

Lead Care Coordinator
Care Coordinator
Parent



Congratulations to the team at Royal Albert Edward Infirmary on achieving green in your Family Integrated Care Re-accreditation. The panel of assessors could clearly see the strides you have made in your FiCare journey and would like to commend you in those achievements.

This report is to document our findings on the day with regards to the recommendations from your initial accreditation and to demonstrate how you are now rated in the standards.

FiCare Standard 1: Staff education and support

Staff understand the importance of FiCare and its benefits.

The panel found in their conversation with both nursing staff and medical staff that they could all demonstrate a good understanding of FiCare including the benefits for parents and babies. Staff informed the panel their roles in FiCare and how they assist and support families on trying to improve their neonatal journey from admission and pre delivery where possible.

Although initially green in this standard this element was amber however, on reaccreditation you have achieved a green rating for all the elements within this standard.

FiCare Standard 2: Parent Education

Evidence of a continual process for gaining parent feedback

The panel of assessors could see that you have made important strides in your continual process of gaining parent feedback. In the initial accreditation although there was some evidence of parental feedback it did require further demonstration of a more responsive action to that feedback. In the reaccreditation process response was again limited however, it was clear from parent feedback during the assessment that you have listened and actioned parental responses and continue to do so. You were initially rated as amber following accreditation and on reaccreditation you have been rated as a green in this element. A recommendation is to capture further parental responses and display those responses and actions regularly for both parents and staff to see.

Consistent use of Crib sheets & parent passport

In your accreditation evidence demonstrated there was inconsistency in the use of passports and highlighted they were not completely embedded into practice. The panel could see during re accreditation that all parents have received a passport, and some had been completed regularly. It did highlight that it is individual parental choice whether they use or continue to use.

Timetable of parent education and Involvement of MDT in parent education

Initially you were rated as an amber and red in these areas, so it was great to see a timetable of parent education displayed around the unit for parents to see and attend. There is some MDT involvement from the pharmacist who attends the unit daily and will meet families to discuss medication and treatments. AHP involvement is still mainly through referrals and although it was also good to hear that there is funding for Neonatal AHP's and this is something you are actively working on as not fully embedded this element **remains an amber**. The need for this to be embedded was also highlighted following a parent response. A recommendation is to contact and work with the NWNODN AHP's who will support with any business plans

On reaccreditation you are now a green in majority of elements in this standard and have moved from the initial amber rating.

FiCare standard 4: Psychosocial support

Availability of professional support- input from counsellor

Initially this was rated as amber in your accreditation and **remains an amber**. The reason for this is that referrals are still mainly to PNMH team and parents have to fit a certain criterion for referral therefore not accessible for all. It has been great to see and hear of all the parental resources for psychosocial support you have in place here at Wigan. Such support includes SPOONS, Dads Matter and multi faith support. The panel can clearly see that you continue to actively work towards embedding this onto the unit. However, Wigan families on the neonatal unit would greatly benefit access to an in-house counsellor not only supporting parental well-being but also staff wellbeing. A recommendation is to review a business plan and work with the NWNODN Psychologist in embedding this culture within the unit.

Referral process for professional support known by staff

It was clear from staff feedback that staff are aware of what support is available for families and the referral process. Staff were aware of the pathway/algorithm to follow and what path to follow out of hours. In addition, staff also informed that they can also access this information via 'Wally' on the intranet.

Availability of trained peer support and Availability of coffee mornings

Initially this was rated as amber but following reaccreditation is now rated as a green. Liz and Louise, Peer supporters have been identified through Spoons and completed trust induction. They attend the unit twice a week and their support is well advertised on the unit. It was also great to see that you now have coffee morning on the unit allowing parents the opportunity to speak with the shift leader or manager of the unit

In this standard you are now overall rated as green

Other

There needs to be an increased support, and involvement from the medical team to ensure parents are confident and supported in participating and empowered to be involved in their baby/babies care.

This was evident from the feedback provided by the medical team. The Consultant recognised the dual role the medical team have in supporting, involving and educating parents. Participation in ward rounds is encouraged along with the opportunities to discuss treatment and decision making.

A recommendation would be to introduce 'parental rounding' to recognise the importance of parents as partners in care and assist and support the FiCare team in striving to make changes to support the needs for the families, including the resources available.

This is evident through parental feedback during reaccreditation and with the opportunity for parents to speak to the shift leader or manger during the coffee morning.

Skin to skin encouraged at the earliest opportunity.

Parents are empowered to have skin to skin as soon as possible and was evident during the reaccreditation.

Continue to ensure enough provisions such as utensils are available to families.

The provisions Royal Albert Edward Infirmary provide not only to parents but also to siblings is to be commended. Ensuring that parents and siblings receive at least one hot meal a day is brilliant as it not only relieves the stress for families juggling siblings and being with their baby but helps supports families given the current climate. Feedback from parents highlighted how important this is to them.

Sustainability Recommendations

Family Integrated Care is a continual journey. As a Care Coordinator team alongside NWNODN parent, Rachel we can see that Royal Albert Edward Infirmary continue to work to ensure FiCare is embedded into the culture of the neonatal unit. Feedback from parents also highlighted that this unit is very much about

caring and family involvement. One parent particularly stated that trusting relationships are built and feels happy that her baby is being well cared for so much so that she does not feel the need to phone at night to see how things are. We can clearly see the investment that Catherine Chiocci and Simon Needham are making in babies, families, and staff. This is so important if the model is to become the norm in everyday care. However, to ensure sustainability of the model there are still a few recommendations that we have made.

Recommendations:

1. Continue to explore embedding AHP's and a counsellor into the neonatal workforce.
2. Contact and work with the NWNODN AHP's who will support with any business plans