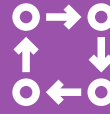


What is 15 Steps?

A review of the unit to see what impression you get as you walk around - and how that makes you feel.



Where did we step?

Entrances, Antenatal and Scanning, Delivery Suite and DAU, Rushey MLU, Level 4 Wards and IOL Suite

Who attended?

7 service users & 10 Trust staff participated in the day along with core MNVP members and Health Visiting



What happened next?

The findings from the report were shared across teams, reviewed, and an action plan put in place.

Soundproofing of bereavement rooms

Uncluttered entrances with no broken machines

Scanning repainted

Birthing rooms revamped and given the Rushey feel

2022 Recap



Key Themes for improvement

From all feedback given we collectively decided on the key themes for improvement and identified an area for attention which we felt was a priority.



Welcoming & Informative

- Welcoming receptions in all areas
- Consistent themed branding in all areas
- Clear directional signage
- Better use of QR Codes, or an App/Padlet
- Language options, either translated content or signs of where non-English speakers/blind people can get information in braille
- Remove broken equipment
- Enforce no smoking policy



Friendly & Personal

- Welcome notices/signage
- Information about refurbishment and when it will be completed/nearest other option



Safe & Clean

- Review accessibility or at least signpost to disabled facilities
- Larger kitchen spaces
- Enforce no smoking policy



Organised & Clear

- Larger displays of staff members
- Welcome packs and orientation
- Better signage to promote the facilities



ROYAL BERKSHIRE

Maternity & Neonatal Voices

Working in partnership to improve maternity & neonatal services

The 15 Steps is always incredibly useful, bringing fresh eyes to the unit from recent service users who use both their experiences and their observations to make useful suggestions for improvement that will really make a difference to those using maternity services at Royal Berkshire Hospital. It is also fantastic to hear from staff their ideas for making things better. As a Maternity Voices partnership we will ensure that these ideas are properly considered and enacted, to continue making positive change to the unit.”

Emma Taylor,
Chair Royal Berkshire Maternity Voices

“It was a great experience walking around with fresh eyes and seeing things I didn’t notice before. It was a fab day, and thanks for organising!”

Sheena – Parent Rep
and Service User

FIFTEEN STEPS FOR MATERNITY



“It’s wonderful to walk around and make suggestions alongside the midwives and staff of the RBH.”

Alex – Parent Rep
and Service User

I am always impressed with the level of involvement from staff and how receptive they are to our feedback – there’s a real appetite for change.” Danni, Vice Chair Royal Berkshire Maternity Voices



May 2023 Outcomes



ENTRANCES

The area was given a tidy the same week, flower beds installed and the entrance door cleaned. Signage was also improved. Smoking bins were removed and new bins with no ashtrays installed. Shop was painted and poster point removed



COMPLETED PROJECTS

It was amazing to see the completed projects from last years 15 Steps including the soundproofing of the bereavement rooms and the new bathrooms on level 4.



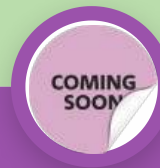
FLOOR FOOTPRINTS INSTALLED

New footprints ordered and installed and COVID stickers removed. Taxi signs updated and emergency sign installed for out of hours. Old machines removed and seating added.



BABY MEMORIAL

Despite the heartbreaking story the decision was made to remove the memorial. The artist has been contacted and will be reunited with the art.



WELCOME PACKS & POSTNATAL

New welcome packs have been coproduced with the MNVP to be placed at every bedside. Language updates made to the filing cabinets