



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>	<ul style="list-style-type: none"> In recognising the need for information and education about perinatal mental health, Midland Regional Hospital Portlaoise (MRHP) Maternity Services is working to improve health information about mental health care services and to provide access to perinatal specific mental health care services for women. 	Ongoing
	<ul style="list-style-type: none"> In line with the National Perinatal Mental Health Model of Care, a Consultant in Perinatal Mental Health has been appointed at the hospital. This is a joint post with the Coombe Women & Infants University Hospital. 	
	<ul style="list-style-type: none"> The post of Clinical Midwife Manager II in Perinatal Mental Health has been re-advertised. 	Q1 2021
	<ul style="list-style-type: none"> A bookmark has been developed which signposts/informs women about the services provided in respect of perinatal mental health. 	
	<ul style="list-style-type: none"> The hospital provides health information about mental health changes that occur during pregnancy. 	
	<ul style="list-style-type: none"> Maternity Services will review the availability and accessibility of information (including the bookmark) in the Out-Patients' Department. 	Q4 2020
	<ul style="list-style-type: none"> MRHP will increase staff's awareness of the Perinatal Mental Health Service and will focus on screening and education of staff. 	Q4 2020
	<ul style="list-style-type: none"> Maternity Services has access to a Liaison Mental Health Clinical Nurse Specialist. 	
	<ul style="list-style-type: none"> Women are asked about their physical and mental health well-being at each visit. If a woman is identified as requiring additional mental health support she is offered peri-natal mental health referral. 	
<p>ANTENATAL EDUCATION: Access to antenatal educational classes needs to improve.</p>	<ul style="list-style-type: none"> Further to the launch of the National Standards in Antenatal Education, MRHP Maternity Services is working to enhance the current provision of antenatal education services at the hospital. 	Ongoing
	<ul style="list-style-type: none"> MRHP is currently developing a Parent Education Post. 	Q1 2021
	<ul style="list-style-type: none"> The Trinity Parent Education App is provided to women. 	Q4 2020
	<ul style="list-style-type: none"> MRHP Maternity Services is researching the capacity for weekly zoom meetings for parent education. The education, based on national standards, will be provided by MRHP staff. 	Q4 2020
	<ul style="list-style-type: none"> Women are signposted to the Nurture programme on the HSE website. 	Ongoing
	<ul style="list-style-type: none"> A virtual tour of the woman's journey from admission to MRHP through to the Labour Ward, Theatre and Postnatal Ward will be developed with Whatsupmum. 	Q1 2021
	<ul style="list-style-type: none"> The 'My Pregnancy' book will be provided to each woman when she first engages with antenatal services at MRHP. 	
	<ul style="list-style-type: none"> The HSE <i>mychild.ie</i> website is promoted as the trusted source of information. 	



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>	<ul style="list-style-type: none"> MRHP is implementing quality improvement initiatives to promote best practice in communication skills and shared decision making with women and to improve women's experience of labour and birth. 	Ongoing
	<ul style="list-style-type: none"> MRHP Maternity Services is participating in the National Healthcare Communications Programme. 	Ongoing
	<ul style="list-style-type: none"> 2 staff (Midwife & Consultant) have been trained as facilitators to facilitate the National Healthcare Communications Programme. 	
	<ul style="list-style-type: none"> The post of Advanced Midwife Practitioner for the Supported Care Pathway has been advertised which will develop and embed women's choice to avail of midwifery care throughout pregnancy and postnatal period. 	Q4 2020
<p>PAIN RELIEF: The need to improve pain relief during labour and birth.</p>	<ul style="list-style-type: none"> MRHP will facilitate training for midwifery staff in promoting the Labour Hopscotch initiative. The concept of the initiative is that women remain active during labour. 	Q4 2020
	<ul style="list-style-type: none"> 24-hour epidural service is available at MRHP. 	
	<ul style="list-style-type: none"> Birthing balls and peanut balls are available in the Labour Ward and during the antenatal period on request. 	
	<ul style="list-style-type: none"> PPPGs (policies, procedures, protocols and guidelines) concerning spontaneous labour management and midwifery assessment will be reviewed and updated. 	Q1 2021
	<ul style="list-style-type: none"> Labour Ward 4 is being reconfigured as a Home-from-Home Delivery Room for low-risk women. Care will be led by the midwifery team. 	Q1 2021
	<ul style="list-style-type: none"> The hospital publication 'Signs of Labour' will be reviewed, updated and promoted. 	Q4 2020
	<ul style="list-style-type: none"> Staff promote alternative coping strategies for labour. The introduction of aromatherapy is being explored by the department to complement existing practices. 	Q1 2021
	<ul style="list-style-type: none"> The Department of Anaesthetics in conjunction with Practice Development will roll-out facilitated learning on the management of postoperative and postnatal pain. 	Q4 2020
<p>SUPPORT: Women said they wanted to be fully supported during labour and birth.</p>	<ul style="list-style-type: none"> The standard at MRHP is 1 to 1 midwifery care in labour. Additional oversight is provided by a Senior Midwife or a Clinical Midwifery Manager. The midwifery team works in partnership with the obstetric team. A centralised electronic fetal monitoring surveillance system has been introduced where CTG monitoring in labour is required. MRHP introduced CTG telemetry allowing women to be mobile in labour where they require continuous fetal surveillance. Women are encouraged to discuss and seek advice, in advance of labour, with the midwifery staff in the Out-Patients' Department and in the Maternity Department regarding birth preferences. Skin-to-skin is routinely practised in the labour ward. Education will be facilitated by the Lactation Clinical Midwifery Specialist for Theatre Staff to improve opportunities for skin-to-skin immediately postoperatively. 	



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>	<ul style="list-style-type: none"> MHRP provides daily audiovisual presentations, on postnatal care of the newborn, through whatupmum. MRHP is working with the Regional Centre for Nursing & Midwifery Education to develop a study day for midwives which will focus on the patient's physical well-being, mental health and management of postpartum pain. Women attending the service receive the 'My Child: 0 to 2 years' book. 	Work ongoing
<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>	<ul style="list-style-type: none"> Women are be provided with comprehensive health information on discharge, specifically concerning perinatal mental health. 	Work ongoing
<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>	<ul style="list-style-type: none"> Postnatal mental health services are available in the community. The Liaison Public Health Nurse accepts referrals from midwifery staff daily (Monday to Friday). MRHP works closely with the Liaison Public Health Nurse to ensure that mothers are followed-up in the community. 	Work ongoing



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"> All midwives and healthcare assistants have received training in breastfeeding support and infant feeding. 	
	<ul style="list-style-type: none"> The Clinical Midwifery Specialist – Lactation complements the assistance provided by the midwives. 	
	<ul style="list-style-type: none"> Clinical Midwifery Specialist – Lactation support will be increased. 	Q1 2021
	<ul style="list-style-type: none"> The Infant Feeding Group which is made up of hospital staff, patient reps and public health reps meets quarterly. 	
	<ul style="list-style-type: none"> A breastfeeding advisor badge will be developed for midwives. 	Q4 2020
	<ul style="list-style-type: none"> Similar to previous years, MRHP Maternity Services will celebrate National Breastfeeding Week from 1st to 7th October 2020. 	October
	<ul style="list-style-type: none"> La Leche League and Cuidiú are promoted to ensure that women know how to access breastfeeding support in the community. 	
	<ul style="list-style-type: none"> A postnatal breastfeeding support group commenced in 2020. Meetings held once every four weeks. 	
<ul style="list-style-type: none"> In 2020 several midwives and nurses were supported to complete the IBCLC Qualification. 		



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.	<ul style="list-style-type: none"> MRHP is currently implementing quality improvement initiatives to address the emotional support needs of women and their partners whilst their babies are in the Special Care Baby Unit (SCBU). 	Ongoing
	<ul style="list-style-type: none"> The Medical Social Worker liaises with mothers who have specific needs concerning babies in the SCBU. 	
	<ul style="list-style-type: none"> Visiting Neo-Natologists attend the hospital to provide additional expertise in conjunction with the existing Paediatric Service. 	
	<ul style="list-style-type: none"> The effectiveness of the current communication pathway between the Maternity Unit and the Special Care Baby Unit will be reviewed. 	Q4 2020
	<ul style="list-style-type: none"> When visits cannot take place staff upload videos onto the vCreate secure platform allowing mothers and their partners to visualise the baby's progress 	
	<ul style="list-style-type: none"> Catering and parking arrangements are provided, as required, for the parent who has a baby in the SCBU for an extended period. 	
	<ul style="list-style-type: none"> Rooming-in is provided, where necessary, in the Maternity Department in advance of infants being discharged from SCBU. 	
	<ul style="list-style-type: none"> SCBU information leaflet is in place and will be updated. 	Q4 2020



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
CULTURE: Women said that being treated with dignity and respect impacts on their experience of care. <ul style="list-style-type: none"> Dignity and respect Organisational culture Advocacy for Women in Maternity Care. 	MRHP is currently implementing quality improvement initiatives to improve women's overall experience of maternity care at the hospital.	Ongoing
	<ul style="list-style-type: none"> The new independent Patient Advocacy Service (PAS) is being promoted and women are informed of the support available to them through the PAS. 	
	<ul style="list-style-type: none"> Maternity Services welcome patient feedback through 'Your Service, Your Say' and Quality Improvement Plans are developed from feedback including feedback from surveys. 	
	<ul style="list-style-type: none"> As part of a communication plan, MRHP will display how it plans to respond to the findings of the National Maternity Experience Survey 2020. 	
	<ul style="list-style-type: none"> MRHP Maternity Services is participating in the National Healthcare Communications Programme. 	
	<ul style="list-style-type: none"> Mindfulness and stress management programmes are available for staff. 	
	<ul style="list-style-type: none"> MRHP undertakes C-Section Surveillance. 	
	<ul style="list-style-type: none"> Maternity Services will continue the roll-out of the 'Hello-my-name' initiative. 	
	<ul style="list-style-type: none"> Maternity Services hold departmental meetings 3 times per month and Governance meetings once per month. 	
	<ul style="list-style-type: none"> MRHP monitors itself against national Key Performance Indicators (KPIs). 	
<ul style="list-style-type: none"> MRHP Maternity Services is researching the possibility of introducing Swartz Rounds. 	Q1 2021	