



PATIENT INFORMATION

**FEEDING SUPPORT AFTER
DISCHARGE FOR HOSPITAL OR HOME
BIRTH DURING COVID 19**



Feeding support after discharge for hospital or home birth during Covid 19



- The day after discharge you will receive a phone call from your community midwife, who will assess if you need a home visit.
- Your community midwife will give you her number and you will continue to receive phone calls from her as required.
- If everything is going well, you will be offered your first home visit on day 6, to weigh the baby and for the neonatal screening to be completed.
- You will receive a phone call from the local breastfeeding support team within 48 hours of discharge. This is an additional service and they are here to help through offering phone and virtual support.

Contacts:

- Wyre Forest – Kim 07587656528
- Bromsgrove & Droitwich - Sam 07553368790
- Redditch - Marja 07918131944
- Worcester, Malvern, Evesham, Pershore
 - Janet 07587658478
 - Lynn 07553368729

For breast and bottle feeding support and information:

- During office hours Monday to Friday (excluding bank holidays) contact our Specialist Midwives for Infant Feeding, Caroline Thunder or Becky Davenport on 01905 760507.
- Please leave a message and your call will be returned, usually within 24 hours.
- You can also contact us on our Facebook page 'Worcestershire Welcomes Breastfeeding'.
- For **Emergency 24 hour feeding advice**, speak to a midwife on **transitional care unit**, on 01905 760663
- Currently there are no local groups running due to social distancing.
- **Evesham breastfeeding mothers and Malvern Baby Latte** groups are still running virtually through their Facebook page. 'Like' the page and it will provide you the details of how to join. All mothers welcome, regardless of where you live



More information about breastfeeding can be obtained from:

- National Breastfeeding Helpline 0300 100 0212
- NCT 0300 330 0700



How to access 'Video link' support for breastfeeding problems

- You should always contact your midwife or local breastfeeding support **first**, they can signpost you to a lot of useful online information.
- Have a look through your 'mothers and others guide', this may be able to help you do some problem solving yourself.
- Message the Infant feeding team (Caroline and Becky) on our Facebook page 'Worcestershire Welcomes Breastfeeding'.
- If you still need help or your community midwife has asked you to contact us, then please ring the **infant feeding team** on 01905 760507. If we do not answer, please leave us a message and we will return your call.
- We will either be able to speak with you straight away, book you an appointment or provide our availability.
- All appointments are being held via an 'App' called Refero.
- This service will only be available during office hours, Monday to Friday, excluding bank holidays.
- You will need to download the Refero App onto your phone, tablet or computer.
- If using tablet or laptop, always use Chrome/Firefox/Safari (Mac).
- We will need to have an email address that you can access.
- We will send you an e-mail
- Click on the email, you will be asked to log onto your Refero account, then directed to the appointment and you will be invited to 'Join call'.
- Click on green box and will be able to meet.



If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.