

## Board of Directors

Thursday, 02 May 2019

<b>Report Title:</b>	<b>Patient/Staff Story Brief</b>
<b>Executive/NED Lead:</b>	Catherine Morgan; Chief Nurse
<b>Report author(s):</b>	Catherine Morgan; Chief Nurse
<b>Previously considered by:</b>	Click here to enter text

Approval     
  Discussion     
  Information     
  Assurance

### Executive summary

#### Patient Story Revisit/Update

At the Trust Board in January, Chelsey Smith attended with baby Rory and shared her experience of maternity services at Colchester and Clacton hospitals. Chelsey described positive experiences, which she in particular attributed to continuity of midwife, hypnobirthing, reassurance and emotional support from midwives. We discussed that a priority for the Local Maternity System was the implementation of a pilot for continuity of carer and that financial support for the pilot had recently been supported. The updated position is that the Ipswich site is launching the Maple Team made up of 6 midwives providing continuity of carer throughout the antenatal, birth and postnatal period on the 13 May 2019 and the elective Caesarean section team, supporting women who plan to undergo an elective section is being launched on the 7th May. For the Colchester site there are also 2 teams, the Venus elective C-section team commenced 15 April and the Phoenix community team (East Colchester) launches 13 May 2019. Moving forwards, both sites have 2 further teams identified and work has commenced on their implementation and roll-out.

#### Today's Board Story

Today the Board will hear from Vicki Lee who will share a Carers Story. Vicki is known as a 'Sandwich carer'; she lives in Stowmarket and is supported by Suffolk Family Carers.

Vicki is a full time carer for her father and for her son. Her son is on the Autistic spectrum and he has mobility issues, which severely impact his ability to walk any distance; this means that Vicki is a parent carer which requires transport for her son to school and medical appointments and supporting these institutions with provision of daily care needs that arise. She is also a full time carer for her father who lives with schizophrenia and multiple health conditions.

Some of the challenges and experiences that Vicki will share include:

- Disabled parking is not always available when attending hospital which has a significant negative impact when trying to attend appointments
- Admission/discharge of her father from hospital – examples where communication breakdown has led to poor experience in relation to medication issues and a lack of consideration and support around her other caring responsibilities for her son and his needs
- Staff do not always adequately read notes to understand there is a full time carer with extra caring needs
- Ensuring staff listen to both patient and carer and understand their care needs and situation would greatly improve the care experience

A key message that Vicki would like to share is that staff should ensure they consider and listen to the carer, ensuring they are part of each stage of the hospital experience and that carer needs are respected and met.

#### Action Required of the Board of Directors

To note the report

Link to Strategic Objectives (SO)		Please tick
SO1	Improve quality and patient outcomes	<input checked="" type="checkbox"/>

SO2	Provide better value for money	<input type="checkbox"/>
SO3	Sustain and improve access to services that meet the needs of the population	<input checked="" type="checkbox"/>
SO4	Deliver a sustainable, skilled workforce	<input type="checkbox"/>
<b>Risk Implications for the Trust</b> <i>(including any clinical and financial consequences)</i>		
<b>Trust Risk Appetite</b>		Quality: The board will take minimal risks when it comes to patient safety, patient experience or clinical outcomes. Its tolerance for risk taking will be limited to decisions where the impact is low and the potential mitigations are strong
<b>Legal and regulatory implications</b> <i>(including links to CQC outcomes, Monitor, inspections, audits, etc)</i>		Nil
<b>Financial Implications</b>		Nil
<b>Equality and Diversity</b>		Nil