Clinical guideline for the management of: Handover of care between healthcare professionals and departments within maternity

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None

Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

Consultation

The following were consulted during the development of this document: Senior midwives, Practice Development Midwives, Maternity matrons and team leaders.

Monitoring and Review of Procedural Document

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous however as a minimum will be achieved at the point this procedural document requires a review e.g., changes in legislation, findings from incidents or document expiry.

Relationship of this document to other procedural documents

This document is a clinical guideline applicable to the Norfolk and Norwich University Hospital Trust; please refer to local Trust's procedural documents for further guidance, as noted in Section 5.

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1. Introduction

This Guideline is to be used by all health care professionals who handover care to another healthcare professional, in relation to all women and birthing people and neonates. This includes all areas of maternity within a hospital setting, between shifts, transfer of care and prior to breaks in care between healthcare professionals.

1.1. Inclusivity

Within this document we use the terms pregnant woman/mother/she/her. However, it is important to acknowledge that it is not only people who identify as women for whom it is necessary to access care. Maternity services and delivery of care must therefore be appropriate, inclusive and sensitive to the needs of those individuals whose gender identity does not align with the sex they were assigned at birth.

1.2. Rationale

Effective communication is recognised as central to promoting patient safety and reducing the number of serious clinical incidents (Institute of Medicine, 2000: Haig et al 2006,).

Good communication among professionals is essential. This must be recognised by all members of the team looking after a pregnant woman whether she is low risk or high risk (Saving Mothers Lives 2011).

An effective working relationship between the multidisciplinary team and a clear organisational structure for midwives and medical staff with explicit and transparent lines of communication and documentation is crucial to ensure optimum care.

1.3. Objective

The objective of this guideline is to describe the process for ensuring that there is an effective system in place for handover of care between health care professionals involved in the care of women/birthing people and neonates. Standardising handover will aim to improve patient flow and patient safety across the maternity unit.

1.4. Scope

This guideline aims to cover the routine handovers and documentation within maternity services. Handover occurs either at the end of a shift, or where the staff member responsible for patient care changes (e.g., break reliefs). Also, handover is required when a patient is transferred between areas. There will be occasional handovers between different health professionals/departments which are not covered within this document.

1.5. Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
SBAR	Situation, Background, Assessment; Recommendation - a
	method of handover.
MLBU	Midwifery Led Birthing Unit
MMAU	McCloud Maternity Assessment Unit

TC	Transitional Care
BMI	Body Mass Index
CTG	Carditocography (electronic fetal monitoring)
MEOWS	Maternity Early Obstetric Warning Score
VE	Vaginal Examination
E3	Electronic Maternity Notes
CallEEAST	Call handling service
CLEO	Cley Obstetrics Ward
BLAK	Blakeney Ward
EL LSCS	Elective Caesarean Section
MCA	Maternity Care Assistant
EPMA	Electronic prescribing system
OPEL	Operational Pressures Escalation Levels
Metavision	Electronic notes system used in Critical Care complex

2. Responsibilities

Midwives and obstetricians have a responsibility to follow the process to ensure a standardised approach to safe handover of care as per the guideline. In order to optimise handover, it is everyone's responsibility to arrive promptly to scheduled handovers. The environment should be away from distractions and interruptions. e.g., close doors, but be mindful of enabling staff to approach the team for critical escalations. Privacy and confidentially of handover should be maintained, this includes the correct process of storing and disposing of confidential information prior to leaving a shift. (RCOG, 2021)

3. Processes to be followed.

3.1. Handover using SBAR.

Handover of care should be given in an SBAR format. An example of the SBAR:

<u>S</u>ituation – e.g., stage of labour, in theatre, epidural, oxytocin, from recovery.

Background- e.g., parity, age, BMI, blood group, allergies, obstetric, medical, anaesthetic and lifestyle history, child protection/ mental health, language barrier; special needs/requests including women who will decline blood and blood products.

<u>A</u>ssessment_e.g., MEOWS, palpation, VE, contractions, progress of labour, fetal heart rate and or CTG classification, bladder care, risk factors, fluid balance, birth plan, neonatal issues, breastfeeding, initial checks.

Recommendation e. g. current plan, client discussion, risk/management plan documented, next stages of care, documentation.

3.2. Scheduled Handovers between shifts.

Delivery Suite

	Clinical Guideline for the Management of: Handover of Care					
Time	Process		Documentation	Staff responsible		
0700/	Handover	At each change of shift	Co-ordinator	Co-ordinator in		
1900	between co-	the coordinators will	Handover Tool	charge (or deputy if		
	ordinators and	handover to each other	Appendix 2	duties do not permit)		
0700-0730	midwives One to one	Each individual midwife	SBAR sticker	Individual Midwives		
0700-0730	handover of	will handover the care of	Appendix 1			
1900-1930	care by	their assigned women				
1000 1000	Midwives	using the SBAR to the				
		next midwife. The				
		midwife giving and				
		receiving information				
		should sign the SBAR to				
		confirm understanding				
		of information				
0730 / 1930	Staff wellbeing	To give staff members a	Co-ordinators	Co-ordinator in		
	check in	chance to debrief over	Handover Tool	charge		
		events during shift	Appendix 2			
0730/	Obstetric	Handover of activity	Documented on	On-call		
1930	Multidisciplinary	within the Maternity unit	QR code	Multidisciplinary		
	team including:	to the oncoming team	(Appendix 5)	team		
	- Consultant					
	obstetrician	Ensure all Alertive roles				
	- Tier 3 or	taken				
	equivalent, - Tier 2 or					
	equivalent					
	- Midwife					
	coordinator					
	- Anesthetist					
0830/	Ward round	Obstetric team and	In patient	Consultant		
2030		allocated midwife, room	handheld notes	Obstetrician		
		by room				

Clinical Guideline for the Management of: Handover of Care)
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Midwife Led Birthing Unit (MLBU)				
Time	Process		Documentation	Staff responsible
0700/ 1900	Between shifts	General handover by shift coordinator to oncoming staff at the	None	Individual Midwives

		white board including messages and staff wellbeing Each individual midwife will hand over the care of their assigned women using the SBAR to the next midwife. The midwife giving and receiving information should sign the SBAR to confirm understanding of information	SBAR sticker Appendix 1		
	Blakeney and Cley Obstetrics				
Time 0700/ 1900	Process Between shifts	The midwife responsible for the care should complete the electronic handover tool with relevant information pertaining to the women she is caring for on that shift. She will give verbal handover to the oncoming team of midwives, who each have their own copy of the completed electronic tool.	Documentation Electronic tool saved onto S- Drive	Staff responsible Individual midwives	

McCloud Mat	McCloud Maternity Assessment Unit (MMAU)					
Time	Process		Documentation	Staff responsible		
0700/ 1900	Between shifts	Verbal handover from one midwife to another	Captured on delivery suite co- ordinators handover sheet. Appendix 2	MMAU midwives		

3.3. Transfer of handover between maternity areas

The process of booking beds between maternity areas should be as follows:

- Delivery suite co-ordinator to book beds with ward co-ordinator via Alertive role. Information to be provided including name, situation and reason for admission. Confirm which bed space patient will occupy if available.
- Postnatal admissions should be expected on Blakeney Ward between 1-4 hours from delivery time.
- Handovers should aim to be face to face, However, when the Maternity Unit is on OPEL status 3 or 4, patients should also be assessed if suitable for MCA escort (Appendix 3).

- Warning should be given to receiving ward of a minimum of 30 minutes prior to arrival.
- Handover times should be protected 0700-0730 / 1900-1930, except in emergencies.
- Co-ordinators should take into consideration unit acuity and staffing of unit when transferring patient between wards.
- MMAU patients if transferred to an inpatient ward within 4 hours of attending, admission paperwork is the responsibility of the receiving ward. However, all inpatient medication must be prescribed on EPMA, wrist band applied, and a clear obstetric plan documented in either handheld notes or a printed copy of electronic maternity system entry.

Antenatal - Inpatient transfers of care between maternity areas including ANC / MAU One to one The midwife giving and receiving SBAR sticker Individual	ole
One to one The midwife giving and receiving SBAR sticker Individual	
handover of care information should sign the SBAR to Appendix 1 midwives	
by Midwives confirm understanding of information.	
Postnatal - Inpatient transfers to Blakeney from Delivery Suite / MLBU	
Transferring midwife's responsibilitiesAccepting midwife's responsibility	
 The Blakeney admission checklist must be used to confirm all paperwork and ensure all assessments are completed. (Appendix 4) Observations completed 1-hour prior transfer. SBAR completed within notes. Ensure all medications are up to date. Ensure any baby observations are up to date. EL LSCS Inform Blakeney midwife of theatre events via SBAR sticker and use Alertive messaging to contact the Blakeney co- ordinator. Check in baby' referring to 'Trust Poli for Identification of Patients ID: 1604 Call bell system explained. Orientation including location of ward facilities. As part of a postnatal transfer handow the first postnatal check will be completed the first p	/er
Postnatal - Inpatient transfers to Delivery Suite from BLAK / MLBU	
One to one handover of care by MidwivesThe midwife giving and receiving information should sign the SBAR to confirm understanding of informationSBAR sticker Appendix 1Individual midwives	
Intrapartum – Inpatient transfers to Delivery Suite / MLBU – Including Community homebi transfers	irth
One to oneThe midwife giving and receivingSBAR stickerIndividual	
handover of care information should sign the SBAR to Appendix 1 midwives	
by Midwives confirm understanding of information	

Process	Documentation	Staff
		Responsible
Neonatal – Inpatient Neonatal transfers to Transitional c	are from Delivery Suite	e / MLBU

Clinical Guideline for the Management of Handover of Care					
One to one handover of care by Midwife to Transitional care nurse	 Referral pathway to Transitional Care as per 'Trust Guideline for the Management of Neonates requiring Transitional Care (NTC)' ID: 1510 'Check in baby' referring to 'Trust Policy for Identification of Patients ID: 1604 The TC nurse must be informed of the transfer prior to handover via Alertive A verbal handover is given and confirmed by documenting in the neonatal record/E3. NB – a handover must be given to the TC nurse for antibiotic babies as well as the midwife 	Verbal handover, E3/Neonatal record	Individual midwives		
Neonatal – Inpatien	t Neonatal transfers to NICU from De	livery Suite / MLBU / B	lakeney		
One to one handover of care by Midwife to NICU Assessment Nurse	 'Check in baby' referring to 'Trust Policy for Identification of Patients ID: <u>Trust Doc ID</u> <u>1604</u> 	Document reason for attending NICU in Neonatal Kardex	Individual midwives		

3.4. Discharges from hospital setting to community midwives.

Process	Documentation	Staff Responsible
Antenatal discharges from CLEO / MMAU		
 CLEO discharges – discharging midwife will call patient's details out to CallEEAST, informing corresponding community midwifery teams. An antenatal contact sheet is printed from E3 and placed in the handheld notes. All MMAU contacts are documented on E3, when community follow up is required the midwife will call out relevant information via Call EEAST. When CallEEAST is contacted, a unique reference code is provided to confirm the transfer of care call has been made, which is documented on the E3 discharge information. 	Maternity handheld records and E3	Individual midwives
Postnatal discharged from Delivery Suite, MLBU and Bla	keney	
 Ensure Blakeney ward discharge checklist is completed as per Appendix 4 Ensure an E3 discharge summary is sent home with the patient for the community midwife. It is the transferring midwife's responsibility to ensure that CallEEAST is contacted, informing 	Maternal and Neonatal Kardex and E3	Individual midwives

corresponding community midwifery teams of discharge. CallEEAST will provide a unique reference code to confirm the transfer of care call has been made, which must be documented the	
 discharge checklist. In cases where a safeguarding patient has been discharged, transfers are called out to CallEEAST following the same process explained above. In addition, the community midwife is asked to call the ward for a verbal handover in these cases. Documentation is on E3 	

3.5. Transfer outside Hospital trust

When care requires handover outside the Hospital Trust please refer to Guideline: 'Transfer of Care from Midwives to Other Health Care Professionals' <u>Trust Docs</u> <u>ID819</u>

3.6. Transfer outside maternity areas

Process		Documentation	Staff Responsible			
Inpatient Maternity t	Inpatient Maternity transfer to theatre					
One to one	When transferring use an SBAR	Theatre SBAR	Individual midwives			
handover of care by	sticker.	(Document ID:				
Midwife to Theatre		19128)				
staff		Theatre checklist				
Inpatient Maternity t	ransfers from recovery to Delive	ry suite / BLAK				
One to one	As per 'Guideline for Immediate	Recovery	Recovery nurse and			
handover of care by	Post-operative care of patients	documentation	individual midwives			
Recovery nurse to	following Obstetric Surgery' ID					
midwife	8633 Trust Docs ID8633					

Process	Documentation	Staff Responsible
Transfer to Critical Care Complex (CCC)		

Handover between	Medical and midwifery	Metavision	Medical and Midwifery		
obstetric team and	handover, including details of		staff		
	any clinicians involved from				
	outside the maternity service				
	and the criteria for the requested				
	transfer should be documented.				
	In some circumstances this may				
	be verbal. However, clear lines				
	of communication that will				
	facilitate the transfer must be				
	agreed.				
	The names of the medical and				
	midwifery staff handing over to				
	the Critical Care Complex staff				
	will be recorded on the Critical				
	Care Metavision system.				

4. Related Documents

A Standard Operating Procedure for the Use of Birthrate Plus® <u>Trust Docs ID 18927</u>

Trust Guideline for Obstetric Referral to Critical Care Complex (CCC) <u>Trust DocsID 886</u>

Standard Operating Procedure: Escalation Procedure for Managing Capacity in Maternity Services Trust Docs ID 20402

Trust Policy for Identification of Patients Trust Doc ID 1604

Transfer of Care from Midwives to Other Health Care Professionals <u>Trust Docs ID819</u>

Trust Guideline for the Management of Neonates requiring Transitional Care (NTC) <u>TrustDocs ID 1510</u>

Guideline for Immediate Post-operative care of patients following Obstetric Surgery' <u>Trust Docs ID8633</u>

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6. Monitoring Compliance / Audit of the process/policy principles/service to be delivered

Compliance with the process will be monitored through the following:

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
Handover of care using SBARD stickers	Tendable 1 set of notes per month	Matron of inpatient area	Obstetric Clinical Governance	Monthly

The audit results are to be discussed at Maternity Clinical governance meetings to review the results and recommendations for further action. Then sent to the maternity risk team who will ensure that the actions and recommendations are suitable and sufficient.

7. Appendices

- Appendix 1 SBAR sticker
- Appendix 2 Delivery suite coordinator handover sheet
- Appendix 3 Pathway for booking postnatal beds
- Appendix 4 Blakeney ward Checklist
- Appendix 5 NNUH Labour Ward Handover Sign-In

Clinical Guideline for the Management of: Handover of Care Appendix 1: SBAR Sticker

	Date and Time Situation			BR+ score
S				
	Parity Gestation Obstetric History	BMI	Medical History/Alerts	
В			Allergies:	
А	MEOWS Bladder care Fetal Wellbeing Birth plan?		Medication/Risk Factor	S
	What is the plan?			
	Midwife 1		Midwife 2	
	Signature	:	Signature	

Receiver to complete and then repeat back key information to ensure understanding

	Date and Time			BR+ score
	Situation			
	Oluation			
S				
3				
	Parity	Gestation	BMI	Medical History/Alerts
			Biiii	modical initial y// norto
	Obstetric History			
B				
D	Delivery details			
				Allergies:
	MEOWS			Medication/Risk Factors
Λ	Bladder care			
A	P/N issue			
	Neonatal issues			
	ineonatal issues			
	What is the plan	?		
	Midwife 1			Midwife 2
	0			O'ana a tana
	Signature			Signature

Receiver to complete and then repeat back key information to ensure understanding

Clinical Guideline for the Management of: Handover of Care Appendix 2: Delivery suite coordinator handover sheet

Delivery Suite Handover Sheet	Date:	Time 07:00 / 19:00		
Delivery suite Information Consultant Obstetrician:	Opel Statu	is:Able	to accept IUT's	Yes / No / Liaise NICU
Manager on call:	Mat	ernity bleep holde	er:	
EL LSCS :		Night Ho	mebirth cover	Yes / No
Daily checks Fridge Temps Sepsis Bags Emer	rgency Trolley			Weekly Tenadable Fund 1
Daily box checks PPH 🗆	Remifentan	yl 🗆 🛛 Prece	pt 🗆	Eclampsia 🗆
Reception Cover (call out discharges when no cover)	Yes / No	Weekly Emergen check (Date last o		
	Bed	State		
NICU Consultant Neonatologist			l Status	T/C available
Blakeney Empty Beds Possible discharg	ges	Staf	fing : MW	MCA
MLBU Labourers Postnatals	тсі	_ Staf	fing : MW	MCA
CLEO Empty Beds Ongoing IOL's	тсі	Staf	fing: MW	MCA
ТСО		Cat 3 LSCS		
		Outliers		
MAU				
Appointments TCI:		Triage TCI	w	aiting Room
Bay 1				
Bay 2				
Bay 3				
Bay 4				

Clinical Guideline for the Management of: Handover of Care Appendix 3: Pathway for booking postnatal bed

Delivery Suite Handover Sheet Time 07:00 / 19:00 Date: Incoming Team Identify team Development Emergency team / escalation buddies Wellbeing Outgoing Name /role needs (Role acquired on Alertive) Message of the week : Details Midwife Room Name Ρ G 1 2 3 4 Pool Rm 5 6 7 8 Μ. Suite 10 11 12 14 15

Delivery Staffing			MAU Staffing	Students
MW	5	MCA	MW 1	
1	6	1	MW 2	
2	7	2	Twilight	
3	8	3	MCA	
4	9			

Pathway for booking postnatal beds

- Co-ordinator to book bed via Alertive with Blakeney co-ordinator
- Information to be provided including name, situation and reason for admission.
- Postnatal admissions should be expected on Blakeney Ward between 1-4 hours from delivery time.
- Confirm which bed space patient will occupy.
- Handovers should be performed face to face, expect for EL LSCS cases.

However, if maternity unit is on OPEL status 3 or 4, patients should also be assessed if suitable for MCA escort as below:



Appendix 4: Blakeney Ward Checklist



Norfolk and Norwich University Hospitals NHS Foundation Trust

Appendix 5: NNUH Labour Ward Handover Sign-In

Blakeney Ward Admission Checklist		Patient identifier label				Date/Time
Patient Notes		Yes	No	N/A	Notes	i
Postnatal Booklet present and filed correctly						
	tly					
NNUH Labour Ward Handover						
Sign-In						
Sign-in	ted					
					0 1 2 3 4 5 Due @	
1993年1月1日 1993年11月1日 1993年11月11月1日 1993年11月11月1日 1993年11月1月1月1日 1993年11月11月1月1日 1993年11月1月1月1月1月1月1月1月1月1月1月1月1月1月1月1月1月1月1					PVR required? La	ast Pu'd
A CONTRACTOR OF	an					
Contrast our Dect						
	_					
Anti-Embolism Stocking Care Plan						
CPE Risk Assessment Form						
MRSA Risk Assessment Tool						
COVID-19 Risk Assessment						
Supplementary Prescription Chart						
Blood group if Rh NEG has K& C been sent?					Blood Group:	
Neonatal Screening						
Correct NNST Labels						
O2 Saturations (4-12 hours of age)						
Correct NIPE Report						
Neonatal risk assessment completed?					Next due Obs Last fed @	
Safeguarding Information						
Purple booklet commenced						
Plans for Discharge						
Midwife Facilitated Discharge						
TTO's prescribed						
Handing over Midwife		Sign	ature			
Blakeney Midwife		Sign	ature			



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	ity Hospi
NH	5 Foundation

Postnatal Transfer to Community Checklist	Patient identifier label			Date and time discharged
Patient Notes	Yes	No	N/A	Notes
Buff notes present for Baby				
Postnatal Booklet present and filed correctly				
Neonatal Booklet present and filed correctly				
E3				
Discharge address/Tel/GP checked and correct prior to printing				
Contact complete for NICU/TC Baby				
All E3 print outs for correct patient				
Safeguarding Information				
Purple booklet – back page completed				
Purple booklet filed in BUFF NOTES				
E3 updated with any safeguarding information				
Purple booklet photocopied for Neonatal Buffs				
Verbal handover to Community Midwife				
Neonatal Screening				
Correct NNST Labels				NHS No. Checked?
Correct NIPE Report				NHS No. Checked?
Hearing Screening complete?				
NNST done on day 5				
Neonatal Booklet photocopied for Higher Needs Babies				
Infant Feeding				
BAT/BOAT done				
Weight done on day 3 or day 5				
EBM returned to mother/ log filed in buff notes				
General				
Blood Group Checked				Anti D given if needed_
TRA checked				0 1 2 3 4 5 6 7 8 9
TTOs given and explained				
Pt aware to contact CMW via CallEEast/ QEH/JPH etc if no contact by 3pm next day				Call ref:
Friends and Family Test (ipad app)				Ratemynhs.co.uk Maternity PN ward
General Filing				
All miscellaneous paperwork filed				Eg. Admission paperwork
Added to discharge folder				

1. Equality Impact Assessment (EIA)

	Type of function or policy	Existing
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Division	Women & Children's	Department	Maternity Services
Name of person completing form	Lisa Mastrullo	Date	24/04/2023

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race	Nil	Nil	N/A	No
Pregnancy & Maternity	Nil	Nil	N/A	No
Disability	Nil	Nil	N/A	No
Religion and beliefs	Nil	Nil	N/A	No
Sex	Nil	Nil	N/A	No
Gender reassignment	Nil	Nil	N/A	No
Sexual Orientation	Nil	Nil	N/A	No
Age	Nil	Nil	N/A	No
Marriage & Civil Partnership	Nil	Nil	N/A	No
EDS2 – How does impact the Equali Strategic plan (co EDS2 plan)?	ty and Diversity	N/A		

- A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty
- Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service
- The policy or function/service is assessed to be of high significance

IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED

The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best

practice guidance.