



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>ANTENATAL OPTIONS: Promote choice of maternity care options during the antenatal care phase.</p>	<p>The Midlands Regional Hospital Mullingar (MRHM) in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services in Westmeath and neighbouring Counties.</p> <p>WHAT THIS MEANS FOR WOMEN</p> <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. • The 'My Pregnancy' book is provided to each woman when they first engage with antenatal services at the Maternity Regional Hospital Mullingar, 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. These documents are also available on the Mullingar Maternity website. • 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. • There is a focus on education about immunisation. • Newborn hearing screening is facilitated in the postnatal period or as an outpatient appointment. • The Unit has several locally developed parent information leaflets that specifically relate to services and procedures at RHM Maternity. Our continuous improvement initiatives are building on these repeatedly as information changes. • The unit utilises televisions in the outpatient department and postnatal wards to provide up to date information to women during their hospital visit/stay. • Antenatal classes and antenatal breastfeeding classes are provided locally by the CMS parentcraft and CNS lactation. • RHM has several visual displays and pop up posters that provide information throughout the unit. • Midwife-led antenatal clinics have been expanded to enhance the choice of maternity care options in the unit. Information is provided on our website regarding our birthing room options. • Currently, Candidate AMP post in supportive care is being processed. 	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>
<p>HEALTH INFORMATION: Improve health information and support on mental health and well-being.</p>	<p>The Maternity Regional Hospital Mullingar in partnership with the National Perinatal Mental Health Team is implementing a Mental Health Promotion Programme for women during pregnancy. The programmes aim to:</p> <ol style="list-style-type: none"> 1. Improving health information about mental health changes that occur during pregnancy for all women. 2. Provide access to perinatal/specific mental health care services for women with additional needs. 3. Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with staff at the Maternity Unit Regional Hospital Mullingar. 4. Build the capacity of staff and managers in Maternity RHM to promote positive mental health during pregnancy and to signpost women to appropriate services when needed. 5. Appointment of a Perinatal Mental Health CMM 2 on 1st September in Maternity RHM in line with National recommendations of the Maternity strategy 2016-2026. 	<p>Work commenced in 2018 and will be advanced throughout 2020-21.</p> <p>Perinatal mental health CNM2 post is being filled on the 5th of October 2020 who will lead out on staff education and support forums for mothers.</p>



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<p>HEALTH INFORMATION: Improve health information and support on mental health and well-being.</p>	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> All women when making their first booking appointment in maternity services will continue to 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 will be referred to the mental health midwife once in post. All women will be provided with more accessible health information about the mental health changes that occur during pregnancy. Women who require support for milder mental health problems or who have more complex health needs in pregnancy will be referred to a Perinatal mental health CMM who will be appointed as part of a specialist perinatal mental healthcare team. (1ST September 2020) Women will be able to access specific perinatal mental health services through the Perinatal mental health CMM or the women's GP if required. 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 staff at the Maternity Regional Hospital Mullingar will be promoted The perinatal mental health CMM will provide updated information support to staff. 	



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>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<p>The Maternity Regional Hospital Mullingar 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 and their partners.</p> <ol style="list-style-type: none"> Staff in the Maternity Unit RHM have been allowed to participate in the National Healthcare Communication programme. The policies and guidelines on communication has been revised and shared within the department. An initiative to promote better pain relief during labour, called Hopscotch has been rolled out in the maternity department. Patient information leaflets are provided to women antenatally and visual displays are available in the unit. Midwives are supported to attend updates to build capacity in this practice. Active birth practices are promoted and encouraged in the antenatal ward and labour ward. Significant investment has been made in purchasing equipment to support this practice which includes a wireless CTG monitor, labour ward beds, peanut and birthing balls. A 'home-from-home' room has been developed within the labour ward to promote Physiological birth. This is named the Serenity Suits. An audit of this room revealed high levels of satisfaction and decreased use of medicated pain relief. The use of this room is encouraged and supported by midwives. Birth plans are encouraged to be submitted by the patients and are discussed with the midwife and the obstetrician. Several midwives have been trained in the use of aromatherapy in childbirth and a guideline has been developed to support their practice. This provides greater choices to women as an alternative form of pain relief. Skin-to-skin contact is practised and encouraged in the Labour ward and Theatre. A home-from-home room was developed within the labour ward to promote natural methods of pain-relief in managing labour which offers the choice to the mother and her partner. <p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> 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. 	<p>Work commenced in 2019 – ongoing</p>



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>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 Maternity Regional Hospital Mullingar is implementing quality improvement initiatives to improve women's experience of care after birth; including:</p> <ul style="list-style-type: none"> Improving health information at discharge and improving smoother transitions of care between hospital and community services. Providing women with comprehensive health information on discharge, specifically concerning mental health. 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding are actively promoted. Thoughts before and after birth midwife was introduced in 2015 to support mothers who experience difficult births. 	Work commenced in 2020 and ongoing
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> Women will receive health information about health and well-being after birth including the mental health changes that occur in the postnatal phase. 	



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>	<ul style="list-style-type: none"> Improved infant feeding support for women in the antenatal and postnatal period, that supports the mothers choice concerning infant feeding. Over the past 5 years, additional midwives and staff have been employed to respond the growing demands of the service and training in breastfeeding support has been provided to improve capacity and support for women in care after birth. Staff will participate in the breastfeeding blended learning programme developed by HSE National Healthy Childhood Programme. The replacement of the vacant Clinical Nurse Midwife in Lactation has greatly supported the women in the postnatal period. Training workshops in lactation have been reintroduced. 	Work has commenced and will be ongoing
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> The role of all midwives in supporting women to breastfeed will be actively promoted, to increase support for women with breastfeeding. Lactation nurse specialists are available to women with more complex health needs or who require additional support with breastfeeding. Health information will be provided to women about feeding support available to them in hospital and the community, including the role of their local PHN. Community support groups such as La Leche League and Cuidiú Breastfeeding Support Group are promoted so that women know how to access breastfeeding support in the community. 	



SPECIALISED CARE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
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.	The Maternity Regional Hospital Mullingar is currently implementing quality improvement initiatives to address women and their partners' emotional support needs whilst their babies are in the specialist care unit. The following initiatives are in place: <ol style="list-style-type: none"> 1. Health information in the form of an information leaflet will be provided for all women and their partners about what they can expect and how to cope if their newborn baby is admitted to the Neonatal or Specialised Care Unit. 2. Social Support Networks – the role of Irish Neonatal Alliance will be actively promoted. 3. Bereavement Support Midwife is available and visits the special care baby unit and supports mothers and fathers of babies with complex. 	
	WHAT THIS MEANS FOR WOMEN <ul style="list-style-type: none"> • 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. • Social support networks and community supports such as the Irish Neonatal Alliance will be shared with all women and families as appropriate. • Support will also be available from the early intervention teams. 	



OVERALL EXPERIENCE

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CULTURE: Women identified the need to build on a healthy culture of care and advocacy. <ul style="list-style-type: none"> • Dignity and respect • Organisational culture • Advocacy for Women in Maternity Care. 	The Maternity Regional Hospital Mullingar is implementing quality improvement initiatives to improve women's overall experience of maternity care. <ol style="list-style-type: none"> 1. Active participation and feedback are encouraged in the Maternity Unit RHM and women will be informed of the support available to them through the 'Your Service, Your Say' programme, should they wish to make a complaint or address an advocacy-related issue. 2. All staff have the opportunity to participate in the quality improvement group 'The Hummingbirds', designed to allow staff to put forward their ideas concerning improving the quality of their service. 3. There are plans to establish a forum designed to hear 'what matters to you'/women and key stakeholders in maternity care in maternity care all feedback received from women at this forum will be used to inform improvement priorities at a local level 4. A communications plan, profiling how the Maternity Regional Hospital Maternity 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. 5. Evaluation of the initiatives outlined above will be conducted to measure progress annually. 	Work commenced in 2018 and ongoing
	WHAT THIS MEANS FOR WOMEN <ul style="list-style-type: none"> • Women will be provided with better information about how to provide feedback about their experience. • Women will understand that their feedback makes a difference and that the Maternity Unit RHM staff are Listening, Responding and Improving Maternity Care Services for Women. 	