

“It was really hard..... at the new unit I was told that I wasn't allowed to get out his milk, I wasn't allowed to take him out of his incubator, I couldn't bath him, basically it felt like he was no longer ours” (Dad of 24+6wk son)

BACKGROUND

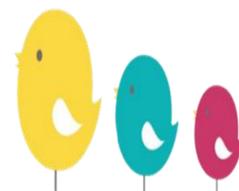
As an Operational Delivery Network we are charged with reducing variance and facilitating the delivery of a consistent patient and family experience, the above statement falls short of that aspiration and echoes similar statements from other parents.

Recognising the improvement in outcome for babies and families that FiCare brings and our determination to provide a seamless service led us to set up a Special Interest Group (SIG) and invite representatives from each of the 22 neonatal units within the North West to embark on this journey. The group consists of parents, nurses, allied health professionals and neonatologists.

OUR VISION

Every family, every time, in every NNU across the North West has a consistent offer of FiCare, supported by the use of standard documentation with a training package and project documents developed by the SIG and agreed by all unit managers and clinical leads.

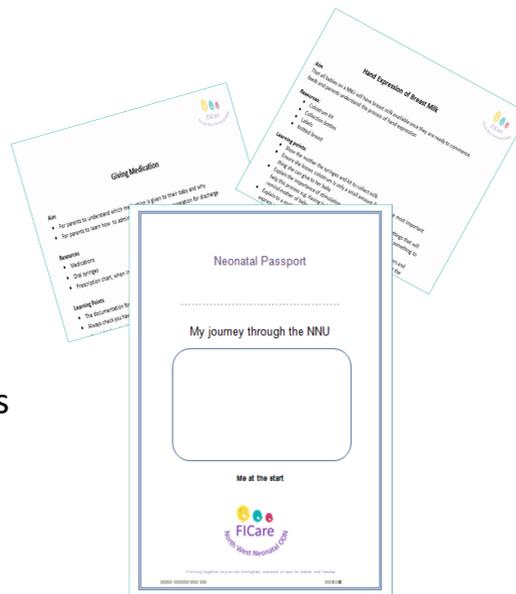
Other resources devised by individual units were widely and proudly shared.



FiCare
North West Neonatal ODN

THE PROCESS

- The SIG worked in groups and developed:
 - A passport
 - Crib sheets for all staff to use as a guide when teaching parents
 - Train the trainer day for staff with resources for teaching on their own units
- Lots of extra optional documents were shared such as guidelines, PID's, competencies
- All units submitted an action plan agreed by managers
- NWNODN staff & parents available to support units by talking at training days, consultant meetings, providing support around change management etc.
- Currently units are at different stages with some working towards their 'go live' date and others almost ready for accreditation



ACCREDITATION

For accreditation as an NWNODN FiCare unit evidence must be provided to demonstrate:

- 85% nursing and medical staff trained in line with ODN education package
- Cot side education resources available
- Programme of joint teaching sessions
- Parents have unrestricted access to their baby
- Evidence that policies support FiCare
- Environment is comfortable and welcoming
- Psychological support available for staff and parents
- 80% staff received PNMH training

Once achieved we will collectively:

- Celebrate being a “NWNODN FiCare NNU”
- Evaluate impact– e.g. quality of experience breastfeeding, infection, length of stay
- Respond to feedback & enhance FiCare offer

'Family integrated care is a model that supports and educates parents and carers to become integral participants in their baby's care from the time of admission to the NNU in partnership with the neonatal team'
NWNODN FiCare Special Interest Group July 2017