



Bliss Baby Charter: Queen's Medical Centre

**Overall RAG
rating: 96.5%
GREEN**

We are delighted to announce that Queen's Medical Centre 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 Queen's Medical Centre neonatal unit on 13 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

The staff at Queen's Medical Centre are dedicated to providing the best possible service in line with the principles of family centred care outlined in the Bliss Baby Charter. Despite the restrictions of the unit's footprint, parents are actively encouraged to be part of their baby's care and supported to be so. Feedback from parents on the day was positive regarding both the care of their baby and the support families have received from staff practically and emotionally.

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 availability of accommodation for parents within the hospital.
- The recognition and motivation of staff through the X factor scheme.
- Efforts to maximise babies developmental care through 'all time is quiet time policy'.

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- 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 the waiting area 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 regarding when they will next be there, for example.
- 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.
- We appreciate that lack of space means chairs are not by every cot side but this can hinder 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 they are available.
- It is great to have psychologist available, we recommend that the hours of availability are increased if possible.
- The presence of speech and language therapist is good but we recommend that this role be further integrated into the service.
- Consider collation of feedback from parents some time following discharge.
- Creation of a discharge pack for families.

09 March 2020



Chelsie Letts

Bliss Baby Charter Programme Lead

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