



Bliss Baby Charter Royal Devon and Exeter

94.4% GREEN

We are delighted to announce that Royal Devon and Exeter Neonatal unit has successfully completed its accreditation and has proven itself to deliver high quality of 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 Royal Devon and Exeter neonatal unit on 8 February 2018

The assessment was carried out by Nicola Frith, Carol Buxton and Claire Lloyd. A further visit by Chelsie Letts took place 10 October. The Baby Charter leads for the unit were Louise Rattenbury and Maxine Thomson.

Summary

The Royal Devon and Exeter is a neonatal unit that truly puts babies and their families at the heart of their service. There are many examples of practices and procedures that take place daily, which incorporate families in their baby's care effectively, including the introduction of parent-led ward rounds. Upon assessment it is clear that the Royal Devon and Exeter Neonatal Unit are doing everything they can to keep families and babies together including the introduction of camp beds and an extensive number of rooms available for parents to stay. Their audit was detailed and both the parent volunteer assessor and the healthcare professional assessor were equally impressed upon their assessment visit.

Key findings and best practice

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

- Working effectively with parents (SNUG, focus groups)

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- The senior management team are obviously extremely committed to family centred care and appear to continually look at ways to move this forward. It is also actively promoted on the unit
- Unrestricted access for parents is a well embedded practice
- The large, secure and well stocked area for siblings to play
- The general atmosphere on the unit was calm, quiet and dimmed lighting in the nurseries adheres to a positive developmental environment
- Facilities for parents to stay with their baby including rooming-in rooms, single bed rooms and camp beds.

Recommendations for the future

Your audit suggests that these are areas you may want to review and develop over the next three years. Some we know you are working on and others may need the involvement of management at network level

- Further development of parent participation checklist and diary of a super baby
- Delivery of baby-led cares as the norm on the unit
- Encouraging parents to access their baby's notes and care plan
- The transfer process and visiting new units in advance where possible across the network
- Ensuring guidelines are network wide

30 October 2018



Chelsie Letts
Project Lead
Bliss Baby Charter

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