



## 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 mental health changes that occur during pregnancy needs to be improved.</p>	University Maternity Hospital Limerick (UMHL) in partnership with the National Perinatal Mental Health Team has implemented a Specialist Perinatal Mental Health Service for women during pregnancy. The programme aims to:	Work commenced in 2018 and will be advanced throughout 2020-21
	1. Provide health information about mental health changes that occur during pregnancy.	
	2. Ensure women have access to a multidisciplinary perinatal mental health team lead by Consultant.	Ongoing
	3. Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with UMHL.	
	4. Promote community support programmes for women such as the initiative called 'Mellow Bumps', Community Mothers Programme and ABC Start Right for vulnerable parents.	Quarter 3 2020 & ongoing
	5. Build the capacity of staff and managers in UMHL to promote positive mental health during pregnancy and to signpost women to appropriate services when needed. 27 midwifery staff have completed a university education programme in Perinatal Mental Health.	
	6. Art and Music therapy has been introduced in the antenatal ward, and available as an outpatient programme. Protected times for mothers to work with an art therapist generated positive feedback.	
	<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 appointment if a woman is identified as requiring additional mental health support she is offered the services of the perinatal mental health midwife and if appropriate offered referral to the joint specialist perinatal mental health and obstetric team.</li> </ul>	
	<ul style="list-style-type: none"> <li>New health information leaflets about mental health during a pregnancy have been developed and are provided to women when they first engage with maternity services and freely available in clinical areas UMHL.</li> </ul>	Quarter 3 2020
	<ul style="list-style-type: none"> <li>Individual perinatal care pathways are provided by the perinatal mental health midwife and a bespoke pathway of care is developed, which includes a pre birthing planning with the multidisciplinary team for women with moderate/severe mental health difficulties.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Women are asked about their health status on each visit and individualised postnatal care plans address the emotional well-being of the mother.</li> </ul>	
	<ul style="list-style-type: none"> <li>Community support groups such as 'Mellow Bumps', Community Mothers Programme and ABC Start Right are actively promoted to enable women and their partners to access social support networks in the community. Online access to 'Mellow Bumps' has been completed and will improve social support networks for women.</li> </ul>	First online 'Mellow Bumps' Programme was completed in August 2020 with positive feedback.
<ul style="list-style-type: none"> <li>UMHL have established and delivered an Annual National Perinatal Mental Health Service conference attended by the multidisciplinary team. The delivery of the conference includes the involvement of a service user and their journey throughout maternity services.</li> </ul>	Clinical Nurse Specialist Mental Health has joined Perinatal Mental Specialist Team August 2020.	



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<p><b>ANTENATAL EDUCATION:</b> Access to antenatal educational classes needs to improve.</p>	<p>University Maternity Hospital Limerick in partnership with community health teams and key stakeholders are working together to enhance the current provision of antenatal education services to provide physical and mental health services in UMHL and the Mid-west.</p>	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</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 for Perinatal Mental Health, Diabetes, Counselling, Bereavement and loss and high-risk pregnancies through social media platforms adopting the recently launched National Standards for Antenatal Education encouraging the full engagement of women and their partners.</li> </ul>	<p>Commenced in 2020 following the launch of the National Standards in Antenatal Education</p>
	<ul style="list-style-type: none"> <li>• Telehealth is more efficient for women by providing health information in a timely manner.</li> </ul>	
	<ul style="list-style-type: none"> <li>• A pilot of antenatal education as a virtual programme has commenced. Use of social media platforms (Microsoft teams) currently been reviewed including required infrastructure. Funding has been approved for a project officer to scope out the format of our future antenatal classes in UMHL.</li> </ul>	<p>Quarter 4 2020</p>
<p><b>ANTENATAL OPTIONS:</b> Promote choice of maternity care options during the antenatal care phase.</p>	<p>UMHL have introduced Community Midwifery Integrated Services, 5 step plan to provide more options and to promote choice of maternity care options for women in antenatal, intrapartum &amp; postnatal care.</p>	<p>Ongoing</p>



## LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<b>COMMUNICATION:</b> The need to improve healthcare communication and involvement in decision making during labour and birth.	University Limerick Maternity Hospital in partnership with National HR and UL Centre of Nurse & Midwifery Education is implementing the National Healthcare Communications Programme to promote best practice in communication skills and improved experience for women throughout their journey of labour and birth.	Work commenced in 2019-2021
	1. All multidisciplinary team in the UMHL will participate in the National Healthcare Communication Programme. Training has already commenced in May 2020, and 60 staff members have participated in the programme to date.	Ongoing
<b>PAIN RELIEF:</b> The need to improve pain relief during labour and birth.	Throughout pregnancy, women are encouraged to get involved in decision making regarding their pregnancy care and to voice any worries or concerns that they may have during their pregnancy care and birth. Birth plans which include pain relief/position in labour are incorporated into a careplan during the antenatal period.	
	1. An initiative to promote and remain active during labour, called Labour Hopscotch is currently being implemented across maternity services.	Q4 2020/Quarter 2021
	2. In response to feedback from our service users, UMHL have developed and delivered a study day 'antenatal care of women in Early Labour' to upskill the multidisciplinary team, to enhance the provision of care during all stages of labour, in the antenatal and Intrapartum period.	Ongoing
	3. PPPG's (policies/guidelines) in relation to a) spontaneous Labour Management b) Midwifery assessment presenting in labour have been reviewed and updated.	Ongoing
	4. A team of Midwifery staff are trained to provide hypnobirthing classes.	
	5. UMHL provides water immersion for pain relief during labour.	
	6. Birthing balls, peanut balls are available, in Labour Rooms and during the antenatal period on request.	
	7. 24-hour epidural service available in UMHL.	
	8. Gentle birthing available in Theatre Department.	
	9. Limerick Enhanced Recovery for Obstetrics Surgery, Quality Improvement Project commencing Q4 2020.	Q4 2021
<b>WHAT THIS MEANS FOR WOMEN</b>		
<ul style="list-style-type: none"> <li>Women will be supported, encouraged and empowered to be more involved in the decision making about their care, birth plans are available for women in partnership with the multidisciplinary team to make choices regarding their birth preferences and completion of birth journey.</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>University Limerick Maternity Hospital is implementing quality improvement initiatives to improve women's experience of care after birth; including:</p> <ol style="list-style-type: none"> <li>1. UMHL to commence a research study in 2020 on women's 'Birth experience' which includes delivery discussion and debriefing and follow up with appropriate healthcare professional.</li> </ol>	Q4 2020
<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>	<ol style="list-style-type: none"> <li>2. University Limerick Maternity Hospital is implementing quality improvement initiatives to improve health information and communication upon discharge from hospital, creating smoother transitions of care between hospital and community care in the postnatal stage. <ul style="list-style-type: none"> <li>• Women will be provided with comprehensive health information on discharge, specifically concerning perinatal mental health, including perinatal mental health information leaflets.</li> <li>• At UMHL the Community Midwifery Integrated Services provides improved health information at discharge.</li> <li>• Follow up visits by community midwives will be provided to women discharged early from the hospital in addition to further visits by community public health nurses services and GP's.</li> <li>• Postnatal perinatal mental health services are available in the community.</li> <li>• UMHL is currently developing an electronic discharge health summary to improve the transition of care to and from the hospital to the community for women.</li> </ul> </li> </ol>	Work has commenced and will be ongoing
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• Women will have an opportunity to discuss their labour and birth in a timely manner with health professionals.</li> <li>• Comprehensive health information will be available for all women prior to discharge from UMHL/Community Midwifery Integrated services.</li> </ul>	



## 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>	<p>Improving feeding support for women and their new born babies:</p> <ol style="list-style-type: none"> <li>1. Improved infant feeding support provided by 2 full time lactation consultants for women in the antenatal and postnatal period, that supports the mothers choice with regard to infant feeding including virtual clinics and teleconferencing.</li> <li>2. In respond to growing demands for breastfeeding support, UMHL are providing training at ward level. The plan is to conduct a training needs analysis of the multidisciplinary team, which will inform the development of an education programme for staff and therefore better support for women whilst in hospital.</li> <li>3. Women and infants in the Mid-West can also access community lactation consultants who provide feeding clinics throughout the Midwest.</li> <li>4. UMHL is a Breastfeeding-Friendly Hospital, an accredited site. 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 is actively promoted in UMHL by the multidisciplinary team to support women to access the best support for breastfeeding baby.</li> </ol>	<p>Work has commenced and will be ongoing throughout 2020-21</p>
	<p><b>WHAT THIS MEANS FOR WOMEN</b></p> <ul style="list-style-type: none"> <li>• All multidisciplinary teams in UMHL support and actively promote breastfeeding.</li> <li>• Lactation consultant specialists are available to women with more complex health needs or who require additional support with breastfeeding. Breastfeeding workshops provided 'virtually' by Lactation consultant.</li> <li>• Health information is provided to women about feeding support available to them in hospital and in the community, including the role of their local PHN.</li> <li>• Community voluntary support groups such as La Leche League and Cuidiú are promoted so that women know how to access breastfeeding support in the community.</li> <li>• Women will have the opportunity to access support during their stay in UMHL. This provides more opportunity for personalised health information and advice.</li> <li>• Women will receive health information about health and well-being after birth including the perinatal mental health changes that occur in the postnatal phase.</li> <li>• As part of The National Healthy Childhood Programme, the 'My Child: 0 to 2 years' book is provided by PHN's as part of primary visit.</li> </ul>	



## 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>University Limerick Maternity Hospital is providing services to address women, and their partners, emotional support needs whilst their babies are in the Neonatal unit The following initiatives are in place:</p>	<p>Ongoing and will continue 2021</p>
	<p>1. Information is provided for women and their partners about what they can expect and how to cope when their newborn baby is admitted to the Neonatal Unit including parent information leaflet and Discharge Planning booklet.</p>	
	<p>2. UMHL has a care pathway developed for women who's babies are expected to be admitted to Neonatal Unit. This includes antenatal visits to the unit. Meeting with Consultant Neonatologists and Registered Advanced Nurse Practitioner.</p>	
	<p>3. Pastoral care services available on request.</p>	
	<p>4. Clinical Midwife Specialists in counselling are available to support and counsel families.</p>	
	<p>5. UMHL has identified parking spaces for parents of long-stay infants in nearby premises.</p>	
	<p>6. vCreate IT platform has been introduced to provide parents with virtual access to their baby.</p>	
	<p>7. For mothers who are unable to visit the neonatal unit, a baby journey diary is populated during the baby's time in the neonatal unit.</p>	
	<p>8. Social and community support networks are provided for families as appropriate.</p>	
	<p>9. Parent's room available within the Neonatal unit to facilitate parent to stay in Neonatal Unit overnight, and to support planning and preparation of infant discharge home.</p>	
	<p>10. New Neonatal modular unit, being developed at the UMHL. Services users/parent feedback suggestions are included in the development of this project to provide enhanced facilities for parent.</p>	<p>Q4 2020</p>
	<p>11. Meal voucher for UMHL Catering Department is available for mother attending neonatal unit.</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 Unit.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Social support networks and community supports are 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>	University Maternity Hospital Limerick is implementing quality improvement initiatives to improve women's overall experience of maternity care:	Work has commenced and will be ongoing throughout 2020-21
	1. Patient council in UL Hospital and to introduce patient representative in UMHL.	
	2. Business Manager in UMHL has participated in the educational programme on Patient Safety Complaints Advocacy, designed to build staff competency and skills in responding to healthcare complaints and advocate related issues.	
	3. The Values in Action Programme is actively promoted in UMHL and will continue to be prioritised in 2020-21 as a way of promoting a healthy and helpful healthcare culture in maternity care for women and their families.	Ongoing
	4. 'Whose Shoes', a facilitated workshop designed to hear 'what matters to you' was hosted in 2018. Women and Service users/staff participated in the workshop which leads to the development of 40 pledges which we continue to progress and action.	
	5. A specific workshop for perinatal mental health service users was held in 2019. All feedback received from women at this forum was used to inform improvement priorities at the local level.	
	6. A communications plan, profiling how UMHL responded to the findings of the National Maternity Experience Survey 2020 will be promoted at the local level.	
	7. Women are encouraged to give feedback on an ongoing basis via monthly inpatient patient survey, and weekly Assistant Director of Midwifery patient story.	
	8. Caring behaviour Assurance System (CBAS) has been introduced in 2 clinical areas of UMHL to improve women-centred care and safety culture at ward level.	
	9. Mindfulness and stress management programmes for staff are available. To enhance a healthy culture of care to women and families.	
	10. UMHL plan to introduce Schwartz Rounds.	
	11. Monthly Obstetric & Midwifery Forum is held in UMHL with plans to include service user in Forum, to promote a culture of advocacy for women.	
	12. UMHL has adopted the initiative of providing name badges for all staff, so that service users can easily identify staff and understand what their role is. All staff are encouraged to introduce themselves 'Hello my name is'.	
	13. Evaluation of the initiatives outlined above will be conducted to measure progress annually through performance assurance framework.	
	<b>WHAT THIS MEANS FOR WOMEN</b>	
	<ul style="list-style-type: none"> <li>• Women will be provided with better information about how to provide feedback about their experience.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Women will understand that their feedback makes a difference and that UMHL is Listening, Responding and Improving Maternity Care Services for Women in the Mid-West.</li> </ul>	