



Minutes of FiCare Steering Group

Tuesday 07 September 2021
10.00am – 12.00pm

Via Microsoft Teams

Present:

Cara Hobby (CH), Deputy Lead Nurse (FiCare & PPI), EMNODN (Chair)
Haddie Borbely (HB), Care Coordinator, EMNODN
Cathy Franklin (CF), Matron, United Lincolnshire Hospitals
Mini Shaji (MS), Clinical Sister, Northampton General Hospital
Malize Lawrenson (ML), FiCare Link Nurse, Northampton General Hospital
Karen Sampson (KS), Senior Sister, Royal Derby Hospital
Margaret Pratt (MP), Ward Manager, University Hospitals of Leicester
Tilly Pillay (TP), Neonatal Consultant & FiCare Medical Lead, University Hospitals of Leicester
Sarah Roberts (SR), Band 5 & FiCare Link Nurse, King's Mill Hospital
Kate Rogers (KR), Practice Development Matron, King's Mill Hospital
Jenny Machell (JM), Ward Manager, Nottingham University Hospitals
Julie Versteeg (JV), Family Care Sister, Nottingham University Hospitals

In Attendance:

Linsay Hill (LSH), Office Manager, EMNODN (Minutes)

	Subject	Attachment	Action
1.	Apologies for Absence Wendy Copson, Carole Chapman, Sarah Roberts, Catherine Chadwick, Kerry Jeffrey, Lynsey Jones, Catherine Johnson, Linda Hunn, Judith Foxon		
2.	Terms of Reference A draft copy of the group TOR was circulated ahead of the meeting. CH asked that all read through and send any comments/suggestions on email to LSH in by Wednesday 06 October with a view to approving at the next meeting. LSH to arrange date/time of next meeting. LSH to recirculate a copy of the TOR to SR.		ALL LSH LSH
3.	Neonatal Voices Lincolnshire As a Network FiCare team CH & HB will be working closely with the five local maternity & neonatal systems (LMNSs) to create the neonatal voices partnerships (NVPs) which is		

	<p>designed to be a subgroup of the maternity voices partnerships (MVPs) that are already up and running with the LMNSs. Lincolnshire are already well established and leading the way with quite an active MVP already set up and it would be really great if we could get that level of energy across the rest of the region and start to set up those partnerships in each of the other counties.</p> <p>The Lincolnshire model provides us with a good template that we can use to base ourselves on and create the partnerships elsewhere across the region. Therefore, we have organised a NVP event which will be held on the 29 September 2021 with key stakeholders invited. Lincolnshire will be presenting their model and talking about their journey to get there, the barriers, successes, how they've done it, how they've got engagement. We have invited the chairs from the LMNSs, unit representatives and also the chairs from the MVPs so that we can really start to talk about the next steps in creating NVPs.</p>		
<p>4.</p>	<p>Update from PAG Lynsey Jones, PAG Chair was unable to attend today's meeting however it is the intention that Lynsey or another member of the PAG will attend from a parent perspective to update this group with the main discussion points from the PAG. The last PAG was 24 June 2021 and the main area of discussion was around visiting and the potential to open up the units to siblings and other family members post COVID-19. There were also some nice ideas suggested for sibling involvement where they couldn't be present, for example story books and colouring books etc. If anyone wants to know more on this contact CH/HB.</p> <p>CH explained that the Network FiCare team have been campaigning to increase both the attendance and diversity of parents at the PAG. So far, having covered LGBTQ+ (June) and Disability with posters created. All to share with local parent support groups, across social media pages and display on the units. SR confirmed that the disability poster has been displayed at KMH and asked for LGBTQ+ information to be shared again.</p>		<p>ALL</p> <p>ALL</p> <p>CH</p>
<p>5.</p>	<p>Unit Presentation As part of this agenda item at future meetings we would like each unit (one per meeting) to give a 10-minute presentation to give/discuss current status of FiCare on their unit, what they are working on, any future plans etc. This will enable the group to celebrate achievement and recognise/discuss any common barriers to implementing FiCare projects.</p> <p>SR volunteered to do presentation at the next meeting.</p>		<p>SR</p>

<p>6.</p>	<p>FiCare Projects</p> <p>RDH – FiCare Link nurse is currently on maternity leave however cover Dally has been identified. Becky Jerome had started putting together cot side books and these are in the process of being put out. A FiCare display will be put up. KS shared comments on journey to discharge tool and how best to implement this at Derby, following some negative comments from past parents. The team also working on improving the use of parent facilities. KS to send Dally’s contact information to HB.</p> <p>TP has scoped against BAPM FiCare principles. Big project and keen for there to be Network wide development of a FiCare App for parents to have available at cotside. TP would like this group to be a platform to discuss taking this forward. Also developing a multilingual element. Post meeting note: CH/HB have arranged to meet with TP to further discuss.</p> <p>NGH – making leaflets welcoming parents, created a bookmark and the daisy to discharge. ML reported that there are issues with completion of competency packages and the parent passports.</p> <p>LGH – Hazel Turrill is now back in FiCare Link role. Lots of ideas/projects to expand on. Hema Parmar will be leaving link role and so a replacement will need to be identified asap. MP will advise HB once confirmed.</p> <p>KMH - FiCare bedside folders with parent information, craft ideas, competencies going well. Submitted second audit for Bliss. In process of implementing train to home discharge tool with something separate planned for Intensive Care milestones. FiCare care plan will be going for approval in September. Presenting family and friends feedback on entrance board. 5 patients rooming in yesterday. SR to link and share ideas with new Derby link nurse.</p> <p>NUH - hopefully recruited to City FiCare Link, and hopefully in post soon. One project all about me poster, wipe clean parents fill in, working well. Looking at steps to discharge tool which will be in folders rather than on display. Having lots of babies being transferred from hospital to hospital so working on advertising Network. CH explained that HB has been working on creating Network information posters.</p> <p>CH explained that there will be a revamp of the parent passport/competencies.</p> <p>CH will add transferring families as an agenda item for future meetings. All to go back to units and outline/document what the current process is for identifying most suitable babies for transfer out. CH to email those units who aren’t present.</p>		<p>KS</p> <p>MP</p> <p>SR</p> <p>ALL</p> <p>CH</p>
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	<p>KR suggested the possibility of a Network proforma for referral process/transfer to instigate the asking right questions. The group discussed the merits of proforma vs aide memoire.</p> <p>HB explained that there is a parent transport information leaflet available on the Network website. There is also an accompanying letter for parents which was circulated on email a number of weeks ago.</p> <p>SR confirmed that Network information has been included within the welcome book at KMH.</p> <p>JV said there have been a number of virtual discharge meetings recently which have avoided transfer back to home hospitals which facilitated direct discharge to home avoiding additional hospital transfers. There has been great communication and JV gave thanks to Derby and Burton.</p> <p>ULHT - two really enthusiastic link nurses however their work was suspended recently due to lack of staffing. The submarine to discharge continues. Competencies are included on ward assurance.</p> <p>CH thought that as there are lots of units working on steps to discharge tools, it would be useful to add as an item on the next agenda for further discussion.</p>		LSH
7.	<p>Bliss Baby Charter Network have funded all units to Gold accreditation and CH & HB will be working with units to support. NUH already have gold accreditation.</p> <p>Chelsie Letts at Bliss is now on maternity leave, a replacement will be identified, and CH will share the name once known.</p> <p>In order for CH/HB to support units, they need to have clear picture on where all are currently. All to double check audit spreadsheets have been shared with CH/HB. Also devised spreadsheet which can be shared for use for anyone who is interested, designed to be helpful tool/aide.</p>		CH ALL
8.	<p>UNICEF Baby Friendly HB & CH will be working closely with units to support the journey to achieving. A spreadsheet has been created to document where each of our units are currently and if anyone would like a copy to use locally please contact HB.</p>		ALL
9.	<p>Neonatal Critical Care Review The review is huge with lots of actions. The purpose of featuring on this agenda is to discuss progress against action 6 which is develop and invest in support for parents. A couple of items to update on in response to that; NVP comes under this remit and there is the event on 29 September 2021 to take</p>		

	<p>this forward. CH also explained that there is quite a bit of crossover between action 6 and action 5 'Developing strategies for the AHPs' e.g. psychologists are there for parent support and therefore provided an update on the recruitment of the Network AHP posts.</p> <p>FiCare link nurse roles are continuing. For those units who have new links if could send CH/HB their email details. MP asked if the link nurse funding will continue. CH to confirm with LH and communicate with the group.</p> <p>Peer reviews and cots side reviews run alternative years. The cot side visits were paused due to COVID-19. These will now recommence with the peer reviews starting from March 2022.</p>		<p>ALL CH</p>
<p>10.</p>	<p>Update from National Care Coordinators Group The group was started by the North East Network, who were the first Network to have a Care Coordinator in post. Some networks are still recruiting to these posts. So far the meetings have been introductory and providing peer support for the Care Coordinator roles. Responded as National group to the BAPM framework.</p>		
<p>11.</p>	<p>Education This item will cover parent education and FiCare education for staff (Nursing/Medical/AHPs). Would like to see a roll out of shared teaching. Will be looking at creating FiCare module for Network Foundation programme in near future. Would also like to see this included in junior doctors' induction too.</p> <p>JV confirmed there is a new QIS course in Nottingham and as part of this a specific FiCare teaching sessions are being done. JV to share with HB/CH.</p> <p>The Network Education team; currently Judith Foxon and Susan Chisela (part-time), will also be supporting with FiCare Education. The team has recently expanded and have just recruited to 1.6 WTE education posts.</p> <p>The parent passports are being worked on, as aware that they are not being used consistently. It is the intention to combine with the competency packages to come up with something which will be very much owned by parents. Will be shared for comment once available.</p>		<p>JV</p>
<p>12.</p>	<p>AOB HB is in the process of updating the Network website, with more information for families and some corresponding posters that will direct families to this section of the website, this is work in progress but hoping to get out soon to be used as a resource for families. Also in the process of creating posters to highlight who the Network are for display on each of the unit Network information boards.</p>		

	<p>CH/HB working on a FiCare Newsletter called Family Matters which will be out later this week. Some units have already shared stories/areas of excellence, parent experiences.</p> <p>CH explained that the TOR for this group includes reviewing accommodation provision across the region for parents and developing initiatives to advance facilities available for parents to be resident with their child. Not much to report on at the moment but there will be meetings arranged with units to discuss accommodation provision, with more of a focus on what can we do to enhance and support additional parent facilities.</p> <p>There will be a trial of Reciteme, which will translate website information including pdfs into over 100 languages. CH will share link for all to trial and it will be really important to units to look at and give feedback.</p> <p>If there is anything anyone would like including in future meetings to email/call CH/HB.</p>		<p>CH ALL</p> <p>ALL</p>
<p>15.</p>	<p>Date and time of next meeting Tuesday 14 December 2021, 10.00am – 12.00pm, via Microsoft Teams</p>		