



Bliss Baby Charter: Conquest Hospital

**Overall RAG
rating: 98.5%
GREEN**

We are delighted to announce that Conquest Hospital special care baby unit has successfully completed its accreditation and has demonstrated that they have sufficient processes and facilities in place to deliver high-quality family-centred care. This Gold award will be valid for three years.

These are the evaluation findings of the Bliss Baby Charter assessment, which was carried out virtually with the Conquest Hospital special care baby unit on 1 March 2022. The assessment was carried out by Bliss Baby Charter Programme Lead Holly Sullivan, and Volunteer Assessors Lynne Wainwright and Coady Dorman. The Baby Charter lead for the unit was Wendy Thompsett.

Summary

It was clear throughout the assessment that the team at Conquest Hospital make the most of the limited space they have and are always looking for ways they can make the space and facilities more suited to families. Parents spoke of a real promotion and support of skin to skin at all stages of their journey, and we were impressed by lots of informative and useful resources that were available to families. It is also clear that Conquest have a strong vision for how to continually improve and develop, and we look forward to seeing the reintroduction of various support services that have had to pause due to the Covid-19 pandemic, that we know both parents and staff value so highly.

Key findings and best practice

Bliss
for babies born
premature or sick

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

- Great promotion and encouragement of skin to skin, with lots of support to encourage development for discharge
- 'Your Baby's Development' folder included information around not only how to minimise light and sound on the unit, but also around the importance of why
- Interactive 'Our Journey' document which clearly outlines the different stages of a neonatal journey, minimising the need for parents to feel they constantly need to ask staff, and allows input from both parents and staff
- Lovely 'expressing kit guidance' leaflet which includes important information around how partners can support with expressing and feeding
- Support of parents feeding choices
- Clear explanations and communications from staff around procedures, allowing parents to make informed decisions about their attendance at procedures
- The recent appointment of a network psychologist will support families even further. This is in addition to the signposting to support services that FFT surveys always show is done really well, the specialist Perinatal Mental Health midwife, and the nursing staff who have all completed Perinatal Mental Health training
- Great outreach provision, and community experience across the nursery nurses
- A dedicated commitment and passion to continued improvement

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

- Work to reintroduce the highly valued 'Ministry of Cake' and the Parents Support Group after the barriers of Covid-19

- Ensure that families transferred to Conquest (particularly from the Trevor Mann Baby Unit) are able to continue increasing their confidence and involvement in cares and decision-making, through open communication with staff about their abilities and skills learnt on the previous unit
- Continue the development of psychosocial support, working closely with the network psychologist
- Ensure a consistent return to best practice of family involvement, after a lengthy period of lower parental presence on the unit due to the pandemic
- Ensure continued regular attendance at the Neonatal Network working group to ensure consistency across the Network, and between Networks
- Create an official way for nurses who are undertaking their Neonatal Pathway at Conquest to feedback as to what is happening at TMBU, to ensure more consistency for parents between units

25 March 2022

Holly Sullivan

Bliss Baby Charter Programme Lead