



Bliss Baby Charter: Barnsley Neonatal unit

**Overall RAG
rating: 98%
GREEN**

We are delighted to announce that Barnsley neonatal unit has successfully completed its accreditation and has demonstrated that they have sufficient processes and facilities in place to deliver the high quality family-centred care. This award will be valid for three years.

These are the evaluation findings of the Bliss Baby Charter accreditation assessment, which was carried out at Barnsley neonatal unit on 28 February 2020. The assessment was carried out by Bliss Baby Charter Programme Lead Chelsie Letts, and Volunteer Assessors Fauzia Paize and Megan MacKenzie. The Baby Charter lead for the unit was Natalie Broadhead.

Summary

Following both audit and assessment, it is clear that parents are encouraged to be part of their baby's care as early as possible when they are admitted onto Barnsley neonatal unit. Parents were able and supported to be 'parents' as far as possible, while in this challenging environment. This ethos was supported with excellent facilities for families to feel welcome at the cot side, enabling them to be with their baby as much as they wished. We are delighted to award this unit with Bliss Baby Charter accreditation.

Key findings and best practice

We have been impressed by many aspects of the unit's care, but these elements stood out in particular:

- Positive attitude to family support from medical and nursing staff
- Utilisation of space to create a warm family friendly environment
- Training for staff in developmental care and end of life / bereavement care
- Information provision via wall space, TVs, information leaflets
- Post discharge baby group run by staff from the unit
- Initiatives to encourage parental involvement and consistency such as the 'my parents can help me by...' signs
- Unit induction information for parents

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- Availability of camp beds if parent rooms are in use
- Access for mums who are unable to visit on their own accord following the birth

Recommendations for the future

Following the review of the audit and the assessment visit, we would like to make a few recommendations for the unit to review over the next three years

- Establish a dedicated meeting room for private consultations, separate to the office currently used
- Development of an admission to discharge pathway to ensuring discharge is being considered early in the neonatal journey
- Increased space for siblings
- Reviewing how the unit can be made more accessible for families to avoid parents waiting outside and feeling uncomfortable to disturb staff when wanting to leave.
- Consider the opportunities for families to come together. Often this is in the expressing room but this is not possible on this unit.
- Develop a parent passport to document parent achievements and competencies consistently
- Audit the strategies to improve baby's developmental care such as light, sound and positioning
- Secure a back up camera to capture the baby if parents are unable to be there

17 March 2020



Chelsie Letts

Bliss Baby Charter Programme Lead

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