

Shropshire, Telford and Wrekin Midwife Led Unit Review

Feedback to those who have attended co-design workshops.

29.11.2017

This document is a brief summary of the feedback gathered from women and their families, staff and others with an interest in midwife led units (MLU), during the Shropshire, Telford and Wrekin MLU review. The full report which sets out the feedback in more detail can be found at <http://www.shropshireccg.nhs.uk/find-out-about-our-midwife-led-unit-review>

You said...	We did...
<p>Overarching principles</p> <p>The community¹ identified 7 overarching principles for the service model that were especially important. They were:</p> <ul style="list-style-type: none"> - Safe births - Equality and sustainability across the county - Everyone being treated with respect and as an equal - Family and community-centred care - A more social and less medical model of care - Partnership working - Maternity staff being fully involved in care model development 	<p>All 7 principles have been included within the requirements of the proposed new model.</p>
<p>Specific elements of the care model</p> <p>The community described specific elements of the required care model.</p>	<p>All of these specific elements have been included within the requirements of the proposed new model. Some of the specific elements described will also be further improved through the work of the Local Maternity System (LMS)².</p>

¹ 'Community' in this context refers to all those who were involved in the engagement for the MLU review.

² The national review of maternity services 'Better Births' required each area in England to bring providers and commissioners together to operate as local maternity systems, to lead the transformation required in maternity services. Our local LMS is the Shropshire, Telford and Wrekin LMS. The MLU review is part of the transformation that will be delivered by the Shropshire, Telford and Wrekin LMS.

<p>They were:</p> <ul style="list-style-type: none"> - Midwife led care to support families to thrive - Midwife led care to be relationship-centred and build community - Midwife led care to respond to a “family centred plan” - Midwife led care to respond proactively and equally well to maternal physical and mental health issues - Midwife led care to be at the heart of the community - There to be support early in pregnancy - There to be great perinatal mental health support - Shropshire, Telford and Wrekin to review the risk classification process and management of high risk women - Birth to be in a safe, familiar place - There to be great postnatal care for everyone - Well supported, trained staff leading development of new workforce models - Improved communication and joint working - A midwife led model built on evidence and best practice - New measures of impact and new outcomes 	
<p>Before and during pregnancy</p> <p>The focus of maternity services should be about “becoming a family”, not just about birth. Great antenatal and postnatal care needs to be valued.</p> <p>It’s really important that staff ask about and understand the impact on women of their previous experiences of pregnancy and birth and of their journey to getting pregnant this time.</p> <p>Antenatal and postnatal care should be close to home with midwives nearby.</p> <p>Access to some services during pregnancy, like ultrasound needs to be</p>	<p>The proposed new model is centred around the ethos of becoming a family. The proposed model includes elements such as the development of a ‘becoming a family’ plan (which will replace the current ‘birth’ plan). Support and care available before, during and after pregnancy will all be focussed around enabling families to achieve successful outcomes in the short and longer term.</p> <p>The importance of appropriate support before pregnancy has been included in the description of the proposed new model for completeness. However, this will be delivered through the wider work of the LMS.</p> <p>The proposed new model includes a number of maternity hubs, which will be available across the county to enable women and their families to access</p>

<p>improved.</p> <p>Antenatal appointments need to be available at times that suit women. There needs to be enough time for discussion and explanations.</p> <p>Women get a lot of support from others in a similar situation. Women need to have the opportunity to meet others sooner in pregnancy to help build peer support networks, that are really valuable.</p> <p>It's really important that women have the support and reassurance they need by being able to speak to a midwife anytime.</p> <p>There needs to be a quick and effective service to help women when unexpected things happen or they think they're in labour. This will help to make sure that they get the help they need in time.</p> <p>GPs need to be more involved. They need to be kept informed if their patients are receiving maternity services, so that they can support them appropriately.</p>	<p>antenatal and postnatal care close to home. Each of the hubs will include the same types of services, so no matter which hub the women receive their care from, they will have access to the same services as women accessing other hubs. It is proposed that all of the hubs include ultrasound scanning as well as a range of other services. The hubs will offer midwife led care for at least 12 hours a day, enabling women to access appointments at a time that suits them.</p> <p>The way antenatal care is delivered in the proposed new model will enable women with a similar due date to meet each other during pregnancy. The hubs will also provide a space for women to meet and share experiences.</p> <p>Midwives will be available 24/7 to offer advice and support to women. As well as doing this over the phone or in person, a video call facility will also be available. There will be an improved triage service that will help to ensure that women get to their planned place of birth on time.</p> <p>Information sharing processes will be improved to ensure that information is routinely shared between GPs and maternity services in order for them to more fully understand the needs of the women they see.</p>
<p>Birth</p> <p>For families, being confident that they can get to their chosen place of birth on time is really important.</p> <p>The way risk is assessed and managed should be changed to enable more women to have midwife led births. There needs to be a focus on normality in birth. Staff want MLUs to be promoted as a safe place to give birth.</p> <p>Families want a safe, familiar place to give birth.</p> <p>Families wanted a greater sense of choice about place of birth especially</p>	<p>Midwives will be available 24/7 to offer advice and support to women. As well as doing this over the phone or in person, a video call facility will also be available. There will be an improved triage service that will help to ensure that women get to their planned place of birth on time.</p> <p>In the proposed new model, women will not need to make a decision about where they plan to give birth until later on in pregnancy. This will enable their needs to be better understood as well as enabling women to get to know where they may like to give birth. The antenatal care that women receive will plan for a midwife led birth, unless it will not be safe or the</p>

<p>those who were categorised as high risk.</p>	<p>woman chooses consultant led care for another reason.</p> <p>The proposed new model includes better links with maternity services outside of Shropshire, Telford and Wrekin in order to enable women who choose to give birth outside of the county to do so more easily. This will also give women who are categorised as high risk with more choice about where to give birth.</p>
<p>Postnatal Care</p> <p>Having great postnatal care really helps build the foundation for happy, healthy families from the start. Those who have received inpatient postnatal care in the MLUs really value it. The most important elements of postnatal care for women and their families are:</p> <ul style="list-style-type: none"> - Really good support with breast feeding - Having a safe space and support to reflect on and process the birth experience – especially when it has been traumatic for the mind and body e.g. an emergency caesarean or other difficult birth issues - Emotional support - Supporting bonding and connection with mum and the rest of the immediate family (partner and other children) - Transitioning to parenthood with confidence, learning practical skills about caring for baby - Meeting and connecting with other women who often become life-long friends and a source of ongoing support. <p>Good postnatal care is even more important after a highly medicalised or traumatic birth – especially one that involves surgical intervention or physical injury.</p> <p>There needs to be great postnatal care for everyone. It needs to be delivered close to home.</p>	<p>The proposed new model includes postnatal care, close to home that is delivered by a range of different services through the maternity hubs. It is proposed that services available from the maternity hubs will include all of the elements of postnatal care that women most value and will include partners/those who support the mother. As it is proposed that maternity hubs will be open up to 12 hours a day, an overnight stay at the maternity hubs will not be available.</p> <p>After giving birth women can stay in the place in which they give birth for a period of time before going home. However, in the proposed model the MLUs will not have a specific inpatient postnatal facility. Inpatient postnatal care will be available in the consultant led unit postnatal ward for those who need it. There is more information in the question and answer document about why the proposed new model doesn't include a postnatal inpatient facility in the MLUs or maternity hubs.</p> <p>The findings from the MLU review will be used to inform the review of consultant led maternity care, which will be undertaken as part of the broader work of the Local Maternity System. This will include consideration of how to deliver great postnatal care for those who have had a highly medicalised or traumatic birth.</p>

<p>It's really important for the partners/those who support the mother to be involved in the postnatal care.</p>	
<p>Continuity of carer</p> <p>Staff and families think continuity of carer is really important. Midwives and women want to get to know each other as it really helps for great care to be delivered.</p>	<p>The current model offers good continuity of carer in antenatal and postnatal community care. The proposed new model will retain this as well as seeking to improve continuity of carer during birth, through enabling women more opportunity to get to know the place at which they plan to give birth and the staff who are likely to deliver their baby.</p>
<p>Emotional and mental health</p> <p>Care and support in relation to emotional wellbeing and mental health is really important and needs to be available throughout.</p>	<p>The proposed new model includes improved advice and support around emotional wellbeing and mental health throughout.</p> <p>Through the broader work of the Local Maternity System, the knowledge and skills of those working in and with maternity services will also be improved with regards to supporting women to gain and maintain good emotional wellbeing and mental health.</p>
<p>Peer support</p> <p>Staff recognised that supporting mums to support each other was key. They were having to reduce their support of this because of time pressure and want that to change.</p> <p>Women value support from other women highly. Many women currently meet 'mum friends' postnatally, who then become friends for life. Women and staff said it would be valuable for mums to meet 'mum friends' earlier in pregnancy, so that they can support each other throughout pregnancy and beyond.</p>	<p>It is proposed that peer support is built in to the new service model throughout. Through the way the service is delivered, women will be able to more easily meet and be in touch with women who have a similar due date, so that they can offer each other support during pregnancy and beyond.</p>
<p>Support for staff</p> <p>Midwives working in the MLUs don't feel valued or well supported. Morale is very low.</p> <p>Staff feel they don't currently have enough time to do a great job.</p>	<p>Following the views and feelings shared by staff during the review, Shropshire CCG have addressed this with the service provider at a senior level in order to ensure that prompt and appropriate action is taken to ensure the wellbeing of staff is improved.</p>

<p>Staff said the following things mattered most to their doing a great job:</p> <ul style="list-style-type: none"> - Being family focused - Job satisfaction and passion - Having time; managers having realistic expectations about workload - A healthy shift pattern and working day - Being able to get to their place of work - Personal experience gained over the years - Certainty about the future - Effective management of press and community relations 	<p>The proposed new model will provide greater certainty and stability for staff. Through an improved skill mix and a range of different services working together, midwives' time can be used more effectively.</p> <p>The Local Maternity System is undertaking further work to strengthen the workforce in and around maternity services in order to ensure that staff across a range of services relating to maternity have appropriate training and support.</p>
<p>Feeling involved and in control</p> <p>Women said they don't always feel involved in decisions about their care. Women want to understand more about decisions that need to be made about their care and feel comfortable discussing them with midwives and doctors.</p> <p>Staff don't feel involved in decisions about the service. They don't feel that they have a say.</p>	<p>This review has been undertaken in co-production. Commissioners will require the service provider to continue this ethos of co-production in delivering the service. This means that the service will be delivered with the ethos that everyone has an equal voice in informing decisions about care or wider service delivery.</p> <p>The Local Maternity System will further strengthen this through the work of the Maternity Voices Partnership in developing and implementing a co-production approach that all partners will use in designing, delivering and improving maternity services.</p>