

Thank you to everyone who was able to join us for our first FICare Development session in June, kindly sponsored by the Cattanach Trust. It was a great day with representation from across the country and we were delighted to also be joined by some families from the neonatal community. Please find below a summary of the day

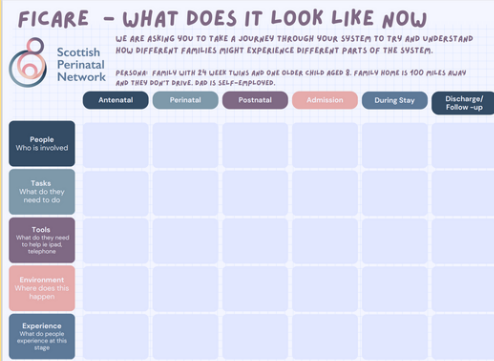
SESSION 1 THE HIGHS & LOWS



FICARE PRINCIPLES

- PARTNERSHIP WITH FAMILIES**
FAMILIES ARE EQUAL PARTNERS & INVOLVED IN ALL ASPECTS OF BABY'S CARE, INCLUDING HEALTH RECORDS
- EMPOWERMENT**
FAMILIES ARE PROVIDED WITH EDUCATION, TRAINING & SUPPORT TO MAKE THE CHOICES, DECISIONS & TOOLS TO SUPPORT AND CAREFULLY IN THEIR BABY'S CARE & ADVOCATE FOR THEIR WISHES
- WELLBEING**
FAMILIES RECEIVE HEALTH & WELFARE SERVICES WITH ACCESS TO SUPPORT & INFORMATION THAT PROMOTES & SUPPORTS WELLBEING. STAFF UNDERSTAND & RESPECT THE NEEDS OF POSTNATAL CARE PLACES, PHYSIOLOGICAL SUPPORT TO PREVENT BRUISING & PROMOTE COLLABORATIVE TEAM WORKING
- CULTURE**
SHARED & COLLABORATIVE CULTURE THAT PROMOTES INTEGRATION OF FAMILIES INTO REGULAR OF CARE. STAFF PROMOTES TO LEARN AND UNDERSTAND THE PARENTS TO SUPPORT FAMILIES AND SHARE POSITIVE FAMILY VALUES
- ENVIRONMENT**
ARRANGES WAYS TO PROMOTE PHYSICAL & SOCIAL ENVIRONMENTS THAT ARE A FAMILY FRIENDLY, COMFORTABLE & SAFE PLACES TO STAY AS LONG AS THEY WANT WITH THEIR BABY. PROMOTES SEPARATION & CONTINUED CONTACTS OF CARE

SESSION 2 HOW DOES IT FEEL



FICARE - WHAT DOES IT LOOK LIKE NOW

WE ARE ASKING YOU TO TAKE A JOURNEY THROUGH YOUR SYSTEM TO TRY AND UNDERSTAND HOW DIFFERENT FAMILIES MIGHT EXPERIENCE DIFFERENT PARTS OF THE SYSTEM.

PERSON: FAMILY WITH 2Y LITTLE THING AND ONE OLDER CHILD AGED 8. FAMILY HOME IS 100 MILES AWAY AND THEY DON'T DRIVE. SUB IS SELF-EMPLOYED

	Antenatal	Perinatal	Postnatal	Admission	During Stay	Discharge/ Follow-up
People Who is involved						
Tasks What do they need to do						
Tools What do they need to help in their telephone						
Environment Where does this happen						
Experiences What do people experience in this stage						

SESSION 3 THE SKY'S THE LIMIT



FICARE FUTURES - THE SKY IS THE LIMIT

PREPOSTEROUS
POSSIBLE
PLAUSIBLE
PROBABLE
PROJECTED
PREFERABLE

SESSION 4 HOW DO WE MAKE IT HAPPEN



Having families with us was invaluable

A wonderful day and I am looking forward to being involved in more in the future

I really enjoyed being mixed with professionals from other areas which facilitated discussion well

I felt inspired after the day, it was helpful to have time to reflect on progress and consider next steps

Fantastic having families who had been through neonatal care. Their input was the best part of the day. I learned so much.

SESSION 1 THE HIGHS & LOWS

We began by sharing areas of success, from small to big and recognising the common challenges across units



A Few examples of success that were shared with permission

Examples of highlights across the country

- Transitional care
- Vcreate
- Community liaison nurses
- Named Consultants
- Water bottles
- Developmental care plans
- Virtual tours
- Baby Massage
- Coffee Mornings
- Psychology Service
- 24 hour access
- Young Patient & Family Fund
- Inky feet
- FICare ward rounds
- Repatriation Meetings
- Swaddle bathing
- Breast Pump Loans
- Cue-based feeding
- Early cuddles
- Pizza night

Examples of challenges across the country

- Parent facilities
- Lack of equity and consistency across services
- Covid
- Financial support for families
- Repatriation
- Infection control
- Communication and consistency of information & staff
- Lack of sibling provision

SESSION 2

HOW DOES IT FEEL

In this session, we took time to try and understand the journey's of 4 different families, the challenges they may face and the opportunities to improve FICare.

In each patient journey we asked groups to explore who might families meet, what different tasks did they need to do, what tools were available to them, what environment did this happen and what might the family experience at each stage.

Deepening our understanding of the family journey lead onto the next session looking at ideas to improve FICare

FICARE - WHAT DOES IT LOOK LIKE NOW

WE ARE ASKING YOU TO TAKE A JOURNEY THROUGH YOUR SYSTEM TO TRY AND UNDERSTAND HOW DIFFERENT FAMILIES MIGHT EXPERIENCE DIFFERENT PARTS OF THE SYSTEM.

PERSONA: FAMILY WITH 24 WEEK TWINS AND ONE OLDER CHILD AGED 8. FAMILY HOME IS 100 MILES AWAY AND THEY DON'T DRIVE. DAD IS SELF-EMPLOYED.

	Antenatal	Perinatal	Postnatal	Admission	During Stay	Discharge/ Follow-up
People Who is involved						
Tasks What do they need to do						
Tools What do they need to help ie ipad, telephone						
Environment Where does this happen						
Experience What do people experience at this stage						

SESSION 3 THE SKY'S THE LIMIT



In this session we asked people to get creative and really think big about ideas for FICare from those that already happen and they would like to adopt to ideas that would might be considered preposterous!



This was a really fun and interactive session. The ideas generated ranged from small, practical changes such as water bottles to big ideas and visions for FICare across Scotland...we even had a suggestion of FICare robots!



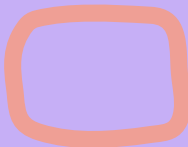
SESSION 4

HOW DO WE MAKE IT HAPPEN

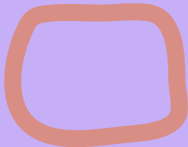
The final session gave space for open discussion. The focus being some of the ideas generated and how we can make them happen. This included discussion around 3rd sector partners. The themes generated from the whole day are summarised below.



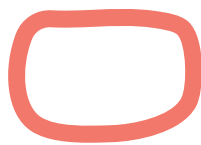
Equity of Access



Equity of Provision



Care should be Consistent



Care should be Collaborative



Care should be Co-ordinated

What happens next...we're keen to build on this work with a further development session in Autumn 2023. Dates and venue to be announced. Thank you to everyone involved and we hope to see you at the next session.