



Bliss Baby Charter: St Richard's Hospital

**Overall RAG
rating: 97 %
GREEN**

We are delighted to announce that St Richard'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 Richard's neonatal unit on 7 December 2021. The assessment was carried out by Bliss Baby Charter Programme Lead Holly Sullivan, and Volunteer Assessors Jane Tate and Lynne Wainwright. The Baby Charter lead for the unit was Andrea Field.

Summary

The staff at St Richard's are dedicated to providing the best possible service in line with the principles of family centred care outlined in the Bliss Baby Charter. The consistency of care received by all parents was clearly shown on the day, with every parent interviewed confirming that they had been made to feel extremely special by the staff, as well as always being supported to be involved in their baby's care and decision making, with one parent stating "nothing was too much trouble". Supporting the family unit as a whole is a key focus for St Richard's, and this was shown to be a priority despite challenging circumstances due to Covid-19. We were delighted to see St Richard's commitment to continued improvement and we look forward to seeing how their unit continues to develop.

Bliss
for babies born
premature or sick

Key findings and best practice

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

- An excellent sibling activity book which really involves siblings in the neonatal journey, offering both activities and support.
- The counsellor who offers an excellent service to any parents who wish to use her support.
- Excellent display boards which are very clear and informative for families, including a QI board which enables parents to raise ideas and suggestions.
- The staff responsibilities board to tick off completed tasks is a great audit and monitoring tool.
- Knowledgeable AHP team who work really closely together and are well integrated into the wider team.
- SALT is very proactive in empowering parents with early communication and explanation of her role, while arranging visits to suit parents.
- Interactive and practical breastfeeding update days, full of quizzes and videos.
- Breastfeeding team offer support for community babies where the outreach sister identifies a need.
- Parent feedback showed a tailored approach to feeding, with staff very encouraging of breastfeeding, but also having a clear awareness of Mother's individual situation and choice.
- The commitment to communication featuring heavily in their mandatory training, with a focus this year on Father's mental health.

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:

- Whilst the QI board is in use, it would be great to see the ‘you said, we did’ board return and include the QI projects.
- Further consider use of the current storeroom for some more family space.
- Where possible, the breastfeeding leads to gain more protected time to do their jobs even more successfully.
- Although all parents were informed about minimising strong smells at the start of their neonatal journey, ensure that this is a reminder throughout.

20 January 2022

Holly Sullivan

Bliss Baby Charter Programme Lead