

Royal Infirmary of Edinburgh Ward 211 – Postnatal

- Maternity Voices Partnership visit on 25 May 2023



General Impressions

- This is a large postnatal ward with 24 beds (four single side-rooms and five 4-bedded bays). Rate of occupancy is high and the ward was busy on the day we visited.
- When approached, the staff were very helpful and knowledgeable when answering our queries.
- The parents we spoke to were very happy with the care and attention they had been given whilst on the ward. Some mentioned how well they were supported with the first feeds (breastfeeding) and how staff had time to answer their questions about routine care of a newborn. They were reasonably satisfied with the food provided.

Welcome Panel



Close up of information panels



About

your care at home
looking after your baby
looking after yourself

<https://services.nhslothian.scot/maternity/new-baby/care-at-home/>



About

your stay on this ward:

Meal times
Visitors
Who are the staff?
Looking after your baby
Taking care of yourself
and much more....

<https://services.nhslothian.scot/maternity/postnatal-wards-at-royal-infirmary-of-edinburgh/>



About

your maternity care,
in other languages and
formats

<https://services.nhslothian.scot/maternity/information-in-other-languages-and-formats/>



Information cards given on arrival to the ward

WELCOME TO WARD 211 Useful Information

Congratulations on the birth of your baby!

Our team is here to support you during your stay and provide a safe and supportive environment for you and your new baby.

If you require assistance please press the orange call button on the handset by your bedside. This is a very busy ward and staff may not be able to come immediately but will do their best to attend as soon as possible.

If you have any concerns regarding the wellbeing of yourself or your baby, please inform staff immediately.

Day to day on the ward

Your midwife or maternity care assistant will carry out daily examinations on you and your baby – this includes observations, updates on how feeding is going and how you are feeling physically and emotionally.

For more information about this ward, looking after your baby, looking after yourself and how staff can support you, please scan the QR code.



SCAN ME



Meal Times

Breakfast – 07:00-07:30

Lunch - 11:45-12:15

Dinner – 16:45-17:15

Tea/coffee – 21:00

Please ask staff if you would like a drink or a snack at other times.

Medication Times

Morning 06:00 – 08:00

Lunch 12:00 - 14:00

Afternoon 18:00

Evening 22:00

Medication times can vary between patients.
Extra medications are also available outside these times if required.



Keeping Your Baby Safe

Please, **keep your bed space as clear as possible** to allow easy access for staff.

Keep your curtains open unless you want some privacy.

The safest place to change your baby is in the cot - not on the bed

Please, **do not share the bed with your baby when sleeping.** The safest place for your baby to sleep is in the cot by the bedside.

Birth Partners and Family

It's an exciting time for all members of the family and we are delighted to welcome birth partners to the ward.

We are here to support you too and can show you how to do skin to skin contact, nappy changes, bath baby and provide advice about feeding your baby.

Please remember that you are sharing this ward with other families like yours.

To ensure everybody has a safe and enjoyable stay we kindly ask that you show consideration for the other families and respect to the staff by behaving in a reasonable and appropriate manner.

For safety and hygiene reasons, we ask that you do not sit or lie on the bed as they are for mum and baby only.

Please use the visitors' toilet to protect new mums from the risk of infections.

Check the visiting times and please keep to them so that mums and babies can get the rest they need.

To ensure the well-being and safety of mums and babies, our staff may ask anyone who is unable to meet these expectations to leave.

Visiting Times

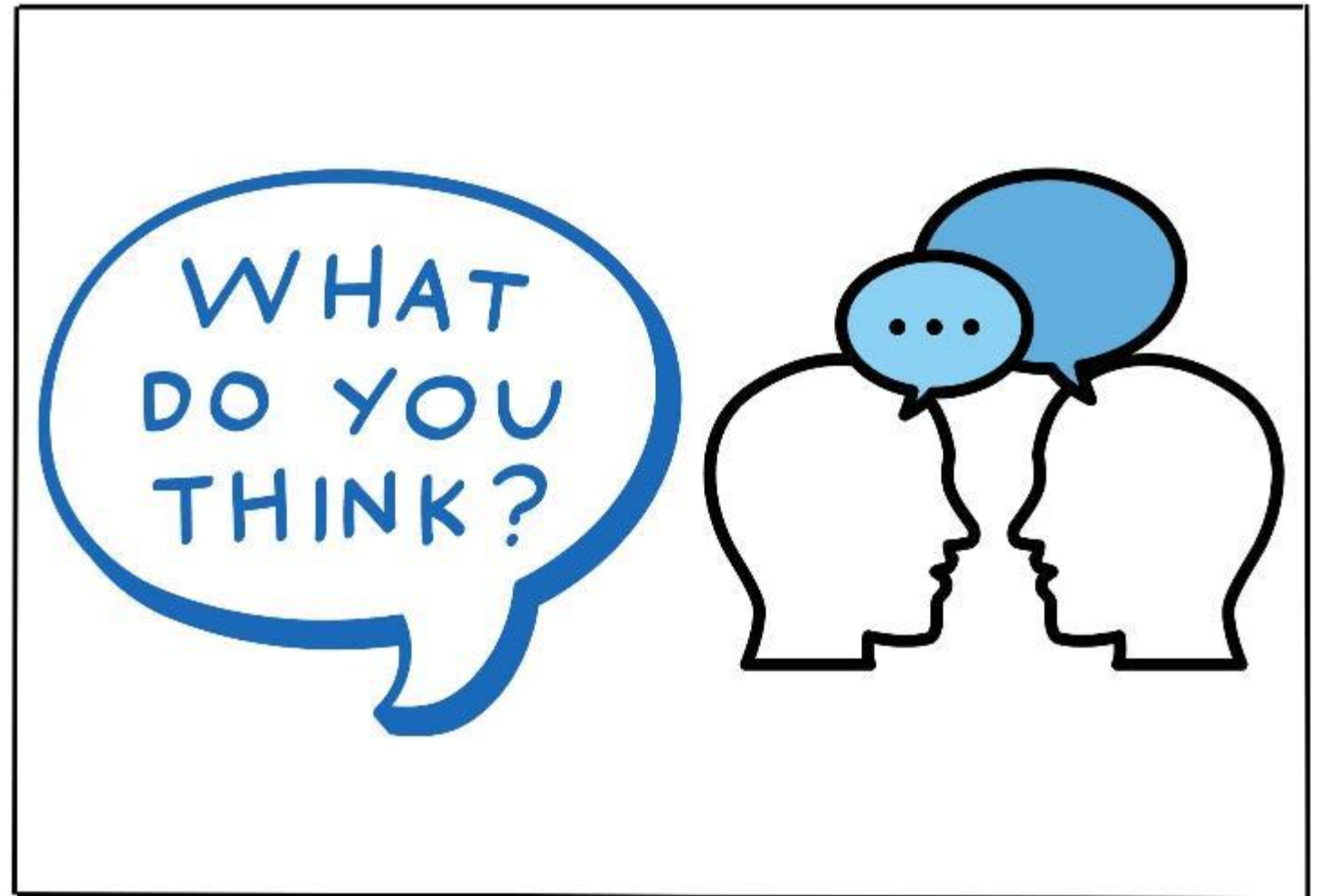
13:00 - 20:00

No more than 3 persons per bed, including birth partner.

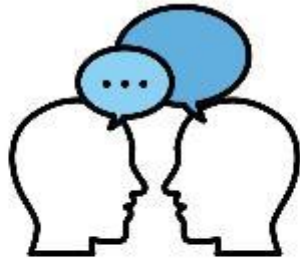
Please be considerate when visiting as mum and baby need to rest.



What do you think? Panel to encourage feedback

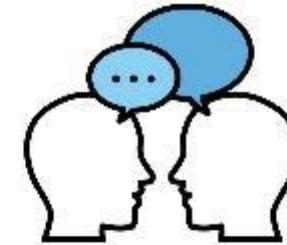


What do you think? Panels close up



If you have immediate concerns or questions about your stay on this ward,

ask to speak to the **Senior Charge Midwife** who will be pleased to assist you.



If you want to give a compliment, raise a concern or make a complaint, please contact NHS Lothian Patient Experience Team
Telephone: 0131 536 3370 (9am – 2pm)
Email: feedback@nhslothian.scot.nhs.uk

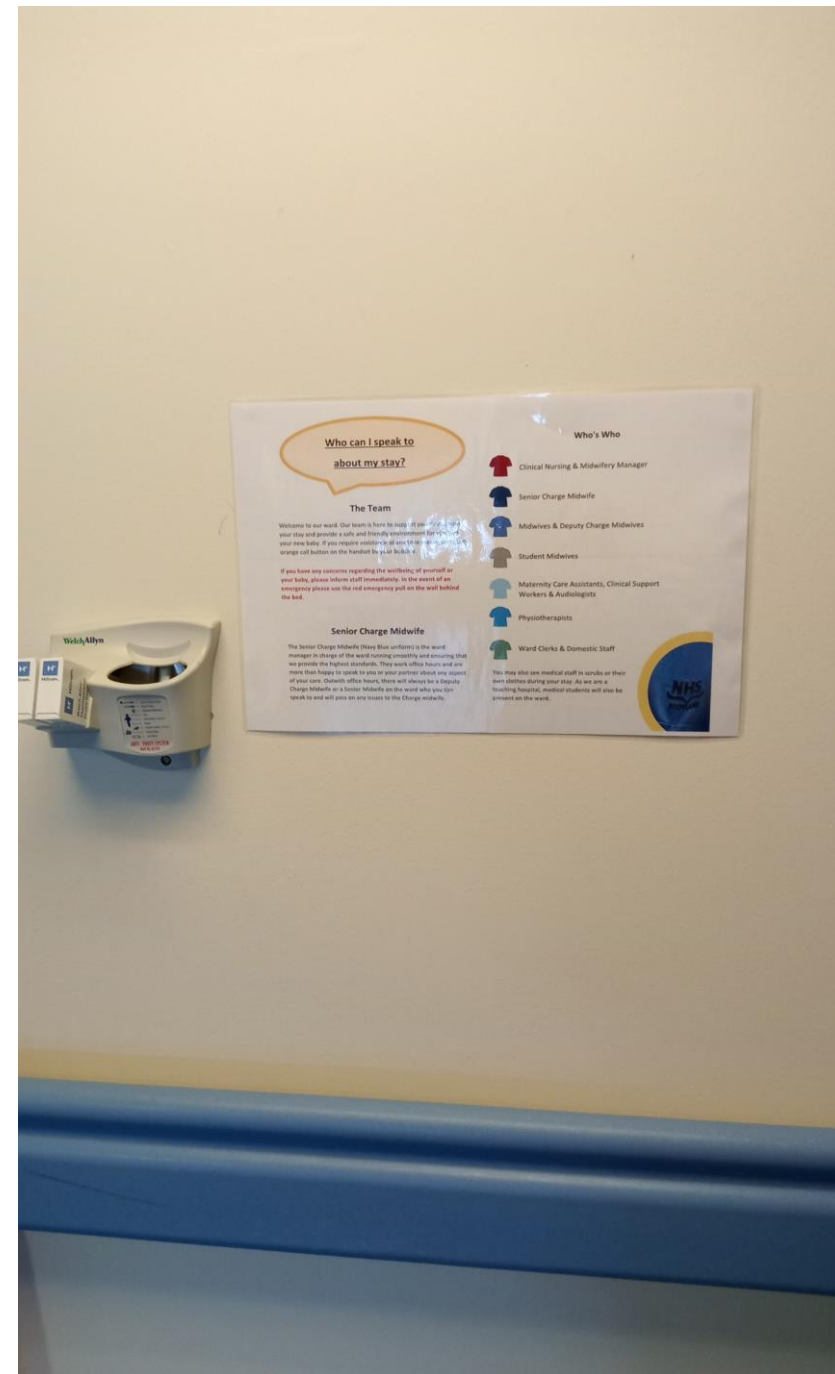
<https://www.nhslothian.scot/yourrights/compliments-concerns-complaints/>



Who Can I Speak To?

It is very useful to have this panel on display. It is printed from the current website page – Postnatal Wards at RIE.

The MVP is aware that staffing levels are an ongoing issue affecting care in the hospital and the community. This can lead to poor experience and negative feedback. Encouraging early resolution of problems and being open is essential in this context.



Responsive Feeding: Information Display

RESPONSIVE FEEDING



Responsive feeding panels



RESPONSIVE FEEDING

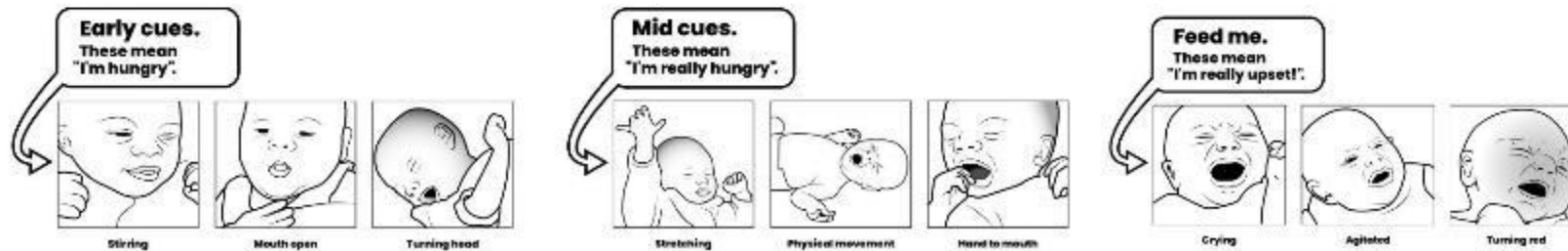


Building a close and loving bond

Babies have all kinds of ways to tell us when they are hungry.

Learning to recognise the signs that your baby is hungry and responding by offering a feed is called responsive feeding. Feeds can also be offered for parent's needs such as breasts feeling full, wanting to increase supply or just for a close and loving cuddle! It helps you develop a close and loving bond with your baby and makes your baby feel safe and secure.

How does your baby tell you they are hungry?



Panel 2



RESPONSIVE FEEDING

Make Feeding Time a Special Time



TOGETHER TIME

Hold your baby close

Look into their eyes

Speak to your baby

Build up a close and loving bond

FEEDING TIME

Recognise the signs your baby is hungry

Respond to your baby's cues by offering a feed

Talk to and encourage your baby when they are feeding

SOOTHING TIME

Cuddle your baby next to your skin so they can smell you and hear your heartbeat

Make soothing noises

Rest and relax when your baby is feeding

Panel 3



RESPONSIVE FEEDING

When breastfeeding

- Offer the breast when your baby shows signs that they are hungry
- Offer a feed when your breasts feel full
- Offer the breast to be close to your baby, reassure and comfort them.



When bottle feeding



- Offer a bottle when your baby shows signs that they are hungry
- Gently let baby take the teat into their mouth and allow them to feed at their own pace
- Recognise the signs that your baby has had enough and do not force baby to finish the feed
- Hold baby close during feeds with lots of eye contact
- Try to have most of the feeds given by yourself and one other person

BRAIN Poster

What matters to You?

It was great to see the BRAIN poster and What Matters to You? information displayed in a central place in the main corridor.

Parents do walk around and it is a good reminder that they are central to any decision that must be taken.

