

Bliss Baby Charter, Frimley Park Hospital

Bliss
for babies born
premature or sick

These are the evaluation findings of the Bliss Baby Charter accreditation assessment which was carried out at Frimley Park Hospital on 6th July 2017.

The assessment was carried out by Zoë Chivers (Head of Services at Bliss), Nicola Frith (Senior Project Officer at Bliss), Carol Buxton (Bliss Healthcare Professional Assessor) and Catherine Neil (Bliss Parent Assessor). The Baby Charter lead for the unit was Natalie Smith.

94% green

Bliss is delighted to announce that Frimley Park has successfully completed its accreditation and has proven itself to deliver the highest quality of family – centred care. This award will be valid for three years.

Summary: From the moment of entry to the unit, parents are firmly established as part of their baby's care team – parents are actively encouraged and reminded by staff to support daily cares and feed into decision making processes. Displays around the unit also reinforce the importance of this. One parent interviewed as part of the assessment acknowledged that, *'It's really easy to come and spend time with my baby'*. While a small unit, space is used efficiently to create the optimum environment which supports both the baby's development and parental engagement. Curtains and reclining chairs at each cot space enable privacy and comfort, encouraging parents to remain with their baby and in turn facilitating breastfeeding and skin to skin experiences that enhance bonding. Recognition is placed on the emotional support offered to parents with trained and dedicated staff delivering counselling sessions and peer to peer support groups. Crucially, support does not end on the neonatal unit. The multi-disciplinary approach to discharge planning, which starts from admission and engages parents every step of the way, coupled with a hugely supportive community outreach team ensures parents remain nurtured and supported when they return home.

Key findings and best practice

Bliss has been impressed by many aspects of the unit's care, these elements stood out in particular:

- The warm and welcoming culture of the unit which makes parents feel comfortable and part of the team from the beginning. Family-centred care is clearly embedded on the unit and adopted by all staff. The Bliss Baby Charter audit lead provides continual opportunities for staff to reflect on and develop their family-centred practice.
- The range of strategies to maintain an optimum environment for each baby's development including tinted windows, dimmer settings on the lights and soft buzzer systems.
- Dedicated, trained staff who offer counselling support to parents and run peer to peer groups.
- Clear and consistent information to parents delivered in a staggered approach, including the use of innovative techniques such as QR codes.
- A multi-disciplinary approach to working, particularly during discharge planning and with regard to linking up with maternity services to access bereavement support.
- The range of financial support offered to parents including free parking and discounted meals.
- The observation charts which provide clear areas for staff and parents to input into observed cues and additional developmental care comments e.g. developmental care aid preferences.

Recommendations for further improvement are provided in the final audit.