

15 Steps Report for Northern Maternity Hubs

Barnstaple Maternity Hub *based at* Barnstaple Health Centre

On 26.09.24 Jo Black (Transformation Midwife), Naomi Shaw (Local Service User and Beginwell Coordinator), Natasha Boorman (Midwifery Team Lead Barnstaple), Sonia Copp (Midwifery Team Lead Bideford) and Alexis DiBattista (MNVP) met to visit both Northern Maternity Hubs (Barnstaple and Bideford) and review the hubs through the lens of service users taking into consideration the aspects detailed in the 15 steps guide. This review outlines what we saw on the day highlighting the positives; as you'll see the walkthroughs were overwhelmingly positive - as well as recommending a couple of impactful service modifications.

Barnstaple Maternity Hub

Entrance: Well signposted dedicated maternity hub front entrance directly accessed from outside - through an undercover enclosed porch to wait to be buzzed in through a secure door (given the proximity to the main entrance to prevent others wandering in by mistake).



Upon walking in: Well lit, clean walls, warm, welcoming environment. Clear signposting. Music playing.

Welcome board 1: colourful and with multiple languages displayed in a prominent position when you first walk in.



Welcome board 2: staff photographs and roles; demonstrating the variety of services available (midwifery, feeding specialists, pelvic health, physio etc)

Antenatal Waiting Room: Close to the entrance but tucked around the corner which offers privacy. Informative notice board kept up to date with key information such as MNVP birthing choices, ICON, vaccination availability etc. Clean chairs. MNVP feedback postbox and forms next to the chairs. Personalised names on the clinic doors (midwife name and room name) giving a clinical setting a more relaxed welcoming feel.

Antenatal clinic rooms: Spacious (would easily fit a pram in if required), clean, windows/natural light. Well ventilated, looked well equipped. Really liked the chairs for toddlers to include them should they visit, alongside the adult chairs.



Dedicated Infant Feeding Room: Clear signposting on the door to know whether occupied or not. An interior room so no natural light but the lighting and large clear posters detracted from that and it felt like a cosy, very private space to feed. Dedicated feeding chair and other chair options with pillows, practice doll and knitted breast. The room is equipped with a privacy curtain should the need arise for the room to ever become a clinic room (as back up).



Maternity Journey Board along corridor: A beautifully presented board for service users to have their maternity journey documented with photos should they wish, and the option to timeline this and eventually at their postnatal appointment to add the name of their baby to a leaf on the board. A nice inclusive touch to have there and encourage the use of.



Postnatal Waiting Area: Wall mural with Trust values, the same as Bassett Ward at NNDH to show unity between all the Northern sites. Bright, clean and welcoming waiting area with music playing, sample pots available, informative noticeboard with relevant information for postnatal visits. Colourful childrens toys and books on offer with little person chairs, clean and tidy. Posters are NHS Trust branded.



Postnatal Clinic Room: Well ventilated, brightly lit and spacious room, felt inviting and welcoming. Room for prams if needed. Liked the laminated information page booklet on the wall for ease of reference.

Toilets: 2 toilets in the corridor adjoining the hub (postnatal waiting room area) to the health centre – room for a pram and there was a baby change in 1 of the bathrooms and there is a second baby change in the disabled bathroom towards the main exit (a very short distance from the hub).

At the time of visiting there was no information in the bathrooms about seeking confidential help should a service user be under duress or suffering any kind of domestic abuse, it may be worth thinking about in future as its usually the only space where affected service users are alone.

Step Free Access from Main Centre to Hub:

A short walk from the main entrance to the maternity hub with step free access. The maternity hub was well signposted from this direction.

Midwives Office and Break Room: Not updated as the rest of the hub has been. Good location close to the front door for ease of welcoming service users in through the secure door. Spacious area for working desks and holding meetings, taking confidential calls and taking breaks. Natural light and ventilation. Obviously service users would never see this area but it is important for the team to have a private space and pleasant working environment as this pulls through to their innate positivity, personal wellbeing and enthusiasm to better the service user experience.

Service User Support and Accessibility:

- ✓ Step free access
- ✓ Hard of hearing/deaf provisions can be made upon booking
- ✓ In-person interpreters can be present if requested in advance/as well as reactive over the phone
- ✓ Infant feeding
- ✓ Pelvic health
- ✓ Vaccinations
- ✓ Perinatal mental health

Recommendations:

- Strongly recommend looking into the provision of water in the waiting room (or anywhere accessible in the hub) – to promote hydration during pregnancy and to aid in the health of service users who are constantly giving samples – this can be considered a very important asset. Service users who attend NDDH and RD&E for the same appointments as this hub provides have access to water coolers in their waiting rooms.

- Providing an informal video walkthrough of the hub to alleviate hesitations service users may have upon first visiting. There has been feedback that many anticipate a complex clinical environment and a video walkthrough would make them feel more at ease when coming for their first booking appointment where many have reported feeling anxious.

Additional:

The hub would like to display real service user photographs of positive birth stories, to make into glass panels for the walls within the hub so it has a positive, real and friendly vibe. Actions taken by Naomi, Alexis and Natasha to action this further.