



Bliss Baby Charter: Derriford Hospital

Overall RAG
rating: 98.6%
GREEN

We are delighted to announce that Derriford Hospital neonatal unit has successfully completed its Gold accreditation and has demonstrated that they have sufficient processes and facilities in place to deliver 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 virtually with Derriford neonatal unit on 20 April 2023. The assessment was carried out by Bliss Baby Charter Programme Officer, Anna Moore, and Volunteer Assessors, Lynne Wainwright and Claire Grey. The Baby Charter lead for the unit was Róisín McKeon-Carter.

Summary

The staff at Derriford neonatal unit are dedicated to providing the best possible service in line with the principles of family centred care outlined in the Bliss Baby Charter. Parents are actively encouraged to be part of their baby's care and supported to be so. Feedback from parents on the day was extremely 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:

- A very cohesive and passionate senior team who have substantial non-clinical time.
- The availability of a dedicated bereavement lead and outreach sister who has undergone a counselling course and is continuing to develop the service by training bereavement Link nurses.
- The compassionate and sensitive delivery of individualised bereavement support, including memory making, home visits with the bereavement lead and a consultant, and supporting bereaved mothers to donate their milk amongst many other initiatives.
- We were particularly moved to hear how you were able to support

Bliss
for babies born
premature or sick

parents whose baby was on end of life care to have family time in the Secret Garden and enable their wishes for their baby to experience being outside before dying.

- Outreach support is excellent, facilitated by a dedicated team who are introduced to parents at an early stage. It was great to hear about the team's efforts to support parents to get their babies home as early as possible, including the current initiative to develop a home phototherapy service.
- It was lovely to hear about the cuddle care bundle, including delivery room cuddles, that has been developed at Derriford and is about to be launched network-wide. It was particularly impressive to hear that even very pre-term babies are able to receive delivery room cuddles with the support of a senior neonatologist.
- The support of the senior medical team in training and developing the skills of junior doctors in family-centred care and developmental care is excellent.
- The support for siblings is great, including special packs themed around religious festivals throughout the year and kindles available for their use.
- Excellent feeding support with a dedicated lead responsible for BFI accreditation journey and staff training and support. Good level of support for parents who choose to bottle feed and awareness of inclusive language around feeding.
- Excellent supply of breast pumps, on the unit, at the Hearts Together accommodation and a supply of pumps available for loan.
- All parents interviewed commented that the facilities were excellent, and they appreciated the quiet room and the accommodation in particular.

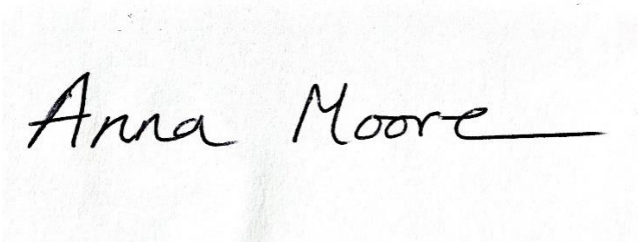
Recommendations for the future

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

- We would like to see continued efforts to increase the hours of the dedicated psychologist available on the unit. Increased hours will enable the psychologist to be able to support all parents whilst on the unit and if possible, post discharge too. They would also be able to support staff and provide training for staff in how to develop a psychologically aware environment.
- Parents who were interviewed commented that the visiting hours on the unit were quite inflexible, and staff could be very rigid about timings. We would like to see the unit consider increasing visiting hours and allowing more flexibility in particular for close family such as grandparents.

- Consider how to ensure that parents can provide feedback about their experience in languages other than English.

9th May 2023

A handwritten signature in black ink on a light-colored background. The signature reads "Anna Moore" in a cursive script, followed by a horizontal line.

Anna Moore
Bliss Baby Charter Programme Officer