



CARE WHILE PREGNANT

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
RESPECT: Treat women with respect and dignity.	<ul style="list-style-type: none"> Following a quality improvement project in the Antenatal Clinics, changes were made to improve the woman's journey through the service. The improvements include ensuring women are seen on the most appropriate pathway of care, reduction in waiting times and maximise the use of resources. Proactively respond to any feedback with the individuals involved. Respect and dignity will continue to be emphasised at education sessions and staff huddles. 	Embedded
HEALTH INFORMATION: Improve health information and support on mental health and well-being.	<ul style="list-style-type: none"> Following a quality improvement project on the Antenatal Clinics in SLGH, the structure for providing information specifically on mental health during pregnancy is in place and occurs on at least three occasions during pregnancy. 	Embedded
	<ul style="list-style-type: none"> The new role of a Clinical Midwife Manager 2 in Perinatal Mental Health will be introduced to the Maternity Service of St Luke's General Hospital (SLGH) Kilkenny in 2020. This will ensure access to perinatal mental health services to support women with mental health problems in pregnancy. 	Work commencing in 2020 and will be advanced through 2021
	<ul style="list-style-type: none"> A programme of education will be rolled out in the Maternity Department to build staff's capacity to support women during their pregnancy journey with mental health changes which may occur. 	
	<ul style="list-style-type: none"> The health information all women receive about mental health changes that occur during pregnancy will be improved and available through verbal, written and online information. 	
ANTENATAL CARE: Access to health information about the physical changes that occur during pregnancy needs to be improved.	<ul style="list-style-type: none"> Following a quality improvement project on the Antenatal Clinics in SLGH, the structure for providing information specifically on physical changes during pregnancy is in place and occurs on at least 3 occasions during pregnancy. 	Embedded
	<ul style="list-style-type: none"> SLGH distributes the HSE 'My Pregnancy' Book to all women who attend the maternity services. 'My Pregnancy' is filled with expert advice from health professionals in the HSE, including doctors, midwives, nurses, physiotherapists, dietitians, psychologists and many more. 	Embedded
	<ul style="list-style-type: none"> The health information all women receive about physical changes that occur during pregnancy will be improved and available through verbal, written and online information. 	Q4 2020
	<ul style="list-style-type: none"> Access to Antenatal Education Classes will become more accessible to all women and their partners via virtual classes to increase participation. This change will enable women to participate in a convenient location. 	Embedded
	<ul style="list-style-type: none"> Development of a St Luke's Maternity specific section on the hospital website is in progress. This will have links to general information and also provide local maternity-related details. 	Q4 2020



LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>INVOLVEMENT: Maintain partner/companion involvement.</p>	<ul style="list-style-type: none"> Partner/companion involvement recognised as difficult to sustain before admission to the labour ward during the COVID-19 pandemic. Plan for partner-specific virtual Antenatal classes to provide them with information and encouragement to support women as much as possible. Maintain open communication with women regarding COVID-19 changes to the maternity service. Education plan for midwifery staff that the advocacy role of the midwife in the physical absence of their partner is heightened during COVID-19 pandemic. 	Ongoing 2020
<p>SHARED-DECISION MAKING: Ensure the woman and partner are involved in decisions about care.</p>	<ul style="list-style-type: none"> St. Luke's Hospital was a pilot site for The National Healthcare Communication Programme in 2019. The programme is designed to support healthcare staff to learn, develop and maintain their communication skills with patients, their families and with colleagues. The plan is to establish the programme into the culture of the maternity department with the support of maternity facilitators. 	Work commencing in 2020 and will be advanced through 2021
	<ul style="list-style-type: none"> The Labour Hopscotch tool, as supported by the National Women and Infants Health Programme, will be incorporated into the preparation for birth education, and supported and encouraged during labour via: <ul style="list-style-type: none"> Staff education sessions commenced; The physical environment to provide a Labour Hopscotch 'Hub' close to the labour ward; Incorporation into all relevant policies and guidelines. 	Q1 2020 Q1 2021 Q1 2021
	<ul style="list-style-type: none"> Access to Antenatal Education Classes will become more accessible to all women and their partners via virtual classes to increase participation and empower women and their partners to become more involved in the decision-making process. 	Q4 2020 onwards
	<ul style="list-style-type: none"> Plan for the introduction of a labour water pool in 2021 which will provide further choice for women who attend SLGH. 	
<p>INFORMATION AND COMMUNICATION: Women said they needed clearer responses to their questions.</p>	<ul style="list-style-type: none"> From booking visit onwards staff encourage women to ask for clarification if any information points are not clear. 	Embedded
	<ul style="list-style-type: none"> Education plan for midwifery staff that the advocacy role of the midwife in the physical absence of their partner is heightened during COVID-19 pandemic. 	Work commencing in 2019/2020 and will be advanced through 2021
	<ul style="list-style-type: none"> Continued education for all staff in The National Healthcare Communication Programme. 	
	<ul style="list-style-type: none"> All written information is vetted via the National Adult Literacy Association. 	
	<ul style="list-style-type: none"> Multilingual translation service available to the maternity services of SLGH. 	



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
INFORMATION: Improve access to information for contacts on discharge.	<ul style="list-style-type: none"> The SLGH 'Advice for mothers following the birth of their baby' booklet will be reviewed. 	Q4 2020
	<ul style="list-style-type: none"> Development of a St Luke's Maternity specific section on the hospital website is in progress. This will have links to general information and also provide local maternity-related details. 	Q4 2020
	<ul style="list-style-type: none"> Maintain communication links with liaison Assistant Director of Public Health Nursing and Carlow/Kilkenny GP Forum. 	Embedded
DEBRIEFING: Women said that they would like the opportunity to discuss labour and birth afterwards.	<ul style="list-style-type: none"> Continued education for all staff in The National Healthcare Communication Programme. From the first appointment with the service, women are encouraged to ask questions about their journey and experience. Devise an educational session to encourage staff to provide the opportunity for all women to debrief following birth. Dedicated team to be established to ensure feedback from women who utilised the service is communicated to all staff. 	Work commenced in 2019 and advancing through 2020/2021
MENTAL HEALTH: Women said that they did not receive information when going home about the changes that they might experience with their mental health.	<ul style="list-style-type: none"> The new role of a Clinical Midwife Manager in Perinatal Mental Health will be introduced to the Maternity Service of St Luke's General Hospital (SLGH) Kilkenny in 2020. This will ensure access to perinatal mental health services to support women with mental health problems in pregnancy. A programme of education will be rolled out in the Maternity Department to help staff support women during their journey after birth with mental health changes which may occur. The health information all women receive about mental health changes that occur during pregnancy will be improved and available through verbal, written and online information. The development of a Maternity specific section of the hospital website is in progress. 	Work commencing in 2020 and will be advanced through 2021



SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
RESPECT: Promote respect on how women choose to feed.	<ul style="list-style-type: none"> The development of the maternity-specific section of the hospital website will have information on breastfeeding and infant feeding. 	Q4 2020
	<ul style="list-style-type: none"> Proactively respond to any feedback with individuals involved. 	Embedded
FEEDING: Women said that they require more support and help with feeding their baby.	<ul style="list-style-type: none"> Education plan for midwives offering support to women with feeding. 	Work commencing in 2020 and will be advanced through 2021
	<ul style="list-style-type: none"> Specialist support from the Clinical Midwife Manager in Infant Feeding is available. 	
	<ul style="list-style-type: none"> Introduction of virtual breastfeeding classes online for women and their partners. 	Q3 2020
	<ul style="list-style-type: none"> Focused feeding support for women whose baby is being cared for in the Special Care Baby Unit to be reviewed. 	Q1 2021
	<ul style="list-style-type: none"> Written resources provided to women from the first visit in pregnancy and throughout their journey. 	