

Llais - Hywel Dda University Health Board Survey Report November 2023

Recommendations

	Completion Date
<p>1. The Health Board must continue to focus on improving the level of postnatal support for new mums. Llais understands that staffing is often very difficult, but many mums felt that they needed more help and care after they had their baby. The Health Board should monitor this routinely.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • Birth Rate plus compliant for Midwives and HCSW to support women in postnatal period of care. • Established Transitional Care bay to support mothers and babies remaining together with additional support from the Nursery Nurses from SCBU working on the post-natal ward. • Postnatal visiting was adjusted in the summer of 2023 giving greater flexibility and access to the wards for the support of mothers. 	Completed August 2023
<p>2. Llais acknowledges that welcoming partners into hospital wards is a difficult balance for the Health Board to manage, as it appreciates the support that partners bring to individual mums alongside protecting privacy and security for all. We would ask that the Health Board takes the opportunity to review its arrangements however, given how isolated or alone some mums felt, particularly when staffing levels are limited.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • Current infrastructure particularly in GGH does not enable partners staying 24/7. The service must adhere to Health and Safety and Infection Control guidance. Furthermore, we have to consider all women's needs during their hospital stay and support women and their babies during the transition. We appreciate all women's needs will vary according to their clinical needs therefore as a maternity service, advocate early discharge home following birth to support ongoing support by partner and extended family members. • When women's care requires additional support care plans are formatted and facilitated to support additional needs. 	Completed August 2023

<ul style="list-style-type: none"> • Visiting times have been amended in summer 2023 which enable partners to stay for longer. Special visiting has also been put in place for siblings to visit the postnatal ward. • Extended family members are also encouraged to visit in the afternoons, visiting times are communicated through the maternity facebook social media page and via the Maternity page on Hywel Dda UHB internet site. 	
<p>3. There was evidence to suggest that breastfeeding support was good for some but looking at the experiences of others there is still more to do to ensure that the necessary breastfeeding expertise is available and staffing numbers allow this support to be given, particularly for babies that are struggling to feed.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • All midwives, HCSW working within maternity services are proficient in breastfeeding advice, guidance and support. • As a maternity service we have increased our HCSW establishment to support mothers with infant feeding. • All staff attend annual mandatory training to maintain competency. • Specialist Breastfeeding Midwives are available to support women experiencing breastfeeding difficulties and staff have direct access to their telephone numbers to request additional support. • Specialist Breastfeeding clinics are facilitated for women requiring additional support and guidance across the health board • The Public Health Midwife has recruited a team of HCSW to support women with the Public Health Agenda which includes supporting and encouraging breastfeeding. This is provided in the antenatal preparation period, on the post-natal ward and in the women’s homes. 	<p>Completed September 2023</p>
<p>4. Some mums reported problems receiving a debrief about their birth. This was clearly important for them. Adequate staff need to be available to ensure that opportunities are not missed to do this.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • Birth Reflection Meetings introduced within maternity in July 2022 to support women and their families during postnatal period. • Women are advised regarding opportunity of a Birth Reflection meeting during postnatal care via information leaflet issued and are invited to self-refer via a QR code. 	<p>Completed July 2022</p> <p>September 2023</p>

<ul style="list-style-type: none"> • Failsafe referral via the women’s community midwives for any women requiring a birth reflection. • Established Perinatal Health pathway for women requiring additional support within postnatal period. • Debrief proforma in all women’s postnatal packs for self-referral. Renewed implementation to the in patient information sharing leaflet (debrief) undertaken by obstetricians led by and supported by the use of language group. • Women who have had complex births are identified on the ward to ensure medical debrief to support any questions or queries, implementation of a new proforma to support the identification of any concerns raised during these debriefs. 	<p>November 2023</p>
<p>5. Some mums reported that their stay in some hospital areas was difficult because it was so hot. We don’t know if the Health Board avoids use of fans (e.g. for infection control reasons), whether there was simply a shortage at that time, or another problem, but if it’s possible for mums to regulate their temperature to be more comfortable then the Health Board should ensure it can make this happen.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • Current infrastructure particularly in GGH does not support a cool environment as there is no air conditioning available. • The service has been working with infection control regarding fans within wards however, maintaining infant’s temperature to support their health must be considered within the maternity ward environment. • 21 fans compliant with Infection Control Precautions standards were purchased to support the comfort of the mothers. • The new labour ward in GGH and maternity unit in BGH along with the Midwifery Led Unit in WGH have air conditioning facilities to support mothers in labour. 	<p>Completed September 2023</p>
<p>6. Communication clearly worked well for some, but Llais knows that poor communication lies at the heart of many poor patient experiences, before during and after an event such as childbirth. Once again, our survey showed that some mums experienced poor communication from staff during their journey. This caused preventable stress during labour. Llais acknowledges that it can happen in settings when staff are busy and under pressure, but in a general sense it isn’t acceptable. The Health Board needs to ensure that cultures of good practice around communication shown by many staff are universal and a core value of the department.</p>	

<p>Action:</p> <ul style="list-style-type: none"> • Maternity services acknowledge that communication is paramount for all women accessing maternity services and is incorporated into mandatory training for all staff within maternity services. • To enhance communication pathways a risk newsletter is circulated to all staff to provide insight and examples of expected communication pathways in addition to the 'lunch and learn' sessions provided for staff to share lessons learnt with all staff members. • Patient Experience Midwife has formatted a QR code to capture women and their families' experiences throughout their pregnancy and postnatal period. This enables the services to capture women's perceptions and concerns which drive safe and effective changes to women's pathway of care. • Planned TEAMS learning session's discussion arranged in January for all staff re civility, cultural awareness and diversity which is led by our Language Group with an MDT membership and approach. 	<p>Completed May 2023</p> <p>January 2024</p>
<p>7. We were interested to hear that NCT classes were difficult to access or not running locally. This made us worried about the level of antenatal and parenting support that mums and partners were getting beyond clinical contact with midwives and other NHS staff. If there were alternative opportunities, we couldn't see these on the Health Board's website. Because of this, we're asking the Health Board to tell us what is available for mums in the three counties, whether signposting is adequate and whether more needs to be put in place with local partners.</p>	
<p>Action:</p> <ul style="list-style-type: none"> • NCT classes are not provided by NHS Wales. The charity runs courses at a personal cost to women. • Maternity Services parent education classes are held across the Health Board and are advertised on the HDUHB internet page. • Maternity Services have a new page dedicated to information for women and families depending of the stage of pregnancy and information they want to access. • Face to face parent education is facilitated in the three localities with additional virtual classes held on line. • Women's Experience Midwife maintains updated parent education information on the internet to keep abreast of any current or new evidence based change in practice. 	<p>Completed August 2023</p> <p>December 2023</p>



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