

Parental Access and Family Facilities Survey Update 2018 - Neonatal Wards

THIS SURVEY IS FOR COMPLETION BY EACH NEONATAL INTENSIVE CARE UNIT (NICU), LOCAL NEONATAL UNIT (LNU) AND SPECIAL CARE BABY UNIT (SCBU).

Introduction

Since 1985, Children's Health Scotland, formerly known as Action for Sick Children Scotland, has carried out surveys every few years of hospitals in Scotland that admit children and young people in order to monitor the availability of parental access and family facilities. The findings have been extremely useful for healthcare planners and providers at all levels within Scotland's NHS.

This 2018 survey will capture information on parental access and family facilities within all NHS hospitals in Scotland. The results of the survey, which is funded and supported by the Scottish Government, will be placed in the public domain and will inform the Scottish Government's policy making in relation to the healthcare of children and young people in Scotland. We are grateful for your cooperation in providing information on services for children and young people.

In return, we will supply your Health Board with data showing how your unit compares against the Scottish average for each question in the Survey and provide examples of best practice. All data will be anonymised before being shared or published so that no individual or ward can be identified. You will notice in the questionnaire that there are occasional questions to clarify which type of ward you are completing the survey for - this is to allow us to route you to questions which are appropriate for your ward type.

Your name has been provided by your Nurse Director as the most appropriate person to complete the survey. If you feel you are not the most appropriate person, please contact **Elizabeth May at Children's Health Scotland on 0131 553 6553 or e.may@childrenshealthscotland.org**. If you have any queries about the survey, please contact **Ian Christie or Susan Gardiner at Blake Stevenson by telephone (0131 667 2919) or email (ian@blakestevenson.co.uk or susan@blakestevenson.co.uk)**.

The survey should take around 30 minutes to complete and will be available until 19 November.

Please use the 'back' and 'next' buttons on the survey to navigate through the questionnaire - please do not use your internet browser's back button.

The questionnaire format will allow you to complete the survey in several visits, should you wish to do so. To save your answers at any point, please click on the 'Save' button at the bottom of the screen and follow the instructions carefully.

NB: In the questionnaire, 'Parent' means parent or carer with legal responsibility for the child, or parent substitute who is 'a suitably qualified person (e.g. an aunt or granny), not necessarily being legally responsible, selected for the care of the child in agreement with the child's wishes.

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How we will use the data you provide

Should you wish to view further information about how we will store and use the data you provide, and your rights in respect of the personal data we will hold about you, you can view this information on the Blake Stevenson website.

Your consent to take part

Please click on the 'Next' button to begin the survey.

By clicking the button you agree to participate in the survey we are carrying out on behalf of CHS, and a researcher may contact you to discuss your responses if clarification is needed.

Speciality or Type

Q1 Type of Neonatal Unit: (Answer required)

NICU (BAPM Level 3/4)

LNU (BAPM Level 2)

SCBU (BAPM Level 1/Midwifery Led Unit)

Q2 Number of cots in the unit:

ITU

High Dependency

Special Care

Transitional Care

Q3 The average bed occupancy between 1st April 2017 and 31st March 2018:

Q4 Does your NNU put into practice the principles described in the BLISS Baby Charter?

Yes

No

Q4a If no, please comment.

Q5 Do you provide transitional care in your maternity service?

Yes

No

Q5a If yes, is this provided on:

Postnatal ward?

NNU/SCBU?

Q6 Do you provide neonatal outreach?

Yes

No

Q6a If yes, please describe in more detail, including whether you provide a seven-day service.

Q7 Do you admit neonates after surgery?

Yes

No

Q7a If yes, to what extent?

Part 2: Parental Access

Visiting

Q8 Please indicate the visiting arrangements and any restrictions for parents, carers, siblings, grandparents and family friends (please tick or comment as required):

	Open - no restriction	Variable by agreement	Limited hours	None permitted
Parents/carers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Siblings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grandparents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What rules apply to sibling visits (e.g. age of sibling, hours of access)?

Please describe any on-site facilities where parents might leave the child's siblings, e.g. sibling creche?

Q8a Are these arrangements consistently applied by all staff (e.g. nurses, doctors)?

Yes

No

If no, please explain.

Q8b Are rapid access arrangements in place for visitors (e.g. visitors are provided with a key card or security code, or they provide thumb prints)?

Q9 Please tick to indicate if parents/carers are encouraged to stay with their baby: (Please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> At all times | <input type="checkbox"/> During nursing bedside handovers |
| <input type="checkbox"/> During medical rounds when their baby is seen | <input type="checkbox"/> During procedures on their babies |
| <input type="checkbox"/> During medical rounds when other babies are being seen | <input type="checkbox"/> During procedures on other infants in the same room |
| | <input type="checkbox"/> Other |

If any others, please specify.

Q9a Comments:

Facilities for Parents/Carers

Q10 Is written information about parent/carer facilities made available?

- Yes No

Q11 How long can a mother stay on the postnatal ward when her baby is in NNU?

Q12 When the mother has been discharged from the maternity ward, can a parent stay overnight:
(Answer required)

- | | Yes | No |
|---|-----------------------|-----------------------|
| At the cot-side? | <input type="radio"/> | <input type="radio"/> |
| In a bedroom within the NNU? | <input type="radio"/> | <input type="radio"/> |
| On a postnatal ward or children's ward? | <input type="radio"/> | <input type="radio"/> |
| In a room elsewhere in the hospital? | <input type="radio"/> | <input type="radio"/> |
| Elsewhere on the hospital site? | <input type="radio"/> | <input type="radio"/> |

Q13 Is the number of resident parents limited by lack of accommodation?

- Yes No

Q13a If yes, please comment.

Q14 Did you ever have to turn a parent away through lack of accommodation in the year 1 April 2017 -31 March 2018? (Answer required)

- Yes No

Q14a If yes, how often did this occur?

- | | |
|---|--|
| <input type="radio"/> Weekly | <input type="radio"/> Every 6 months |
| <input type="radio"/> Monthly | <input type="radio"/> Every 6 months to 1 year |
| <input type="radio"/> Every other month | <input type="radio"/> Once a year or less |

Q15 Can both parents stay overnight at the same time?

- Yes No

Q15a Comments:

Q16 Can a sibling stay overnight with the parent in off-NNU accommodation?

Yes

No

Q16a Please comment on your answer to the previous question.

Q16b Where would the siblings sleep? (Please specify.)

Q17 Are there any of the following dedicated facilities for parents on or off the ward? (Please tick all that apply)

Washing/showering facilities

Kitchen facilities

Laundry facilities

None of the above

Sitting room

Q17a Please expand on your answer to the previous question.

Family Support

Q18 Does your unit have access to: (Please tick all that apply)

Family Liaison/Family Support Worker?

Other family support service e.g. Bliss?

Social Worker?

None of the above

Q18a Please expand on your answer to the previous question.

Q19 Are parents/families offered access to spiritual care when in hospital?

Yes

No

Q19a If yes, how is this provided?

Q20 Are bereavement facilities in place for a family following a neonatal loss?

Yes

No

Q20a If yes, please describe (e.g. dedicated quiet room).

Q21 What process of care do you use? (Please tick all that apply)

Named nurse

Team nurse

Other

Q21a If other, please describe.

Q22 Do you offer any facilities, equipment or skilled support for mothers to express breast milk while in NNU?

Yes

No

Q22a If yes, please describe.

Q22b Are mothers offered free loan of a breast pump when expressing milk when their baby is in NNU?

Yes

No

Parent Refreshment

Q23 Are parents/carers provide with information about arrangements for food and drink either before or on admission? (Answer required)

Yes

No

Q24 What refreshment options are available for parents/carers? (Please tick all that apply)

9am to 8pm

8pm to 9am

A parent/carer can get a hot or cold drink near the ward

Parents/carers able to get a meal within the hospital

Parents/carers have access to food at non-commercial prices

Q25 Are breastfeeding mothers provided with meals?

Yes

No

Q25a If yes, is this:

Free

Subsidised

Neither free nor subsidised

Q26 Please tick if any of the following are available for parents/carers and/or siblings:

For parents/carers

For siblings

Use of staff canteen

Self-catering facilities for resident parents/carers or siblings

Self-catering facilities for non-resident parents/carers or siblings

Eat with the child on ward

Vending machines

Cafe facilities

Q26a Please comment further on your answer to the previous question.

Part 4: Records/Feedback

Q27 Please state if: (Please tick all that apply)

All families are offered written information about ward routines on admission, including how to access their child's records

Parents are encouraged to provide feedback, including decision making, service design and service evaluation

Part 5: Service Provision

Q28 Have there been any major changes in service provision for neonatal care since 2012? (Answer required)

Yes

No

Q28a If yes, please tell us what these are.

Q29 Do you have any major changes planned for neonatal care in the next 12 months?

Yes

No

Q29a If yes, please tell us what these are.

Part 6: Travel

Q30 Please state if written information on reimbursement of travel costs/car parking is available to parents/carers. (Answer required)

Yes

No

Q30a If yes, please state if this applies to parents when their child is transferred to a tertiary centre.

Yes

No

Not applicable

Q30b Please state if:

	Yes	No
Information on reimbursement of travel costs/car parking is available on the unit	<input type="radio"/>	<input type="radio"/>
This is available from the hospital information service	<input type="radio"/>	<input type="radio"/>
This is available on the NHS Board website	<input type="radio"/>	<input type="radio"/>

Q31 Does your NNU have access to Health Play Specialists when indicated? (Answer required)

Yes

No

Q31a Please explain your answer to the previous question.

Play Provision

Q32 Are siblings included in play opportunities?

Yes

No

Q32a Comments:

We would now like to ask you for some final information:

In any published material, the data will be anonymised and it will not be possible for anyone to link the responses to any individual.

Q33 Name of member of staff completing this survey:

Q34 Designation:

Q35 Phone:

Q36 Email address:

Q37 Unit name/number or department: (Answer required)

Q38 Hospital name: (Answer required)

Q39 Hospital type: (Answer required)

- Children's hospital District general Rural general

Q40 Health board: (Answer required)

- | | | |
|---|---|-------------------------------------|
| <input type="radio"/> Ayrshire & Arran | <input type="radio"/> Grampian | <input type="radio"/> Orkney |
| <input type="radio"/> Borders | <input type="radio"/> Greater Glasgow & Clyde | <input type="radio"/> Shetland |
| <input type="radio"/> Dumfries & Galloway | <input type="radio"/> Highland | <input type="radio"/> Tayside |
| <input type="radio"/> Fife | <input type="radio"/> Lanarkshire | <input type="radio"/> Western Isles |
| <input type="radio"/> Forth Valley | <input type="radio"/> Lothian | |

Thank you very much for your help.

Please now click on the 'submit' button below to submit your answers. You will then be redirected to the Children's Health Scotland website.