



Bliss Baby Charter: St Peter's Hospital

**Overall RAG
rating: 99%
GREEN**

We are delighted to announce that St Peter's 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 St Peter's neonatal unit on 24 October 2019. The assessment was carried out by Bliss staff Chelsie Letts and Debbie Bezalel, and Volunteer Assessors Catherine Neil, Claire Farrow and Lisa Leppard. The Baby Charter lead for the unit was Jo Willard.

Summary

The efforts towards Family Centred Care that the neonatal unit at St Peter's are making and have succeeded in creating on the unit are evident in many areas. From recognising the parent's needs for autonomy, respect and emotional connection to their baby, to the facilities that are in place to support parents to be parents in an unfamiliar environment. The families spoke extremely highly of the care both that their baby and they received while on the unit. Bliss staff and assessors were impressed on their visit and are delighted to accredit this unit.

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 support coordinator and also the availability of appropriate supportive services such as an interpreter and safeguarding lead
- The spacious well equipped parent's accommodation and recognition of parent's needs to be with their baby
- The presence and support provided by the NCOT team

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- Large stock of expressing equipment available for use on the unit and at home.
- The availability of a bereavement suite, which was appropriately decorated and separate from the main nurseries
- The availability of the chaplain who can attend for blessings and supporting families
- The adherence to the developmental needs of the babies within nurseries, such as dimmed lights, quiet time etc.
- Level of support for breastfeeding and empowering parents in the milk kitchen
- Supportive and caring environment created by staff for each other, including good news Friday

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

- Improving the parking offering and ensuring parents are aware of what discount is available
- Reviewing the quantity of information parents receive and when is most appropriate to provide leaflets to reduce the feeling of being overwhelmed by information
- Greater emotional support and debrief opportunities for the family support coordinator
- Ensure the Bliss board is kept up to date
- Clearer process for staff's understanding of guidelines including training and regular assessment of competencies in key areas
- Availability of specialist psychosocial support to complement the support already in place

15 November 2019



Chelsie Letts

Bliss Baby Charter Programme Lead

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