Health Midwife is enrolled for 'Mellow Bumps' training.</li> <li>5. Build the capacity of staff and managers in Letterkenny Hospital to promote positive mental health during pregnancy and to signpost women to appropriate services when needed.</li> </ol>	<p>Work commenced in 2018 and will be advanced throughout 2020-21</p> <p>January 2021</p> <p>LUH: Priority 3</p>



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	<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. During this stage, if a woman is identified as requiring additional mental health support she is referred to the mental health midwife.</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 milder mental health problems or who have more complex health needs in pregnancy will be referred to a mental health 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 mental health midwife or the women's 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 Letterkenny University hospital will be promoted.</li> <li>Community support groups such as 'Mellow Bumps' is actively promoted, perinatal mental health midwife will engage with women and their partners regarding access to social support networks in the community.</li> <li>Appointment of a Perinatal Mental Health Midwife as a spoke service in consultation with the Hub team in Galway.</li> <li>Development of brief education sessions for midwives about emotional changes in pregnancy, perinatal mental health services.</li> <li>National perinatal mental health posters placed throughout the maternity department and antenatal clinic.</li> </ul>	<p>November 2019</p> <p>July 2020</p> <p>July 2020</p> <p>July 2020</p> <p>September 2020</p> <p>January 2021</p> <p>Current</p> <p>September 2020</p> <p>May 2020</p>



## LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>COMMUNICATION:</b> The need to improve healthcare communication and involvement in decision making during labour and birth.</p> <p><b>PAIN RELIEF:</b> The need to improve pain relief during labour and birth.</p> <p><b>SUPPORT:</b> Women said they wanted to be fully supported during labour and birth.</p>	<p>Letterkenny University Hospital (LUH) is implementing quality improvement initiatives to improve women's experience of labour and birth to promote best practice in communication skills and shared decision making with women:</p>	<p>Work commenced in 2019 ongoing</p>
	<p>1. All key staff in the Maternity Unit of LUH will participate in a training programme in Healthcare Communication Skills. Two staff have completed Module 1 in Communication of Train the Trainers course. The Perinatal Mental Health midwife, Bereavement midwife and a member of Special Care Baby Unit staff will also complete this training. All trainers to complete all 4 modules. Training of all staff in Maternity to commence in September 2020. Sessions will be provided twice monthly.</p>	<p>September 2020</p>
	<p>2. Patient prompts 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.</p>	<p>LUH: Priority 1</p>
	<p>3. A supported care pathway is offered to all women who are deemed suitable for the same. In LUH the midwifery-led clinics are held in the hospital and two other geographical areas, making supportive care more accessible.</p>	<p>January 2020</p>
	<p>4. Assisted and specialised care options are also available.</p>	
	<p>5. An initiative to promote better pain relief during labour, called Hopscotch is currently being explored.</p>	<p>November 2020</p>
	<p>6. Several Midwives have completed Hypnobirthing training as a means to promote a positive childbirth experience.</p>	
	<p>7. Birth plans are included in all Hand Held Notes. Staff Midwives complete/communicate/advise women during antenatal care.</p>	<p>Current</p>
	<p>8. Skin-to-skin contact is encouraged with all Mothers.</p>	
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p>	
<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 women to invite women to ask questions about their birth plans and postnatal care.</li> </ul>		
<ul style="list-style-type: none"> <li>• Women will be more informed about pain relief options.</li> </ul>		



## CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p><b>DEBRIEFING:</b> Women said that they would like the opportunity to discuss labour and birth afterwards.</p> <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>Letterkenny University Hospital is implementing quality improvement initiatives to improve women's experience of care after birth; including:</p> <ul style="list-style-type: none"> <li>Improving health information at discharge and improving smoother transitions of care between hospital and community services;</li> <li>Promoting the role of all staff and their availability to address worries and concerns;</li> <li>Providing women with comprehensive health information on discharge, specifically concerning mental health.</li> </ul>	Work commenced in 2020 and ongoing
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>Women will have the opportunity to participate in postnatal support forums whilst in the hospital through telecare platforms thus providing more personalised health information and advice, an initiative which has been trialled during COVID-19 and will be advanced in 2020.</li> </ul>	Attend Anywhere platform currently being rolled out in Maternity
	<ul style="list-style-type: none"> <li>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.</li> </ul>	PMH Midwife in post, referrals taken from ANC and ward, Aug 2020.
	<ul style="list-style-type: none"> <li>Women will receive health information about health and well-being after birth including the mental health changes that occur in the postnatal phase.</li> </ul>	
	<ul style="list-style-type: none"> <li>Women will receive 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.</li> </ul>	LUH: Priority 4



## 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>	<ol style="list-style-type: none"> <li>Better infant feeding support for women in the antenatal and postnatal period, that supports the mothers choice concerning infant feeding.</li> </ol>	Work has commenced and will be ongoing
	<ol style="list-style-type: none"> <li>Parent education sessions on the postnatal ward held daily regarding infant feeding.</li> </ol>	
	<ol style="list-style-type: none"> <li>A Lactation Consultant post has been sanctioned for LUH. Process commenced.</li> </ol>	December 2020
	<ol style="list-style-type: none"> <li>Additional midwives and staff have been employed to respond the growing demands of the service and training in breastfeeding support have been provided to improve capacity and support for women in care after birth and with the following initiatives:           <ul style="list-style-type: none"> <li>Staff will participate in the breastfeeding blended learning programme developed by the HSE National Healthy Childhood Programme.</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 be actively promoted.</li> <li>Breastfeeding Refresher training delivered by Midwives and PHNs.</li> <li>Local La Leche League Support Volunteer visits postnatal ward twice weekly.</li> <li>Donegal Breastfeeding Forum meets every 2 months, multidisciplinary membership.</li> </ul> </li> </ol>	2020 & ongoing
		Ongoing
		2020 dates confirmed with CNME
		Ongoing



## 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>Letterkenny University Hospital 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>	<p>Ongoing provision of Information Booklet</p>
	<p>1. Health information will be provided for all women and their partners about what they can expect and how to cope when their newborn baby is admitted to the Neonatal or Specialised Care Unit.</p>	
	<p>2. Social Support Networks – the Role of Irish neonatal alliance will be actively promoted.</p>	<p>Current</p>
	<p>3. 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 neonatal unit will be promoted.</p>	<p>MDT Collaboration is ongoing with NNU staff.</p>
	<p>4. All staff to attend Communication training.</p>	<p>Dates confirmed with</p>
	<p>5. Chaplaincy services available 24-hours.</p>	<p>CNME for September 2020</p>
	<p>6. Bereavement Midwife appointed and PMH Midwife appointed.</p>	<p>Ongoing</p>
	<p>7. Bereavement Family Room available – Butterfly Room.</p>	<p>June 2020</p>
	<p>8. Family room for day visits available on the unit.</p>	<p>Ongoing</p>
	<p>9. Counselling service available via Social work department.</p>	
	<p>10. Open visiting available for parents to NNU.</p>	
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p>	
	<ul style="list-style-type: none"> <li>• Women will know where they can access emotional support during a difficult time when their new infant baby is in the Neonatal or Specialised Care 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>Letterkenny Maternity Department is implementing quality improvement initiatives to improve women's overall experience of maternity care:</p> <ul style="list-style-type: none"> <li>• Consumer services department provides advocacy/complaints support for all service users at LUH Maternity unit. All staff trained in Open Disclosure.</li> <li>• The Values in Action Programme is actively promoted in Letterkenny Maternity Department and will continue to prioritise in 2020-21 as a way of promoting a healthy and helpful healthcare culture in maternity care for women and their families</li> <li>• A women's forum designed to hear '<i>what matters to you</i>'/women and key stakeholders in maternity care in maternity care was hosted in 2019 and will be repeated in 2021, all feedback received from women at this forum was used to inform improvement priorities at a local level.</li> <li>• A communications plan, profiling how Letterkenny Maternity Department 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.</li> <li>• Evaluation of the initiatives outlined above will be conducted to measure progress annually.</li> </ul>	<p>Work commenced in 2018 and ongoing</p>
	<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 experience.</li> <li>• Women will know about the new Independent Patient Advocacy Service and about how to make a complaint or a patient advocacy related issue.</li> <li>• Women will understand that their feedback makes a difference and that Letterkenny Maternity Department is Listening, Responding and Improving Maternity Care Services for Women.</li> </ul>	