



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p> <p>HEALTH INFORMATION: Access to health information about the physical and mental health changes that occur during pregnancy needs to be improved.</p>	<p>Mayo University Hospital (MUH) in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services to provide better health information and education for all women through out their maternity care in the west of Ireland. The following has been put in place:</p> <ul style="list-style-type: none"> • An assessment of antenatal educational programme has been conducted against best practice guidance as outlined in the HSE Nurture Programme. We have developed a co-ordinated programme run within Hospital/Community services to ensure consistency of information in line with National Standards for Antenatal education. • Access to health information through a digital platform: due to the restrictions of the recent COVID-19 pandemic, face to face contact has been reduced, in response a digital platform linked to Hospital website with education tools and websites for information regarding antenatal care in MUH has been developed. • A suite of short video clips regarding availability of services to enhance Mothers and Partners knowledge of pregnancy/labour and birth/and care after birth, followed by an interactive class via digital platform for questions and answers. The purpose of this initiative is to reach out to those across the community who cannot access antenatal classes in person and to improve access to health information about care during pregnancy and the services available to women. • Information linking services available within MUH and CHO area, sign-posting women and their families to what resources are available at a local and National level in their community and linked to local hospital and Community Health Office website has now improved. • The 'My Pregnancy' book, is a resource for mothers and their partners is now available to all. Interactive Education sessions with staff Midwives/Consultants and Junior Doctors regarding: <ul style="list-style-type: none"> – content of this book and enhancing information to mothers at each point of contact during pregnancy journey is promoted; and – communication/listening and what an interactive visit should include – promoting best practice on one to one consultations with women. 	<p>Work commenced in 2020 and ongoing</p>
<p>ANTENATAL OPTIONS: Promote choice of maternity care options during the antenatal care phase.</p>	<p>Mayo University Hospital-promoting choice in Maternity Care:</p> <ul style="list-style-type: none"> • In line with best practice women will be offered choice in pathways of maternity care. This approach will be monitored for effectiveness and safe outcomes. • An advanced Midwife Practitioner will be appointed who will oversee the implementation of midwifery-led care pathways and improved care overall for women and improved and informed choice to women. This is a recommendation of the National Maternity Strategy. • Each woman will be asked about their mental health and well-being when accessing maternity care services. • Literature for mothers attending for antenatal care around mental health changes in pregnancy and how to access care required will be provided to all. • Interactive Education sessions with staff Midwives/Consultants and junior doctors and prompts advising at each point of contact regarding mental health awareness with mothers -will be put in place to ensure consistency of messages and approach by the wider multi-disciplinary team. • Perinatal Mental Health Midwife will train in the 'Mellow Bumps' programme and Educate staff regarding this programme and we have a unit representative involved in the local programme. This work is designed to improve support networks for mothers in the community. • Introduction of consistent support in the area of Perinatal Mental Health will be put in place. A Perinatal Midwife will meet with inpatient mothers regarding Mental Health changes in pregnancy/post-delivery and referral to Liaison Mental Health team as appropriate. 	<p>Work commenced in 2020 and ongoing</p>



LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>COMMUNICATION: The need to improve healthcare communication and involvement in decision making during labour and birth.</p>	<p>Mayo University Hospital in partnership with National HR is implementing the National Healthcare Communication Programme to promote best practice in communication skills and improved experience for women throughout their journey and to promote shared decision making at each point of care, in particular during labour and birth.</p> <ul style="list-style-type: none"> Interactive training sessions with staff Midwives/Consultants and Junior Doctors and prompts in Healthcare Communication Skills. Ongoing Promotion of the Values in Action, Care, Compassion and Commitment. As part of the training at Communication workshops, it will incorporate: <ul style="list-style-type: none"> Open Disclosure Debriefing Values in Action, Care, Compassion, Commitment. Leaflet to be developed for mothers advising what services are available in MUH and a prompt proforma for clinicians on what questions to ask the women and giving the mother time to ask questions and encourage them to ask for clarity/second opinion if not sure of what is being articulated or plan of care. Give time to discuss and agree on a plan of care and answering questions easily understood. Birth plans actively promoted with women and reviewed antenatally by Midwifery team. 	2020 to be rolled out ongoing training
<p>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<ul style="list-style-type: none"> Health information will be developed for women about pain relief/coping with pain during birth and labour, detailing what methods/Use of Pharmacological and Non Pharmacological Methods to control pain eg. Hopscotch/Q2Mobility/CUB/TENS/Hypnobirthing/Entonox/Pethidine/Epidural/PCEA and discussed at each point of contact with the service and in early Labour. 	



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>DEBRIEFING: Women said that they would like the opportunity to discuss labour and birth afterwards.</p>	<p>Mayo University Hospital in partnership with National HR is implementing the National Healthcare Communication Programme to promote best practice in communication skills and improved experience for women throughout their journey and to promote shared decision making at each point of care, addressing debriefing after birth and improved health information about going home with a new baby.</p>	Q4 2020
<p>MENTAL HEALTH: Women said that they did not receive information when going home about the changes that they might experience with their mental health.</p> <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>Senior midwifery team will carry out a walk around handover during core working hours and meet with mothers requesting feedback and bring issues to Clinicians to be escalated/actioned. This will improve women's experience of care by ensuring that they receive more comprehensive information/feedback about their labour and birth and provide them with an opportunity to address any unanswered questions or concerns that they may have.</p> <ul style="list-style-type: none"> Literature development for mothers in postnatal period care and mental health well-being and how to access care required both in MUH and CHO areas will be provided to all women. Interactive Education sessions with staff Midwives/Consultants and Junior Doctors and prompts advising at each point of contact regarding mental health awareness with mothers and when and how to seek help and encourage women to discuss their worries and concerns. Review of Postnatal discharge advice checklist and develop literature with PHN services re postnatal follow up and when/how to seek help after discharge. 	Q4 2020



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>MUH will improve feeding support to mothers and their new babies, the following improvements are being advanced in Q4 2020:</p> <ul style="list-style-type: none"> • A plan to recruit a lactation specialist is being advanced. • Health information will be developed in conjunction with PHN services detailing Breastfeeding supports in MUH, Community Health Office and local and National groups. • Ongoing education programmes are being delivered to nurse specialists to ensure that consistent and up to date health information and support on breastfeeding and baby feeding are provided to women. • A digital platform linked to Hospital website with Education tools and websites for information regarding Breastfeeding for staff and Mothers with information about local/Supports Groups and National best practice is being developed. • Resume programme of work towards achieving the – ‘Ten steps to Baby-Friendly Hospital’ standard for the MUH is a priority for the hospital. 	Q4 2020 and ongoing



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>Mayo University Hospital, in partnership with improving parents experience of the Special Care Baby Unit, by implementing the following:</p> <ul style="list-style-type: none"> • Ongoing Education/Promotion of the Values in action Care, Compassion and Commitment within the service. • Review Leaflet for mothers advising regarding SCBU incorporating key people involved in babies care and information about the unit. • The person in charge of the unit to meet mothers daily and discuss Babies Plan of care and treatment plan this can be a Pediatrician or Unit staff. • Give the individual time to parents to discuss and agree on a plan of care and answering questions easily understood for parents. • Safety meeting held in department several times daily post this meeting, Mothers to be updated by Midwife regarding baby's plan of care. • Development of leaflet with PHN service detailing Resources available post-discharge and who to contact for advice ongoing care and contact details for Local/ National groups and links to the organisations. <p>The sanctioning and recruitment of the following staff will assist in addressing communication raised: Bereavement Specialist, Perinatal Mental Health, Lactation, Midwifery and Quality and Patient Safety Specialists.</p>	Q4 2020 and ongoing