

# Facilitating partners to stay overnight on the Maternity Ward

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## 1. Background and Problem

Complaints had been received from women that they were unhappy that their partners could not stay overnight either when they were in early labour or newly postnatal. This provision was only available to women staying in side rooms and not to those in four-bedded bays.

This QI project was undertaken to facilitate partners to stay overnight in the four bedded bays if requested.

## 2. Aim

To increase the percentage of women scoring 8 or above on a satisfaction scale to 50% by December 2018.

## 3. Method

### Outcome Measures

Patient satisfaction: percentage of patients scoring 8/9/10 on a satisfaction scale, with 0 being completely dissatisfied and 10 being completely satisfied. Qualitative and quantitative surveys carried out on different days of the week to account for day to day variation (e.g. no elective surgery on weekends).

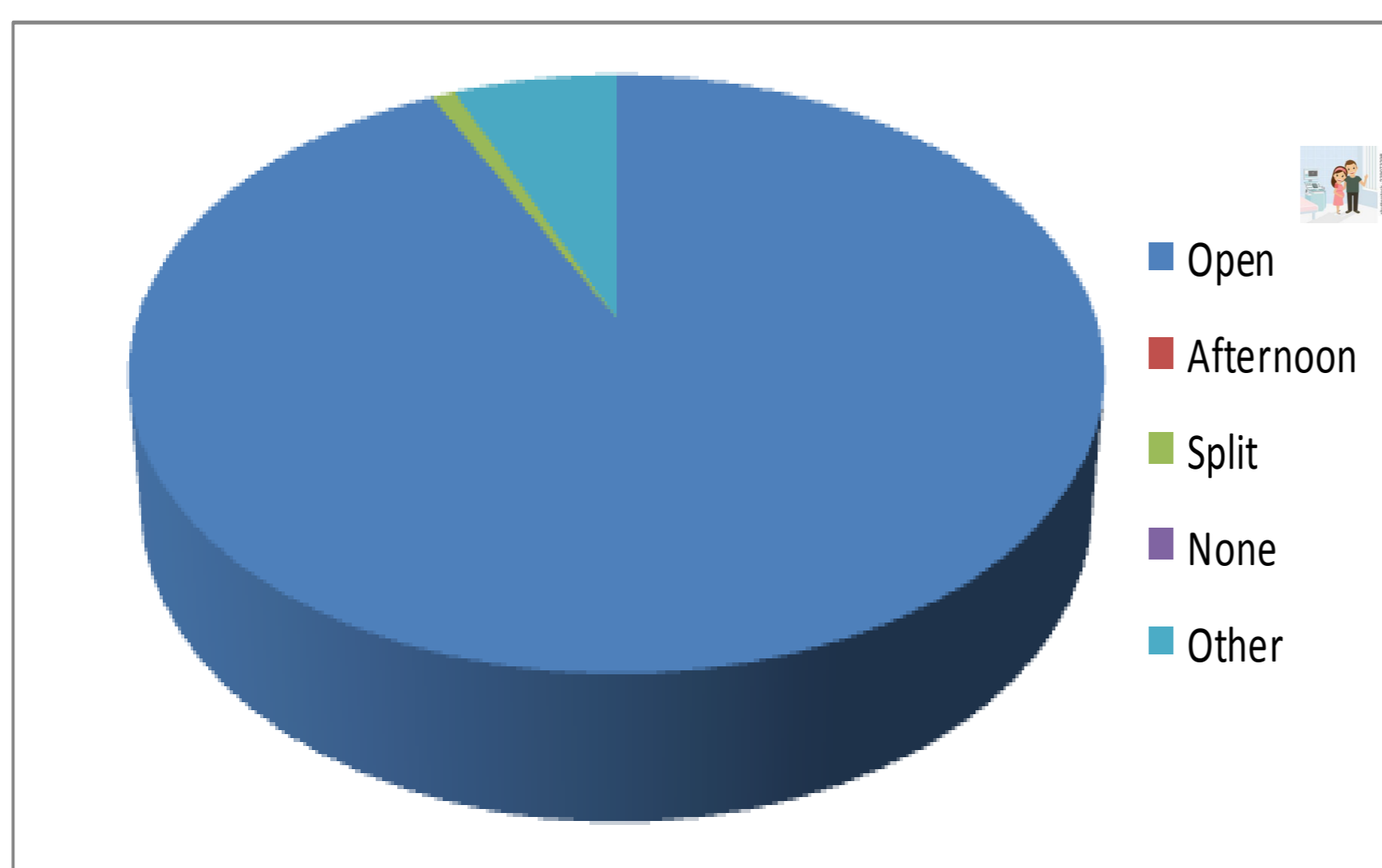
### Process Measures

Root causes of success or failure: e.g lack of equipment; reduced capacity.

### Balancing Measures

Transient factors that may affect outcomes: e.g. particularly high or low patient numbers.

Aim	Primary Drivers	Secondary Drivers	Change Ideas
To improve patient satisfaction by 50% by December 2018, by allowing partners to stay overnight in 4-bedded bays on the Maternity Ward.	PATIENT	COMMUNICATION	Provide health education to both parents whilst on the ward
			Provide AN information regarding other women's partners' presence (booking pack/AN visits)
		PSYCHOLOGICAL WELLBEING	Assess health and wellbeing of both parents in early PN period
	STAFF	PERSONAL HEALTHCARE	Provide management of expectations (leaflet/bedside information sheet)
			Teach and assess skills for parenting and feeding
		WORKLOAD	Observe for risk of PND/stress in both parents
			Partners taking more active role in non-clinical tasks to reduce staff workload
		CULTURE	Provide education on importance of family bonding/support system
			Visit other units to observe their systems
		POLICY	Produce guidelines/policy
	ENVIRONMENT	ROOM LAYOUT	Consideration of furniture dimensions
			Reducing baggage brought to hospital
		PRIVACY	Discuss single sex occupancy rules with Trust
			Implementation of mobile phone rules
FINANCE	INFECTION CONTROL / HEALTH & SAFETY	Introduce of quiet times	
		Investigate possibility of partner toilet/shower facilities	
	SECURITY	Discuss feasibility with fire officers	
	EQUIPMENT	Employ ward clerk/security guard 0900-2100	
	SUSTENANCE	Purchasing furniture e.g. recliner chairs	
	Investigate costs of meals/drinks for partners and how to fund this		



Results of survey taken by patients on the Maternity Ward, showing what they would like visiting hours for their partners to be.

Open	100
Afternoon	0
Split	1
None	0
Other	7
<b>Total</b>	<b>108</b>

## 6. Results:

Visiting times for other members of the family were changed to reflect the wishes of the patients, despite staff resistance and visiting for partners is going to go to 24 hours from the beginning of October 2018.

## 7. Our Findings:

We have learnt that the opinions of patients are paramount, and we believe this project will benefit patients and give them an overall better experience.