



Bliss Baby Charter: Nottingham City

**Overall RAG
rating: 97%
GREEN**

We are delighted to announce that Nottingham City 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 Nottingham City neonatal unit on 14 February 2020. The assessment was carried out by Bliss Baby Charter Programme Lead Chelsie Letts, and Volunteer Assessors Karen Mainwaring and Jonathan Pearson. The Baby Charter lead for the unit was Heather Nelson.

Summary

It is evident that Nottingham City champions family centred care in many ways on the neonatal unit. The culture of supporting parents over and above expectations was apparent from our conversations with parents on the day. It is clear that staff acknowledge parents as partners in their baby's care and efforts are made to ensure babies are cared for in environments that best support their development.

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 holistic support provided to parents by the family care team including family support sister, infant feeding lead and low dependency sisters.
- Availability of a psychologist and also of appropriate supportive services, such as a safeguarding lead.
- The large number of equipped parent rooms on the unit and hotel upstairs.
- The recognition and motivation of staff through the X factor scheme

Bliss
for babies born
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- Efforts to maximise babies developmental care through 'all time is quiet time policy'.
- The availability and support of Zepher's services for bereaved families.
- Offering families complementary therapies weekly.
- Well established coffee mornings run by dedicated staff members.
- Inspiration board in parent sitting room with messages of motivation for families.
- Effective cross site working and foundation programme for new staff.

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

- Introducing a more established and clear method for parents to communicate with staff including when they will next be there, for example.
- Feedback implied that it can be difficult for parents to get in and out of the neonatal unit. This can be very difficult for parents and suggest reviewing how this can be made easier and more accessible.
- We appreciate that lack of space means chairs are not by every cot side, but this hinders the welcoming of parents on the unit. Our recommendation is that there is a comfortable chair at every space or signage to ensure parents know chairs are available.
- Continued improvement of recording consultant conversation with parents within 24 hours on Badger database
- It is great to have psychologist available, we recommend that the hours of availability are increased if possible.
- Introduce signage at the front door to direct families to the nurseries and reception.

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Chelsie Letts

Bliss Baby Charter Programme Lead

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