



Bliss Baby Charter: Tunbridge Wells

**Overall RAG
rating: 96.5%
GREEN**

We are delighted to announce that Tunbridge Wells 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 Tunbridge Wells neonatal unit on 22nd August 2019.

The assessment was carried out by Bliss staff Chelsie Letts and Helen Wildbore and Volunteer Assessors Lynne Wainwright, Jane Tate and Carol Buxton. The Baby Charter leads for the unit were Julia Moat, Tara Hayward and Julie Iverson.

Summary

Tunbridge Wells neonatal unit prides itself on individualising care of each baby and every family that spends time on their unit. Parents were highly complementary of the staff and the care they and their babies receive. Staff were welcoming, friendly and knowledgeable when interviewed. Evidence provided was thorough and it was evident that babies and their families were considered first and foremost in all activity on the unit. Bliss staff and assessors were impressed on their visit and are delighted to accredit this unit.

Key findings and best practice

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

- The quiet room was well furnished and peaceful
- Spacious, well equipped family room and accommodation on the unit for parents
- Facilities for siblings and their inclusion in the neonatal journey
- Support and materials in place to support palliative care and bereaved parents

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- Business card for the unit so that parents have key contact information at all times
- Admission trolley introduced to reduce waste
- Guidelines were thorough and updated regularly

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

- Introduction of colostrum packs, which will support the great work you are already doing to encourage expression
- Guidelines to be consistent network wide
- Consider displaying images of parents engaged in their baby's care around the unit to promote family-centred care even further
- Whiteboards could be used in ICU as they are used across other nurseries
- A more prominent display of parent feedback and how these have been responded to - some great changes have been made and this could be made more obvious
- Sound reduction to be reviewed by introduction of sound ears, closing the doors to the nurseries, ensuring staff are wearing soft soled shoes
- The information boards were fairly busy - consider reducing the text and perhaps rotating information regularly for ease of reading
- Ensure Bliss information is signposted to every parent
- Continue work to increase level of psychosocial support available to families – progress to be reviewed by Bliss annually

12th September 2019



Chelsie Letts

Bliss Baby Charter Programme Lead

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