



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>University Hospital Waterford (UHW) in partnership with key stakeholders are working together to enhance the current provision of antenatal education services in UHW.</p>	
	<ul style="list-style-type: none"> • Antenatal education has been made more accessible to women and their families through an online platform and adopts the recently launched National Standards for Antenatal Education encouraging the full engagement of women and their partners. 	Since March 2020
	<ul style="list-style-type: none"> • The 'My Pregnancy' book is provided to each woman when they first engage with antenatal services at UHW 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. 	Ongoing
	<ul style="list-style-type: none"> • 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. Birth plans encouraged and supported including taking time in situation-appropriate language to discuss and explain all information-often required on specialised care pathway. 	Ongoing
	<ul style="list-style-type: none"> • Birth plans encouraged and supported including taking time in situation-appropriate language to discuss and explain all information-often required on specialised care pathway. 	Ongoing
<p>HEALTH INFORMATION: Access to health information about mental health during pregnancy needs to be improved.</p>	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Real-time preparation for services on offer in line with best practice nationally. 	
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • UHW in partnership with the National Perinatal Mental Health Team is implementing a Mental Health Promotion Programme for women during pregnancy. The programmes aim to: <ul style="list-style-type: none"> • Improve health information about mental health changes that occur during pregnancy for all women • Ask all women when making their first booking appointment in maternity services will be asked about their physical and mental health well-being. • Provide access to perinatal/specific mental health care services for women with additional needs • Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with UHW. All women will be provided with more accessible health information about the mental health changes that occur during pregnancy. New health information leaflets about mental health during a pregnancy have been developed and will be provided to women when they first engage with maternity services. • Ensure that women have the opportunity to discuss any worries or concerns that they may have when engaging with UHW. All women will be provided with more accessible health information about the mental health changes that occur during pregnancy. New health information leaflets about mental health during a pregnancy have been developed and will be provided to women when they first engage with maternity services. • 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 UHW 	
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • UHW has a Perinatal Mental Health Midwife in place for direct access antenatally and as required postnatally which will allow Rapid access to Department of Psychiatry UHW with liaison ANP Perinatal Mental Health. 	



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HEALTH INFORMATION: Women wanted more health information about smoking and alcohol during pregnancy.	The importance of nutrition in pregnancy will be promoted through the antenatal journey.	
	<ul style="list-style-type: none"> Referral to Dietician as required. 	Current recruitment for Dietician for Maternity Services
	<ul style="list-style-type: none"> Reinforcement of education around nutrition as per 'My Pregnancy' book. 	Ongoing
	<ul style="list-style-type: none"> In addition, increased awareness of allergies in maternal and paternal booking and referral to a dietician as appropriate-intervention on a juvenile diet. Breastfeeding encouraged. 	Ongoing
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> This information will cover the physical changes of pregnancy and offer support and referral as required with individualised personal care. Increased education and awareness of smoking, alcohol and drug use in pregnancy for support of women and families will be in place. UHW Maternity Services is a site of Sláintecare Smoking project. 'Making Every Contact Count' (MECC) encouraged and education supported for staff. Methadone Programme available for antenatal attendees through community setting. Reinforced pathways to Community drugs and alcohol specialists. 	In place and ongoing
WHAT THIS MEANS FOR WOMEN		
<ul style="list-style-type: none"> Early intervention with evidenced-based advice & support to optimise outcomes for mother and baby. 		



LABOUR AND BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
PAIN MANAGEMENT: Support for decision making and pain management in labour.	UHW Maternity promotes ongoing quality improvement initiatives to improve women's experience of labour and birth to promote best practice and shared decision making with women.	
	<ul style="list-style-type: none"> Hopscotch programme to encourage mobility & flexibility and support women's natural ability to cope will be rolled. 	Q3 2020
	<ul style="list-style-type: none"> Birth plans encouraged and supported. 	Ongoing
	<ul style="list-style-type: none"> Home-from-home room – labour ward 1 under refurbishment. 	Q3 2020
	<ul style="list-style-type: none"> Women will be supported and encouraged to be more involved in the decision making about their care (from booking visit onwards). 	Ongoing
	<ul style="list-style-type: none"> Responsive to women's requests, for example, acupuncture/homoeopathy and the presence of Doulas. 	Historically available and ongoing
	<ul style="list-style-type: none"> Antenatal Anaesthetic clinic available to review previous anaesthetic complications and care plan for current pregnancy. 	Since 2018 and ongoing
	<ul style="list-style-type: none"> Options for pain relief discussed and managed according to patient request including 24-hour epidural. 	
	<ul style="list-style-type: none"> Gentle birthing available in Obstetric Theatre. 	



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PAIN MANAGEMENT: Support for decision making and pain management in labour.	<ul style="list-style-type: none"> One-to-one care in labour. 	Ongoing
	<ul style="list-style-type: none"> Audit of skin-to-skin practices. 	Monthly
	<ul style="list-style-type: none"> Chosen partner in attendance at all time. 	Historically available and ongoing
	<ul style="list-style-type: none"> Mother friendly initiatives eg light diet mobility, sensory lighting. 	
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> Women will be supported in their decisions in an environment conducive to a positive experience in labour. 	



CARE AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
DEBRIEFING: Women said that they would like the opportunity to discuss labour and birth afterwards.	UHW is implementing a quality improvement initiative to improve women's experience of care after birth. <ul style="list-style-type: none"> Induction programme for all new starters to Maternity Services now contains advice on debriefing after labour-in particular after a difficult delivery. A multidisciplinary approach to dealing with debriefing & pathways of care for future pregnancy. Enhance Community support-GP or PHN. Consumer support groups. Perinatal Mental Health & Bereavement support. 6-week specialist follow up. Specialised Midwifery Services provide debriefing for women. Education around debriefing for postnatal staff including the premise that it can be closure or a crossroads for further referrals. 	Q2 2020-year end.
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> This quality improvement initiative will further develop the existing debriefing service offered by AMP (accessed by women through hospital pathways as well as PHN or GP). Increased awareness and education of all staff will support and develop care for women in the postnatal period. 	
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.	<ul style="list-style-type: none"> Promoting the role of Perinatal Mental Health CMM2 in the postnatal setting with smooth referral pathway and close cooperation amongst staff around this. 	
	<ul style="list-style-type: none"> In addition, multidisciplinary communication education to enhance the ability to address issues that arise in childbirth. 	Delivered through drills and skills programme.
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> The environment in which women feel empowered to discuss any issue at any time in their journey with the staff of the services. 	



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DISCHARGE INFORMATION: Improve health information for women when going home from the hospital.	<ul style="list-style-type: none"> Increased awareness required in UHW around the education of staff in care planning and decisions in the puerperium. 	Ongoing
	<ul style="list-style-type: none"> Increased discharge planning pathway to individualise care. 	Ongoing
	<ul style="list-style-type: none"> Pilot Early Transfer Home scheme in August/September 2020 to enhance discharge support and planning for discharge. 	Autumn 2020
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> This will allow for a smoother transition into the community with comprehensive health information available on discharge. 	



SUPPORT WITH FEEDING AFTER BIRTH

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
FEEDING: Women said that they require more support and help with feeding their baby.	<ul style="list-style-type: none"> There is a long history of Baby and Mother-Friendly supports for lactation in UHW. This will be enhanced and grown in service for increased support for women. 	
	<ul style="list-style-type: none"> The role of all midwives in supporting women to breastfeed is actively promoted. 	Historic and ongoing
	<ul style="list-style-type: none"> 10 steps to successful breastfeeding (www.baby-friendly.ie), supporting skin-to-skin contact and responsive feeding will be actively promoted. 	UHW has Baby Friendly Status for Breastfeeding practices
	<ul style="list-style-type: none"> Lactation support available within current resources & used widely including paediatric department. 	
	<ul style="list-style-type: none"> Lactation Midwife specialist post will be available to women with more complex health needs or who require additional support with breastfeeding (Q4). 	Q4 2020
	<ul style="list-style-type: none"> Full cooperation in the provision of breastfeeding statistics for national review and learning. This is a useful comparator for services. 	Ongoing
	<ul style="list-style-type: none"> Information provided for community supports for feeding post-discharge. 	
	<ul style="list-style-type: none"> Rooming-in pre-discharge in SCBU is available for mothers to support care and feeding. 	
	WHAT THIS MEANS FOR WOMEN	
	<ul style="list-style-type: none"> There is full Multidisciplinary team support for breastfeeding in UHW. 	



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>Care and support is of vital importance in Neonatal Intensive Care/Special Care Baby Unit (NICU/SCBU).</p> <ul style="list-style-type: none"> • Communication education and training for all staff within the services. • Role of the National Neonatal Alliance will be actively promoted. • Tour and information available for parents whose babies will be electively admitted to NICU. • Named Nurse for parents to link with regarding ongoing care of the baby. • Kangaroo care for babies provided. • CMM2 Perinatal Mental Health available for support. • A bereavement nurse and chaplaincy are available for support. • Food available for mothers to support needs whilst baby is in NICU/SCBU. • Rooming-in available for mothers to support care and feeding. 	Ongoing
	<p>WHAT THIS MEANS FOR WOMEN</p> <ul style="list-style-type: none"> • Tailored support for families with babies in Special Care Units. 	



OVERALL EXPERIENCE

WHAT WOMEN SAID ABOUT THEIR EXPERIENCE OF MATERNITY CARE	LISTENING, RESPONDING & IMPROVING	TIMESCALE
<p>CULTURE: Women identified the need to build on a healthy culture of care and advocacy.</p> <ul style="list-style-type: none"> • Dignity and respect • Organisational culture • Advocacy for Women in Maternity Care. 	<ul style="list-style-type: none"> • Staff in UHW Maternity have been allowed to attend the National Healthcare Communication Programme and roll out of this for others will be ongoing to support mothers on their journey. The daily midwifery hub allows highlighting immediate support required for women and this is put in place by senior midwife manager using appropriate resources. 	Since 2018 and ongoing
	<ul style="list-style-type: none"> • Patient Advocacy Service (PAS) promoted in service. 	Ongoing
	<ul style="list-style-type: none"> • Strong links to Patient Services Office (PSO) in UHW to act swiftly and appropriately on complaints and concerns. 	Historic and ongoing
	<ul style="list-style-type: none"> • Values in Action Programme used in service as a means to promote helpful healthcare. 	Ongoing
	<ul style="list-style-type: none"> • Streamlined pathway for subsequent pregnancies for women requiring extra support following a difficult experience. This will assist in promoting confidence and trust in service. 	2019 and ongoing
	<ul style="list-style-type: none"> • Communications plan around National Maternity Experience Survey 2020 will be promoted at local level & initiatives outlined will be evaluated on an ongoing basis to ensure quality improvement in service. 	From August 2020
	<p>WHAT THIS MEANS FOR WOMEN</p>	
	<ul style="list-style-type: none"> • Women will be better informed around the process of feedback in service and Patient Advocacy Service. This will assure women that their feedback is important and will inform care given going forward. 	