



National Maternity Hospital			
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Service Provider	
<b>Name</b>	The National Maternity Hospital ( <b>NMH</b> )
<b>Address</b>	Holles Street
<b>City</b>	Dublin 2.
<b>Website</b>	<a href="http://www.nmh.ie">http://www.nmh.ie</a>
<b>Email</b>	Various (for this Statement of Purpose, <a href="mailto:rirwin@nmh.ie">rirwin@nmh.ie</a> ).
<b>Telephone</b>	01 637 3100

Legal status	
<b>Status</b>	Registered Charity (#: 1387)
<b>Governance and mgmt.</b>	<ul style="list-style-type: none"> <li>▪ Board of Governors</li> <li>▪ Executive Committee of the Board</li> <li>▪ Master</li> <li>▪ Committees</li> <li>▪ Royal Charter 1936</li> </ul>

Responsibility for service quality and patient safety			
<b>Overall accountability and responsibility</b>	Prof Shane Higgins		
<b>Title</b>	The Master		
<b>Contacts</b>	Tel:	01-637 3520	Email: <a href="mailto:shiggins@nmh.ie">shiggins@nmh.ie</a>

Mission
<p>As the largest Maternity Hospital in Ireland and a national referral centre for complicated pregnancies, premature and sick infants, our mission is to ensure our patients receive high quality, safe, evidence based care whilst respecting their dignity and rights. This is will be achieved through fostering excellence and innovation in patient care, training and education and research in a culture of quality and safety where each person is valued, respected and facilitated for personal and professional growth.</p>

Vision
<p>To be renowned as a world class hospital for the care of women and infants.</p>

Values	
<b>Quality</b>	To identify and exceed world class patient care standards ( <i>clinical and otherwise</i> ), we will continue to evolve smarter, faster and more effective and efficient ways to deliver our maternity and infant services.
<b>Understanding and compassion</b>	In every personal interaction as we treat everybody with empathy, honesty and openness.
<b>Respect</b>	Value each individual we deal with by treating them with consideration and due regard of their feelings, wishes or rights.
<b>Collaborative</b>	Through constant, consistent communication we will strive to work together, irrespective of service user or staff member ( <i>including discipline or department</i> ), to share knowledge and skills as well as continuously learn.
<b>Vigilance</b>	We will constantly attempt to anticipate the challenges of tomorrow and as a result develop new, innovative and better ways to deliver our maternity and infant services.

Aim
To deliver a first class, high quality, patient-focused service through the provision of safe and effective care to women and infants delivered by skilled professionals in a cost effective manner.

Objectives	
1.	To create an environment that fosters excellence and innovation.
2.	To ensure that our patients receive high quality, safe, evidence based care and that their dignity and rights are respected.
3.	To actively promote and strengthen a culture of quality and safety throughout the hospital.
4.	To create a working environment where each person is valued, respected and facilitated for personal and professional growth.
5.	To continue our strong commitment to education and research.
6.	To maximise the use of our resources and enhance strategic alliances.

## Service user population

- The NMH primarily provides Obstetrics, Gynaecology and Neonatal Services with the original focus of our services being the poor people of the districts surrounding Holles Street, Dublin. However continuous change and growth means that today one in every twelve Irish citizens began life in our hospital.
- The NMH delivers over 9,000 infants a year and is recognised as a national referral centre for complicated pregnancies, premature and sick infants.
- Our Gynaecology Unit also treats over 9,000 patients annually.
- The NMH has also built up a reputation for undergraduate and postgraduate training and holds international courses on the Active Management of Labour each year. The NMH also trains Midwives and runs an annual Higher Diploma course in Neonatal Studies in conjunction with the two other Dublin Maternity Hospitals and the Royal College of Surgeons in Ireland.
- The NMH established a Community Midwifery service in 1998 including homebirth, Domino birth and early transfer home programmes. This service covers Dublin and North Wicklow and continues to be the busiest Community Midwifery service in Ireland.
- The NMH is part of the Ireland East Hospital Group (IEHG) which comprises of 11 hospitals. The IEHG is Ireland's largest hospital group serving 1.1 million people, with University College Dublin (UCD) as its academic partner. There are 3 other maternity units within the IEHG.

## Service delivery model

- The NMH is a service provider to the Health Service Executive (HSE).
- Our services are delivered in compliance with an agreed annual Service Level Agreement with the HSE which allocates an annual budget from the HSE.
- Services are provided are also in compliance with the National Maternity Strategy 2016-2026 "Creating a better future together" and the companion document "The National Maternity Strategy Implementation Plan".
- The Clinical Programmes of most relevance to NMH are the Obstetrics and Gynaecology Programme and the Paediatric Neonatal Programme.
- In addition to the services listed herein which are delivered onsite in the NMH, Holles Street, there is significant inter-linking of services between the NMH and other hospitals including St. Vincent's University Hospital, Temple Street Children's University Hospital, Our Lady's Hospital for Sick Children, Crumlin, Mater University Hospital.

## Services and provision

The NMH provides expert care to women and infants from the island of Ireland by planning the safe care of the pregnant woman throughout their pregnancy and the immediate aftercare. We are a tertiary referral centre providing a wide range of expert services designed to improve the healthcare experience of mothers and infants, including women's health services, such as colposcopy, urogynaecology, fertility/reproductive medicine, mental health, pain management, oncology services, and neonatal.

## Facilities, layout and staff

The NMH is a single location hospital established in 1894, employing approximately 820 people and is the largest Maternity Hospital in the State as measured by annual deliveries and also one of Europe's largest maternity hospitals. The hospital has recently undertaken a range of refurbishments which are balanced against our forthcoming move to St. Vincent's Campus. These refurbishments include: Delivery Ward, NICU, Ultrasound Dept., Colposcopy, Emergency Casualty (Triage).

## Antenatal education and preparation

Services provided	Description
Early Pregnancy Class	This focus of this class is to promote wellness and maintain good health in pregnancy and beyond. It is aimed at women of up to twenty weeks gestation and is facilitated by a Midwife, Pharmacist, Dietitian and Physiotherapist.
Classes for First Time Parents	The NMH offers sets of classes designed for first time parents. A complete set of classes runs over five weeks with each class lasting approximately one hour. Alternatively classes can be provided over two full Monday mornings/Tuesday afternoons.
Young Mums and Dads	This class is aimed at the younger Mum and Dad ( <i>late teens to approximately 22 years of age</i> ) and is a small, interactive class, facilitated by a Midwife. Partners and other support people are always welcome to attend.
Refresher Class ( <i>for women who have a child already</i> )	This class is designed for women who have had a previous vaginal delivery with the aim to help prepare such women for their current pregnancy's labour and delivery. The class is facilitated by a Midwife and Physiotherapist and, where possible, concludes with a tour of our Delivery Ward for those who wish to see it. Partners and other support people are always welcome to attend.
VBAC Class ( <i>preparing for vaginal delivery after previous caesarean</i> )	This class is designed to support women who have had a previous Caesarean section and are hoping for a vaginal delivery in current pregnancy. This is known as a vaginal birth after Caesarean section or VBAC. The class aims to empower women to maximise their chances of a vaginal delivery and is facilitated by a Midwife and Physiotherapist. Partners and other support people are always welcome to attend.
Preparing for Elective Caesarean Section.	This class is designed for women where it has been decided that an elective Caesarean section is the most likely delivery method. Facilitated by a Midwife and Physiotherapist, it aims to prepare women for their Caesarean Section. Partners and other support people are always welcome to attend.
Preparation for Breastfeeding	This class, facilitated by Lactation Consultants is designed to help start a positive breastfeeding journey.

<b>Community and General Midwives Clinics</b>	
<b>Services provided</b>	<b>Description</b>
Domino	<p>This is Midwifery-led care from the beginning of pregnancy, during labour and until an infant is 5-10 days old. Antenatal care is provided by a Team of Midwives in one of our community based clinics. Our ethos while caring for women and infants is to encourage and support normal childbirth with minimum intervention, with the aim of early discharge from 6 hours post-delivery. The Team continues to provide postnatal care, support and advice in the comfort of Mum's own home for 5-10 days following discharge from the hospital.</p> <p>Women living within a specific geographical area can avail of this service and deemed at low risk of complications during pregnancy and birth.</p>
Homebirth	<p>The Community Team offer a homebirth service to low risk women living in the south Dublin area. Women who choose this service will attend a satellite clinic of their choice and also have a home visit to discuss their homebirth plan in detail. Two of our Midwives will attend the birth of an infant with follow up care from our Team in the home.</p> <p>Women living within a specific geographical area and deemed at low risk of complications during pregnancy and birth can avail of this service.</p>
Community Midwifery Satellite Clinics	<p>Following an initial booking visit with a Consultant Obstetrician in either the main hospital or one of our satellite clinics, women have the option of attending Midwives clinics in Dun Laoghaire, Ballinteer, Bray, Greystones, Wicklow town, Arklow and/or Loughlinstown.</p>
Early Transfer Home	<p>A Team of Midwives provide postnatal care, support and advice in the comfort of their own home for women living in the South Dublin and North Wicklow area with the aim of alleviating accommodation pressures on public wards. This care includes weighing an infant and performing the Newborn blood spot screen.</p> <p>Women wishing to avail of this service may leave hospital 12-36 hours following the birth of their infant which is arranged on the Postnatal Ward with no advanced booking is required. Only women who are public patients living within a specific geographical area and can avail of this service</p>

<b>Specialist Maternity Clinics</b>	
<b>Services provided</b>	<b>Description</b>
Debriefing after delivery	<p>Offered to expectant mothers who request discussion on their previous pregnancy and deliveries.</p>
Cardiology and renal clinics	<p>Rapid access to Cardiology and Renal clinics in St. Vincent's University Hospital.</p>
Diabetes	<p>The Multidisciplinary Diabetes Team includes an Endocrinologist, Obstetricians, Dieticians and Midwives who work together to provide diabetes care to all pregnant women with Type 1, Type 2 or Gestational Diabetes.</p> <p>The Team provide a comprehensive holistic approach to ensure a high quality and safe pregnancy with regular care and support to deal with the range of challenges diabetic women have during pregnancy and post-delivery.</p>

Epilepsy Clinic	Twice monthly clinics led by Clinical Nurse Specialist in epilepsy for expectant mothers.
GUIDE Clinic	Rapid access to the Department of Genito Urinary Medicine and Infectious Diseases (GUIDE) clinic in St. James' Hospital for mothers with underlying infectious disease.
Haematology Clinic	Weekly Consultant-led clinic for mothers with underlying clotting blood disorder.
Hepatology Clinic	Hepatology Consultants visit the NMH to review expectant mothers with liver concerns.
Hypertensive Clinic	A Consultant Cardiologist with special interest in hypertension visits fortnightly to review mothers with hypertensive disorders.
Maternal Medicine Clinic	A clinic providing pre-conception and antenatal care for women with an underlying co-morbidity.
Pain Clinic	An Anaesthetic Team review expectant mothers, postnatal mothers and non-pregnant women regarding pain management.
Preterm Surveillance Clinic	Antenatal care for expectant mothers who have had a previous spontaneous delivery between 16-34 weeks gestation as well as for women who have had 2 previous cervical surgeries.
Rheumatology	A Consultant Rheumatologist and his Team visit monthly to review expectant mothers with underlying rheumatology and related disorders.
Pre-conception Clinic	Pre-conception Consultants visit fortnightly with relevant Specialist Clinicians to provide care for women with underlying morbidity or previous pregnancy complications.
Teenage Clinic	A combined Consultant and Midwives clinic for expectant mothers under the age of 18 years, with specialist support from multi-disciplinary team.
Poppy Clinic	Postnatal clinic for mothers who suffered a complication during their pregnancy, labour, delivery and postnatal period. This clinic includes wound management, medical and obstetrical review and debriefing.

### Ultrasound Scanning (USS) Service

Services provided	Description
Early Pregnancy Unit	<p>The Early Pregnancy Assessment Unit in the Ultrasound Department is an appointment only service. Referrals are accepted from GPs and the maternity Triage service. This is a Midwifery-led service that is available to women less than 12 weeks pregnant and experiencing early pregnancy problems, such as vaginal bleeding and abdominal pain.</p> <p>An ultrasound scan (USS) is performed externally (<i>trans-abdominal scan of the lower abdomen with a full bladder</i>) or internally (<i>trans-vaginal scan with an empty bladder</i>); an internal scan is usually required to examine a pregnancy less than 7 weeks. Depending on the scan results a blood test may also be taken.</p>



<p>Anomaly ultrasound scan</p>	<p>Offered to all women between 20-22 weeks gestation and provided by Specialist Midwife Sonographers and Radiographers. The purpose of an anomaly ultrasound scan is to check the health of an infant, assess its growth, confirm due date, assess amniotic fluid volume as well as the location of the placenta (<i>afterbirth</i>). A full bladder is not required and the scan takes 20-30 minutes to complete.</p> <p>This scan checks for major physical abnormalities in an infant although it cannot detect every problem. In most cases the scan will show that an infant appears to be developing normally. However, in some cases the Sonographer will identify or suspect a problem that requires a referral to a Fetal Medicine Specialist.</p>
<p>Ultrasound Scan after 22 weeks</p>	<p>Following a normal anomaly scan (<i>20-22 weeks scan</i>), another routine ultrasound scan appointment will not be made unless there is a clinical indication. Clinical indications include pain, vaginal bleeding, reduced fetal movements, high blood pressure, low-lying placenta, a pre-existing medical condition, past obstetric history, a concern regarding the health of an infant or an infant's position. If a mother is overdue she will be referred for further assessment.</p>
<p>Fetal Medicine</p>	<p>The NMH provides a country-wide referral service for maternal and fetal high risk pregnancies. This service is provided by 6 sub-specialists in Maternal Fetal Medicine with daily fetal medicine clinics attended by a Fetal Medicine Specialist and urgent referrals seen within 24-48 hours of referral.</p> <p>The Fetal Medicine Services include:</p> <ul style="list-style-type: none"> <li>▪ Prenatal diagnosis including 1st trimester screening and fetal anomaly scanning in the 1<sup>st</sup> and 2<sup>nd</sup> trimester.</li> <li>▪ Non-invasive prenatal screening, the "Harmony Prenatal Test".</li> <li>▪ Fetal echocardiography in collaboration with paediatric cardiology.</li> <li>▪ Neurosurgical clinics in collaboration with Paediatric Neurosurgeons and Neurosurgical Nurse Specialist.</li> <li>▪ Renal clinics in collaboration with Paediatric Nephrologist.</li> <li>▪ Surgical clinics in collaboration with Paediatric Surgeons.</li> <li>▪ Invasive tests including Amniocentesis, Chorion Villus Sampling and Cordocentesis</li> <li>▪ Fetal therapy including insertion of bladder or chest shunts and fetal blood transfusion.</li> <li>▪ Rhesus disease management</li> <li>▪ Management of multiple pregnancies, including complicated mono-chorionic twins and laser ablation for twin-to-twin transfusion syndrome.</li> <li>▪ Placental insufficiency assessment including assessment of fetal growth as well as maternal and fetal Dopplers</li> </ul>
<p>Gynaecology ultrasound scan</p>	<p>A pelvic ultrasound scan is commonly performed to examine the uterus and ovaries for abnormal vaginal bleeding, postmenopausal bleeding, follicle tracking, absent periods, pelvic pain, follow-up of an ovarian cyst, location of an intrauterine contraceptive device or suspected fibroids.</p>

## Emergency Casualty Service

### Description services provided

A 24 hours, 365 days per year Emergency Casualty Service is provided by the Triage Department located on the ground floor of the main hospital. This is an adult emergency service for women who have complications during pregnancy, during the first 6 weeks after the birth or for acute gynaecology emergencies.

## Gynaecology Clinics

### Description services provided

The Gynaecology Clinics provide care through our Multidisciplinary Team including Consultant Gynaecologists, Specialist Gynaecology Nurses, Physiotherapists, Counsellors, Phlebotomists and Radiologists. The clinics include:

- Fertility
- Urogynaecology
- Perineal
- Adolescent Gynaecology
- Psychosexual Therapy
- Mirena Coil
- Stillbirth and Miscarriage
- Hysteroscopy

## Cervical Check/Colposcopy

### Description services provided

The vast majority of women screened as part of the National Cervical Screening Programme will only require smear tests; however small minority (2%-5%) require further investigation or treatment through a Colposcopy Service. Patients can be referred to 1 of 15 colposcopy clinics located nationwide as part of the National Cervical Screening Programme and the NMH is one of those clinics.

Referral appointments are accepted on receipt of a referral letter from the smear-taker. Such referrals are reviewed by a Clinician and an appropriate appointment date set up with the referring centre also notified.

## Support services

Services provided	Description
Physiotherapy	Providing confidential treatment and care for all Women's Health and Maternity Patients as well as Infants.
Diabetes	Providing a comprehensive holistic approach to ensure a high quality and safe pregnancy with regular care and support.
Clinical Nutrition and Dietetics	Assessing medical and nutritional needs to identify any areas of concern that may require support to help make diet and lifestyle changes.

Perinatal Mental Health	Working with women, their infant's and family/support person to help stay as well as possible during pregnancy and after birth.
Medical Social Work	Providing a range of practical and psychosocial services to women who are receiving care in the hospital and are experiencing additional challenges.
Bereavement	Providing an empathetic, sensitive and caring environment to support couples and their families following a pregnancy loss - an integral part of Maternity Services.

### Executive Management Committee

- Dr Diarmuid Martin, Archbishop of Dublin, Chairman
- Cllr. Niall Ring, Lord Mayor, Vice Chairperson
- Mr Nicholas Kearns, Deputy Chairman
- Prof Shane Higgins, Master
- Mr William Johnston, Honorary Secretary
- Ms Michele Connolly, Honorary Treasurer
- Very Rev. Enda Cunningham, Administrator of the Parish of St. Andrew, Westland Row
- Dr Ingrid Browne
- Cllr Claire Byrne
- Cllr. Mícheál Mac Donncha,
- Mr Aidan Devlin
- Mr Frank Downey
- Ms Isobel Foley
- Dr Declan Keane
- Mr Kevin Mays
- Ms Eugénée Mulhern
- Dr John Murphy
- Prof Fionnuala McAuliffe
- Ms Jane McCluskey
- Dr Peter McParland
- Ms Elizabeth Nolan
- Cllr Naoise Ó Muirí
- Prof. Colm O'Herlihy
- Ms Patricia O'Shea
- Dr Michael Robson
- Mr Stephen Vernon
- Mr David Barniville
- Ms Christine Moran

### Executive Management Team

- Prof Shane Higgins, Master
- Mr Ronan Gavin, Secretary Manager
- Ms Mary Brosnan, Director of Midwifery and Nursing

<b>Capacity of NMH (beds)</b>	
Antenatal	24
Antenatal Day Beds	6
Delivery Unit	11
Holles Wing	35
Fitzwilliam Wing	28
Merrion Wing	13
Unit 4	18
Neonatal ICU 1	9
Neonatal ICU 2	9
Neonatal Nursery	18
Recovery	4
HDU	2
Fetal Assessment ( <i>rooms for scanning</i> )	8
Emergency Rooms	4
Triage area	1

<b>HR/staffing complement</b>		
<b>Grade name</b>	<b>Employees</b>	
	<b>Headcount</b>	<b>W.T.E.</b>
Secretary Manager	1	1.0
Grade IV	95	74.8
Grade V	25	21.48
Grade VI	14	13.25
Grade VII	10	9.0
Clerical Officer	0	0
Human Resources Manager	1	1.0
Purchasing Manager	1	1.4
Telephonist	6	2.92

Accountant	1	1.0
Supplies Officer Grade C	3	3.0
<b>Clerical/Administration totals:</b>	<b>157</b>	<b>128.85</b>

NCHDs	65	60.04
Consultants / Other Medical	43	33.53
<b>Medical totals:</b>	<b>108</b>	<b>93.57</b>

Staff Midwife, Senior	32	25.25
Clinical Midwife Manager 1	50	32.63
Clinical Midwife Manager 2	63	51.21
Clinical Midwife Manager 3	6	6.0
Clinical Nurse Manager 2	9	7.97
Clinical Nurse Manager 1	8	4.0
Staff Midwife	184	144.25
Staff Nurse - General	49	43.89
Staff Nurse, Senior (General)	35	30.7
Student Midwifery (post-registration)	24	23.0
Student Midwifery (pre-registration)	17	8.5
Advanced Nurse Practitioner (General)	1	1.0
Clinical Midwife Specialist	12	7.92
Clinical Nurse Manager 3 - Theatre	1	1.0
Nursing/Midwifery Clinical Placement Co-ordinator	4	3.08
Nursing/Midwifery Practice Development Co-ordinator	1	1.0
Advanced Midwife Practitioner	3	3.0
Clinical Nurse Specialist (General)	3	1.58
Clinical Nurse Instructor/Teacher	0	0
Director of Nursing 1, Assistant	9	8.12
Director of Nursing & Midwifery	1	1.0
<b>Midwifery and Nursing totals</b>	<b>728</b>	<b>592.24</b>

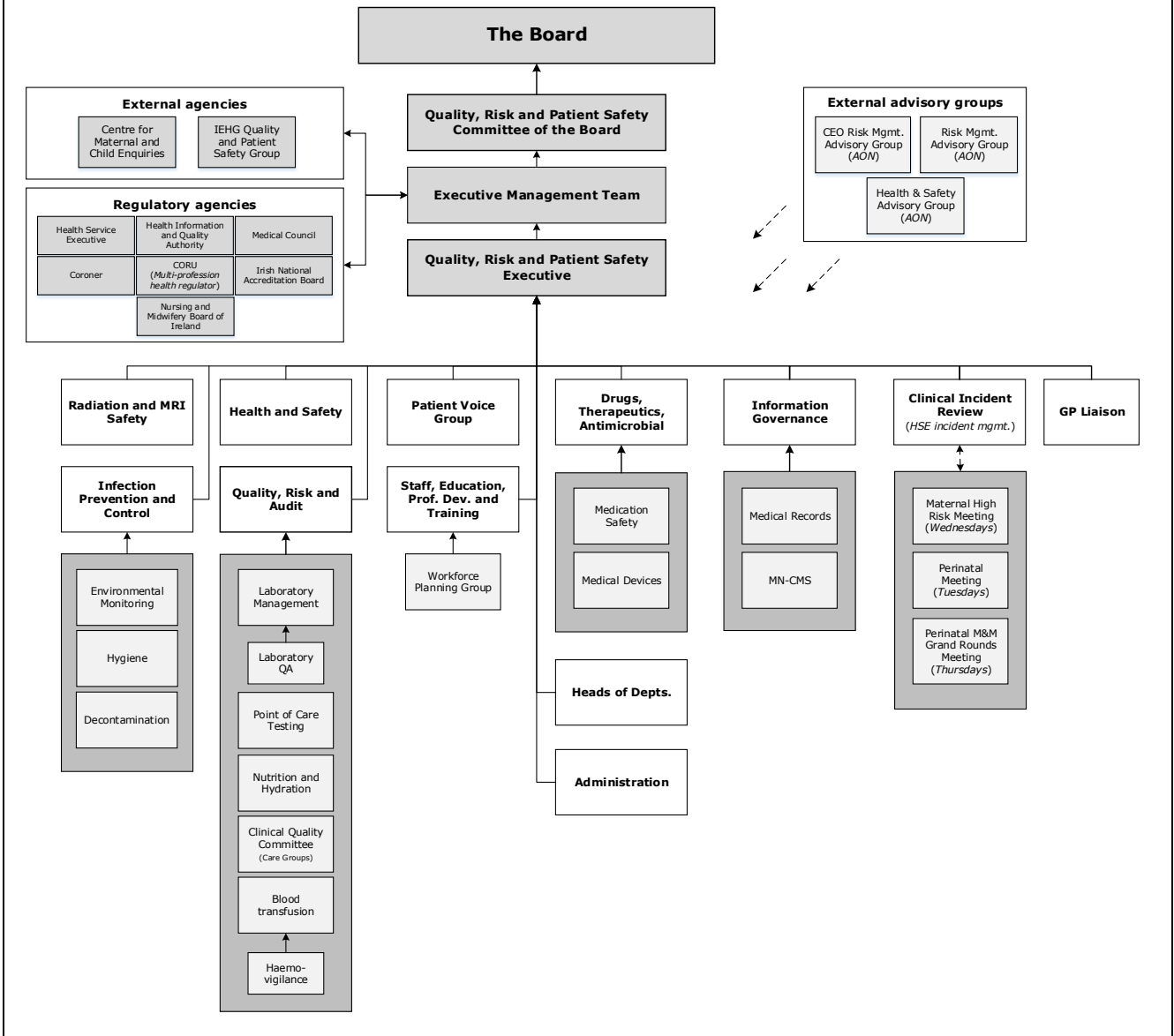
Social Work	8	6.24
Pharmacy	7	5.9
Radiography	10	7.0
Physiotherapy	6	4.26
Clinical Engineering	4	4.0
Dietetics	5	4.19
Medical Scientists and Laboratory Manager	39	33.4
Psychologists	2	0.93
<b>Paramedical</b>	<b>81</b>	<b>65.92</b>

Catering Officer, Grade II	3	2.39
Catering Supervisor	1	1.0
Medical Laboratory Aide	5	5.0
Domestic Supervisor	4	4.0
Catering Manager	1	1.0
Catering/Cleaner/Assistant	85	79.3
Portering	18	17.01
Porter, Head	1	1.0
Chefs	10	9.58
Maintenance/Technicians	1	11.0
CDU	5	5.0
Multi-task Attendants (MTAs)	4	4.0
<b>General Support Services</b>	<b>138</b>	<b>140.26</b>

Health Care Assistant	34	27.61
<b>Other Patient Care</b>	<b>34</b>	<b>27.61</b>

<b>TOTALS:</b>	<b>836</b>	<b>725.6</b>
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## Governance



## Age range and gender of patients targeted for service

Women and infants (*birth-6 weeks*).

## Admission criteria

- Self-referral
- Clinical referral
- Tertiary Referral Centre
- Referral Policy
- Emergency referrals
- High Risk Anaesthetic Pre-assessment Clinic

### Emergency procedures (*incl. fire precautions, etc.*)

- Provision and maintenance of fire equipment and fire exits.
- Mandatory training for staff.
- Identified Fire Wardens.
- Fire drills and evacuation.
- NMH Major Emergency Plan.
- NMH Major Incident Plan.
- NMH Pandemic Influenza Outbreak Plan.
- NMH Sepsis Policy.

### Arrangements for patient to access chosen religious services

#### **Various Religions/Faiths:**

The Chaplaincy Department is staffed by 2 Catholic lay chaplains (*Monday-Friday, 08.00-16.00*) providing spiritual and emotional support to patients, families and staff throughout the hospital. Both sacramental and pastoral care is available to all.

Pastoral care is offered to all by the Hospital Chaplains. Anyone wishing to avail of support from their own denomination is welcome to do so. An extensive list of contact details of Ministers of other Denominations and Faiths is available in the hospital at the Switch, at Reception and from the Chaplaincy Department.

#### **Oratory:**

The Oratory is located on the first floor and is open 24/7. Everyone is welcome to visit for quiet moments of prayer and reflection. Mass is celebrated on Sundays at 08.30. Holy Communion is brought to the bedside on Sundays after Mass and by request. Other Services are arranged as needed.

### Hospice Friendly Hospital

The NMH is committed to the implementation of all quality standards for end of life care as outlined within the Hospice Friendly Hospitals programme (*regular audits are carried to evaluate compliance*). The end-of-life symbol is in use throughout the hospital with staff across various disciplines participating in training workshops conducted by the Hospice Foundation.

### Maternity network membership

- Network of Maternity and Neonatal Services (*formed in October 2013*).
- IEHG Maternity Risk Managers Group.
- IEHG Quality and Patient Safety Group.
- CEO Risk Management Advisory Group (*Aon*).
- Risk Management Advisory Group (*Aon*).
- Health and Safety Advisory Group (*Aon*).



## Arrangements for patient contact with partners, families, relatives and friends

- Set visiting hours.
- WIFI.
- Annual Remembrance Service, St. Andrew's Church, Westland Row to honour the short lives of infants who died in the NMH acknowledging the grief experienced by parents and families.
- Monthly Neonatal Graduates Support Group.

## Complaints management

- NMH Complaints Policy (*PP-OG-QTY-6*)
- Patient Advocacy Officers x 2 (*1 x WTE with cover full day Mon – Fri*).
- Quality Manager.
- ADOMN on duty.
- Internal and external (IEHG and HSE) monthly reporting.

## Bereavement support

A multi-disciplinary Bereavement Team including Bereavement Liaison Midwives, Chaplains, Medical Social Workers, Midwifery Staff and Doctors are closely involved in supporting those who experience loss, whether through miscarriage, stillbirth or neonatal death. This Team provides support, guidance and spiritual care (*in certain cases*). Support was also provided to staff working with these grieving parents.

Our Chaplains perform formal specific roles in bereavement such as blessings, baptisms, naming ceremonies and funeral services. Other members of the Team provide practical, emotional and spiritual support and follow up and liaison with the Community and Primary Care Team.

A Bereavement Committee also meets at regular intervals and the NMH also holds an annual Remembrance Service in St. Andrew's Church.

## Arrangements in place to respect the privacy and dignity of service users

A range of policies, procedures, protocols and guidelines including (*but not limited too*):

- GDPR and Data Protection.
- Audit programme.
- Consent Policy.
- Visiting Policy.
- Code of Practice for Healthcare Records.
- Personal belongings remain the responsibility of the patient.
- Infrastructure (*work in progress*).

## Policies, procedures, protocols and guidelines

The NMH provides all of its services in alignment with national and international evidence-based practice. To assure this alignment, NMH policies, procedures, protocols and guidelines are stored and accessible from a central repository document management system ("*Q-Pulse*"). These are regularly reviewed and updated on a minimum 2-yearly basis (*and more frequent as is indicated as necessary*).

## Accreditation

- ✓ ISO 14001: Environmental & Waste Management Systems
- ✓ ISO/IEC 15189:2007 Medical laboratories, particular requirements for quality and competence (*INAB accreditation, Reg. # 240MT*).