HUGG: a journey in Family Integrated Care

The “Helping Us Grow Group”

Neonatal Unit
Royal Hospital for Children
Glasgow
Staff are great.

Sensitive, honest, explain, clear, friendly.

Amazing, concise, willingness to help.

Consistency, will always keep us informed.

Reassurance, always kept up to date, regular updates.

Thank you.
was not told

rules were different

conflicting information

left standing outside waited

poor discharge communication

vague

one thing

difficult to find our yay

vague

I wasn't called

confused info was different depending on staff

confusing information caught in crossfire of depts

confused lose trust

I wasn't called

confused info was different depending on staff

confusing information caught in crossfire of depts

confused lose trust
MY NAME  
MY FAMILY  
DATE 12/11

MY NURSES  
All of them!

MY DOCTORS  
All of them!

TO MY FAMILY  
Looking forward to going home! Love you x

TO MY NURSES & DOCTORS  
Thank you so much for saving my life. I have been treated like a princess and feel so much better! Love Always Thea XO
BENİM HEMŞİRE: Kirstine. Anne. Anne.

ÇOK FAZLA MUMYA VE BABA ENDİZE ETMƏYİN.

Dr. Patel:

BEN DE YAPIYORUM VE UMARIYM TOMMOROW BENİM TÜP OLMADAN KüÇÜK BİR DENĘYİ ALACAĞI. EGER SƏNİN BİLLƏRİNİ ÜZƏRİNDƏ KOLOYUÇUNUZDA GERÇƏLƏN ZEVK MUMYA O KADAR GÜZEL HİSSETƏM! İKHİZİ DE ÇOK SEVİYƏRƏM! XXX

NOT: BENİM HEMŞİPƏLER KOMİK TÜRKÇE ÖZƏLƏMLƏYİ ÇALIŞIYORUZ!
“I think the white board is great for communication with parents. I would encourage all nurses to use this.”

“We feel the staff / parent communication sheet is very helpful - a great idea!”
Parent feedback: 3 key themes

Wanting to be involved in care:
“*It really affects your emotions.....when I can get him out and hold him is a really good day*”
“We are here all day.....it would be great to be doing everything we can”

Consistency:
“It depends who is on how much you get to do”
“some tell me I can bath her, others don’t let me”
“the rules were different on different days”

Education, support and training:
“you don’t know how much you are allowed to do”
“We want to be trained by now”
A pilot cohort analytic study of Family Integrated Care in a Canadian neonatal intensive care unit

Karel O’Brien¹,², Marianne Bracht², Kristy Macdonell², Tammy McBride², Kate Robson², Lori O’Leary², Kristen Christie², Mary Galarza², Tenzin Dicky², Adik Levin³, Shoo K Lee²,⁴

Subjects: 42 primary caregivers and their infants, < 35 weeks gestation

Intervention:
• Caregivers attended > 8 hours per day
• Daily parent education sessions
• Mentoring by bedside nurses

Outcomes:
• Significant increase in rate of change of weight gain
• Increased breast-feeding rates
• Decreased Parental Stress Survey score
“Everyone will work together to ensure that parents are empowered to be primary caregivers with the confidence to care for their baby during their stay in the neonatal unit, through their transition to home and beyond.”
FAMILY EDUCATION
Support parenting in the NNU
Engage parents in care

PEER to PEER
Enable parents to share experiences and support each other

STAFF EDUCATION
Empower staff to support parents
Ensure consistency of approach

SUPPORTING FAMILIES IN NNU

ENVIRONMENT & RESOURCES
Physical factors to support family care

COMMUNICATION
Share our ideas and plans
Improve communication
“We want to be trained by now…”

Family Education Group

AIM - TO IMPROVE PARENT’S AWARENESS IN TOPICS SPECIFIC TO THEIR BABIES
<table>
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<th>MONDAY</th>
<th>TUESDAY</th>
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<td>“Expressing Milk”</td>
<td>“Helping My Baby to Develop”</td>
<td>“Bathing, Sterilising and Making up Feeds”</td>
<td>“How to help comfort your baby”</td>
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<td>“Help Us Prevent Infection”</td>
<td>“Graduate Parents”</td>
<td>“Baby Physiotherapy &amp; Speech and Language”</td>
<td>“Bathing, Sterilising and Making up Feeds”</td>
<td>“Communicating with Your Baby”</td>
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<td>“Coping with Stress”</td>
<td>“Transition to Breastfeeding”</td>
<td>“Take Time Out”</td>
<td>“What to Expect when your baby’s here”</td>
<td>“Parents Together”</td>
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<tr>
<td>“Getting Ready for Home”</td>
<td>“Tests &amp; Investigations”</td>
<td>“How Will My Baby Grow”</td>
<td>“Medicines and meet with the Pharmacist”</td>
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</table>
“The rules were different on different days”

“It depends who is on how much you get to do”

Staff Education Group

Aim:
• To empower staff to support parents
• To ensure consistency of approach
Family Centred Care Staff Survey

What does Family Centred Care involve?

• Care plans updated and developed with parents.
• Parental involvement in the provision of care
• Education of parents in handling and positioning of baby
• Parents being offered the opportunity to be present when care and other medical interventions are delivered if clinically appropriate.
• All of the above?

Response=100% agreed
What Procedures/Activities should parents be involved with?

Supporting parents taking their baby out of the for cuddles/skin to skin?

33% agreed
Audit of babies being held (247 infant days):
% of babies held

- yes: 76%
- no: 24%
Q6. Do you think parents should be allowed to stay during nursing handovers? Please select one option

- Never: 3%
- Always: 8%
- When possible but with exceptions: 21%
- Only in exceptional circumstances: 19%
- Other: 20%
- Not Answered: 29%
Medics use video to help parents of neo-natal babies

Medics treating infants at a Scottish hospital are using video technology in a new scheme helping parents keep in touch with their babies.

Staff are able to send short films of their patients to parents when they are away from the hospital.
COMMUNICATION
“BIG GROUP” MEETING!
WhatsApp groups
Wipe boards
VIDEOS
WEBSITE
TEXT (FLORENCE)
STATIC VIDEOS

FAMILY EDUCATION
DAILY EDUCATION SESSIONS

PEER TO PEER
BLISS Volunteers
Parent Buddies
Reunion party

RESOURCES
Identity / logo
Parent leaflets
Colour scheme/designs

STAFF AND FAMILY ENGAGEMENT

“STAFF EDUCATION GROUP:
FAMILY INVOLVEMENT IN CARE

PREPARATION FOR DISCHARGE

“FAMILY INTEGRATED CARE” IMPROVED OUTCOMES
• Listen to families

• Listen to staff

• “Grass roots”

• Innovation
The last word......