

Bliss Healthcare Engagement Team Report 2018/2019



This is the first report of this kind to be sent to Bliss' stakeholders across the UK. The Healthcare Engagement team are pleased to demonstrate some of the fantastic work that is taking place in neonatal units across the UK. This year we have seen a significant increase in family-centred care, leading to improvements in care for babies born premature or sick.

We hope that this report gives useful insight into our work with healthcare professionals.

Training and events

The FINE programme

FINE (Family and Infant Neurodevelopmental Education) is a unique educational pathway in family-centred developmental care that is suitable for all disciplines involved in neonatal care.

FINE training supports and improves the outcomes for babies and families in neonatal care. Bliss works with Dr Inga Warren and the FINE faculty to produce high quality training days supporting developmental care for health professionals.

This year Bliss organised **five** [FINE level 1: Foundation toolkits](#) in London, Durham, Birmingham, Manchester and Harlow. The latter was the first local neonatal unit (LNU) to train all 44 of its nurses in developmental care in partnership with the FINE faculty. We have trained a total of **195** healthcare professionals on the Foundation toolkit this year.

'I thoroughly enjoyed the course and I am glad I had the opportunity to attend. I have been given the opportunity to start introducing therapies in the unit and this course has given me a lot of ideas of what kind of role we can play on the NICU.'

'A very informative course, new skills learned and nice to get other people's perspective and ideas.'

Bliss also organised **three** [FINE level 2: Practical Skills](#) courses in London, Durham and Sheffield. Practical Skills is a follow-on, more advanced course which helps healthcare professionals to translate knowledge into practice, so they become more skilled at delivering developmental care and sharing knowledge. This course takes around 12 weeks to complete. **23** healthcare professionals took part in the course via Bliss this year.

Healthcare professionals felt that it:

- Increased confidence through practical experience and hands-on work
- Increased confidence in talking with parents/ hearing parents' views
- Increased their ability to focus their attention on the babies' reactions and cues

Mental health study days

This year Bliss held two study days in Manchester and London as part of our commitment to ensuring continued professional development for health professionals. These study days focussed on mental health, and how to support parents and healthcare professionals on the neonatal unit. A total of **108 healthcare professionals** were in attendance. A few highlights from the evaluations include:

- 100% of the delegates thought that mental health is very relevant to neonatal care, yet 52% were lacking in confidence in supporting families with mental health needs on the unit.
- 37% of attendees rated their knowledge of mental health in relation to neonatal care as good in the pre-evaluation but jumped to 63% in the post event survey.

Bliss Journal

The [Bliss Journal](#) is our bi-monthly e-newsletter aimed at healthcare professionals working in neonatal care. Each edition includes relevant Bliss updates, including our information and support, our involvement in recent campaigns and events, our research news and updates, upcoming fundraising and healthcare training events, as well as recent news relating to neonatal care. The Journal now has a subscribers list of over **3,000!**

Previous topics have included:

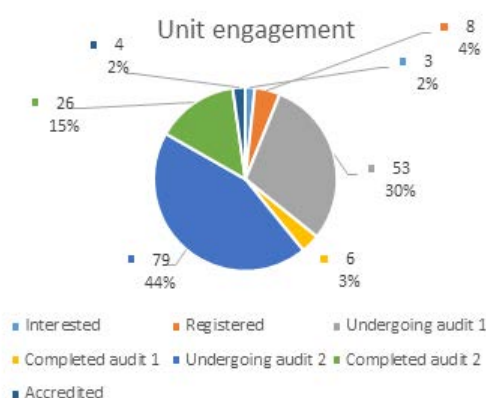
- The launch of Bliss' new website
- The launch of Bliss' mental health podcast and information
- World Prematurity Day
- Sharing best practice examples across the neonatal community

Bliss Baby Charter

The Bliss Baby Charter was designed to standardise high quality family-centred care across the UK. It is a practical framework for neonatal units to self-assess the quality of family-centred care they deliver against a set of seven core principles.

Registered units

At the end of this year, the total number of neonatal units registered with the Bliss Baby Charter is **176**, 89% of the total number of neonatal units in the UK. This has grown from 162 at the start of this year.



Accreditation

Bliss were delighted to award our fourth Bliss Baby Charter accreditation to the Royal Devon and Exeter Hospital in January 2019. With many fantastic initiatives in place including the provision of camp beds for parents and introducing parent-led ward rounds, it is an exciting time for this unit.



Assessment

We are pleased to see a large number of units drawing nearer to assessment. **26** neonatal units have completed their second audit and we will be working closely with them to prepare for assessment.

Volunteer Assessors

Bliss Baby Charter assessments are always completed with at least two volunteer assessors. The assessors are healthcare professionals or people with lived experience of neonatal care. Over the last year we have increased the number of these assessors from 8 to 30. This increase should help us with planning our assessments and ensuring we can deliver these across the country.

Psychosocial support

This year the Healthcare Engagement team have undertaken a review of standard 2.3 of the Bliss Baby Charter relating to psychosocial support. We identified this as an area that units needed more support with. Some units found that this was causing delay to the assessment process, usually due to the lack of availability of specialist services. We created and circulated a supplementary document, based on national standards and guidelines, to support units with evidencing this standard.

The Bliss Baby Charter newsletter

All Bliss Baby Charter leads receive a bi-monthly newsletter sent via email. This newsletter is specifically designed to support units through the process by sharing best practice and sharing news and updates.

Plans for 2019/2020

New strategy

Bliss launched a new three year strategy in April. Below are just a few of our plans for working with healthcare professionals in the first year of this new strategy. We will continue to keep you updated on all these plans through the Bliss Journal and Bliss Baby Charter e-newsletters.

Training and events plans

2019/2020 is going to be a big year for the team and we are looking forward to new and exciting projects which are due to take place.

FINE

Bliss is looking forward to working with the FINE faculty to deliver more courses this year. Once these dates have been agreed, we will update the Bliss website with information, as well as including these dates in the Bliss Journal.

Study days

This year, we are looking to host two study days in the latter half of 2019 and the beginning of 2020. Currently we are exploring potential topics which would have a beneficial impact on delegates and babies supported on neonatal units. If you have any ideas, please send them to training@bliss.org.uk.

Bliss Baby Charter conference

The second Bliss Baby Charter conference will focus on sharing best practice and supporting units to embed family centred care. The conference will take place in Leicester on 26th September. It will feature speakers from around the UK to discuss managing change, overcoming obstacles faced by neonatal professionals and sharing success stories.

The second Neonatal Excellence Awards will also take place at the conference. Nominations will open in May.

Bliss Excellence Network

We will be creating the Bliss Excellence Network, a new online resource which will help support healthcare professionals who are striving to improve their practice and share best practice. We are in the initial stages of the project but will be in touch with networks and units to help feed into ideas of what the digital platform could look like. If you would like further information, please get in touch.

Bliss Baby Charter plans

The Bliss Baby Charter team look forward to continuing to support units across the UK and building on progress being made by units. As mentioned above, many units are now reaching the latter stages of the audit process and we are hopeful that a number of units will be ready for assessment and accreditation this year. Below are a few of the other related projects taking place.

Restructure of Bliss Baby Charter team

We have recently centralised the support we offer to neonatal units. This means that regional support is no longer available for the Bliss Baby Charter. Whilst we recognise that this dedicated support has been highly valued, in the current financial climate we are unfortunately unable to continue maintaining this level of support from our core funds. (Please note that support for Scottish neonatal units will remain specifically based in Scotland due to being funded by restricted funds). Units undertaking the Bliss Baby Charter will continue to receive support from Bliss via email, telephone and video conference and we hope that this restructure will give us further opportunity to offer equal and consistent support to units across the country.

Refresh

The project to update the Bliss Baby Charter began in January 2019 and during this year we hope to complete and circulate the refreshed version to all units. We want to assure units already progressing through the Baby Charter that this is a refresh, not a re-write of the audit tool. We will keep you informed through our newsletters and will also email all Baby Charter Leads when we are closer to the launch. The references and evidence requested are likely to be the main areas of change but we are taking the opportunity to sense check and improve the audit tool for units. This will integrate all our learning and experience since the last update in 2015. The aim is to simplify, remove any repetition and make it as easy as possible for units to evidence their progress.

Charging

When the Baby Charter was first launched it was funded by the Department of Health. Since then, it has rapidly grown in popularity, which is fantastic but has also increased costs that Bliss have been covering since the DoH funding ceased. As a result, we are exploring funding models to ensure that as the Baby Charter grows it remains sustainable. We are at the very early stages of this process and over the year will be consulting with healthcare professionals to gain feedback before moving forward with these plans.

Digital Plans

We believe that moving the Bliss Baby Charter to an online tool and away from the current spreadsheet format will improve the experience for neonatal units. As a result, this continues to be an area we are exploring and hope to progress further with this year.

For questions regarding:

The Bliss Baby Charter, please contact Chelsie Letts at chelsiel@bliss.org.uk

Training and Events, please contact Dumisani Nyathi at dumisanin@bliss.org.uk