



Overall RAG  
rating: 95%  
GREEN

# Bliss Baby Charter: Queen Alexandra Neonatal unit

We are delighted to announce that Queen Alexandra neonatal unit has successfully completed its re-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 Alexandra neonatal unit on 16 January 2020. The assessment was carried out by Bliss Baby Charter Programme Lead Chelsie Letts, and Volunteer Assessors Jo Willard and Jane Tate. The Baby Charter lead for the unit was Carol Buxton.

## Summary

Over the last three years, the Queen Alexandra neonatal unit have continued to strive for families to be involved in their baby's care while admitted. Updates to practice including a new diary and information packs for parents, demonstrate that this unit are keen to continually improve the neonatal experience for families. Comfortable chairs, availability of expressing pumps, accommodation for families and 24-hour access all enable parents to feel like parents while on the unit, which was reiterated during our conversations with parents on assessment. Bliss are delighted to re-accredit Queen Alexandra neonatal unit and are confident that in a further three years' time we will hear about more improvements and initiatives made, all aiming to improve outcomes for babies and their families.

## Key findings and best practice

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

- Updated cot cards and NICU diaries suitable for various family dynamics
- Collaborative work of the family support team
- Preceptorship programme for staff that are new to the unit and/or neonatal care
- Giving parents the autonomy to tick off their own competencies

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- Induction checklist to ensure parents receive consistent information and nothing is missed when their baby is first admitted
- 'Things you need to know' notice board which is regularly updated
- Celebration station

## 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

- Ensure implied consent is made really clear for parents
- Make the open access policy clearer in parent documentation and on the app
- Update the staff photo boards by reception including clinical and non-clinical staff
- Make the 'you said we did' board more of a feature so feedback from parents is encouraged
- Bliss noticeboard can be updated and more resources accessed from the Bliss shop
- Continue to audit the positioning of babies and the nursery environments for consistency
- Incubator covers to be increasingly used rather than quilts if possible
- Investigate options for further reducing parking costs

22 June 2020



Chelsie Letts

Bliss Baby Charter Programme Lead

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