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## **Background**

This report, which has been produced by Working Group (WG) 1b of the Early Years and Childcare Partnership (EYCP), provides information collected from a survey to new parents of babies born in Jersey in 2009-2010.

The consultation was carried out by WG 1b as part of meeting its responsibilities for Objective 1b of the EYCP Strategic Plan 2009-12. Objective One in the Plan is divided between two Working Groups 1a and 1b, and both are working on producing a quality framework for children under school age.

The task of WG1b is to produce a quality framework for services involved with the child from pre-birth to age three, so membership is multi-agency. The framework has the same areas of quality as the one produced by WG1a in 2010.

Due to the breadth of work in WG1b, three sub groups have been formed to look at the different experiences the child and its family has from pre-birth to aged three.

The first sub group is looking at the pre and post-natal period in the child's life, the second is looking at the community facilities used by the child and family, and the third the services accessed when the child is cared for outside of the family.

Although each sub group is looking at different strands in the life of the child, each one is interwoven.

This report is looking at the pre and post-natal period in the child's life.

Details on the current work of the EYCP and its six Working Groups can be found on [www.gov.je/EarlyYearsChildcarePartnership](http://www.gov.je/EarlyYearsChildcarePartnership)

## **Members of Working Group 1b**

Working Group 1b is made up of individuals from organisations represented on the EYCP, who have a special interest in task of the group, or who have expertise to offer to its work.

Members of Working Group 1b at the time of writing this report are:

**Chair: Anne Gray**, who is Senior Registration and Development Officer at Childcare Registration, ESC, and a tutor at Highlands College

**Dr Sandra Mountford**: who is Lead of the Coordinating Team for the EYCP and Manager of Childcare Registration, and Chairs the sub group looking at the pre and post natal period of the child's life

**Fiona Vacher**: who is Executive Director of Jersey Childcare Trust, which she represents on the EYCP. Fiona is Chair of the sub group of WG1b looking at Community Facilities accessed by family in the years the child is under three.

**Helen Evans**: who is a member of JEYA, is the manager of a day nursery for children up to the age of school entry. Helen is also Chair of the sub group looking at the workforce in the services accessed by children who cared for outside the family, and will be the involved for the Language for Life Strategy for under threes, planned for 2011.

**Julie Gafoor**: who is Operational Lead Child & Family Services at Family Nursing and Home Care

**Mary Finn**: who is Manager of Family Support Services at Children's Service

**Jennifer McDonald**: who represents Health, is a Senior Speech Therapist at Speech and Language Therapy

**Fiona Brennan**: who is Parenting Facilitator for Brighter Futures located at the Bridge

**Julie Siham:** who is a member of Parents for Children

**Jennie Marriot:** who is Chair of the Jersey Association of Childcarers

**Emma Smith:** who is a member of JEYA, is the manager of a day nursery for children up to the age of school entry

**Sandra Hardie:** who represents Health is a Midwife

**Sue Blackmore:** who is a Nursery Nurse at Family Nursing and Home Care

**Louise Hamilton:** who represents Health is Coordinator for Child Accident Prevention

## **Summary of Conclusions and Next Steps**

**1. The voice of parents is undoubtedly prominent in this report, and it's obvious that much time has been given to sharing the informative experiences. The wealth of information given suggests there is increasing pressure on ante and pre-natal services in Jersey, at a time of cuts in public spending. This pressure is understandable as there has been a steady increase in the number of births over a number of years.**

**2. The pressure on services is reflected in the long waiting times at the hospital for pre-natal appointments, and this was a key theme in many comments, in particular for consultants. Many mothers stated it could be as long as three hours wait, thereby creating a stressful and uncomfortable time for both mother and baby, which is not ideal.**

**3. A preference for intimate and consistent arrangements for the care of child and mother in both the pre and post-natal phase was called for by a number of respondents. It was therefore understandable that a preference for services at the Bridge, rather than the hospital, was seen as a better arrangement by a number of people.**

**4. Issues of communication between professionals and parents were also raised, and these ranged from issues of language barriers when providing details about care, the style of language used, interpersonal skills and being less condescending during the many appointments at both the hospital and clinics.**

**5. Whilst most parents accessed the usual services available during the pre and post-natal phases, other services such as baby massage, hypno-birthing and breast feeding groups are also being used by many parents, indicating the importance of having these additional choices**

**6. The issue of cost was raised by parents in a number of situations from payments to GPs for shared care in the pre-natal phase, to post natal checks and immunisations. Concerns were also raised about the cost of GPs when a child is sick. As some statutory services in the post-natal phase were transferred to private sector GPs in 2011, these concerns would be worthy of further monitoring.**

**7. The issue of clear written information about the implications of choices parents make about care in the pre and post-natal phase of their child's life is a major issue that needs addressing, particularly as some of these services have moved to GPs. A shared language needs to be developed, which is not only accessible to parents, but agreed by all professionals involved.**

**8. The wealth of information provided by parents as a result of the consultation, gives support to the work of WG1b, which is to produce an agreed a set of standards for the care of the child under three from the pre-natal phase in their life, which all professionals involved will sign up to.**

## **Introduction**

The purpose of this report is to give the results of a survey to parents who had babies born to them in Jersey during 2009/10.

A questionnaire was used to collect the information, and this was posted on the EYCP webpage from September to October 2010.

Jersey media were used to inform parents about the survey, and the help of leaders of parent and toddler groups in the Island was enlisted as an additional channel of distribution. Paper copies of the questionnaire were distributed by leaders of the groups at their meetings.

The questionnaire was designed by members of WG 1b, with the purpose of obtaining information about peoples experiences in the pre and post-natal phases of their child's life.

The report is organised into five sections;

- the first part of the report gives information about the person responding to the questionnaire
- the second part provides information about the person's experiences of services available to them in the pre-natal phase of their child's life
- the third part provides information about the person's experiences in the post natal phase
- the fourth is about information provided for parents about both phases in their child's life
- the final section gives information about people's views on how the services for children under three in Jersey can be improved



## Section One Profile of Respondents to the Survey

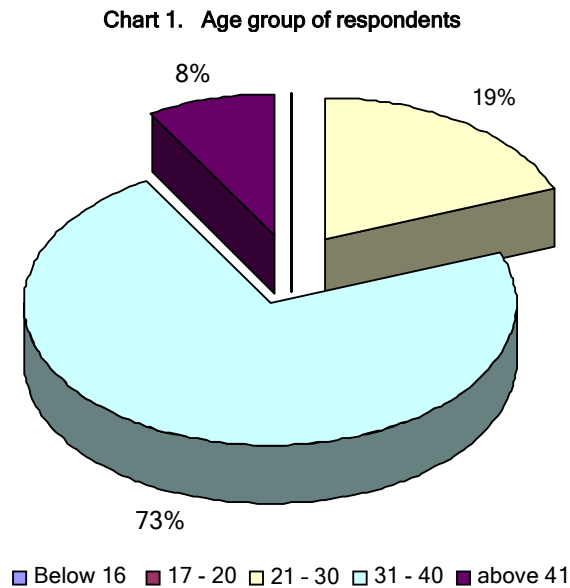
### 1. Profile of respondents

A number of questions were asked of people responding to the questionnaire, included their age, their ethnic background and the Parish they live in.

A total of 79 parents of babies born over the year responded to the survey, which took place from September to October 2010.

#### 1:1 Age range of respondents

Parents were asked to provide information on the age group they belonged to, by ticking one of five categories, and results from these responses are shown in Chart 1 below.

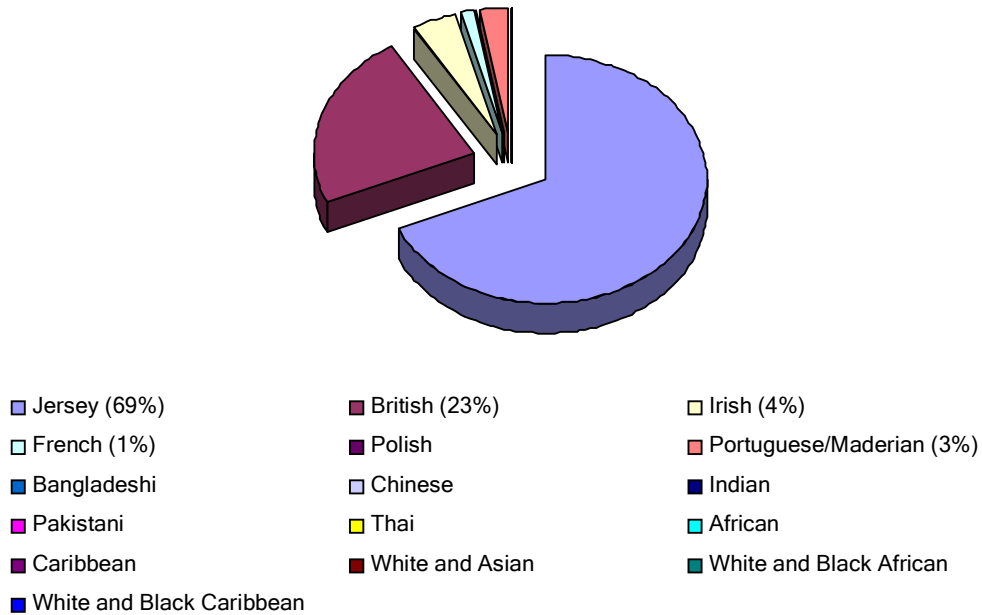


As Chart 1 shows the majority of respondents to the survey are within the age range 31-40 years (73%), the second highest being in the 21-30 age range (19%) also 8% of respondents were in the 41 plus age range. No one aged less than twenty years responded to the survey.

### 1:2 Ethnic Backgrounds

Parents were asked to tick which from a number of categories best described their ethnic background. The same categories used in other EYCP consultations were used in this questionnaire, and responses to these are given in Chart 2.

Chart 2. Ethnic Background

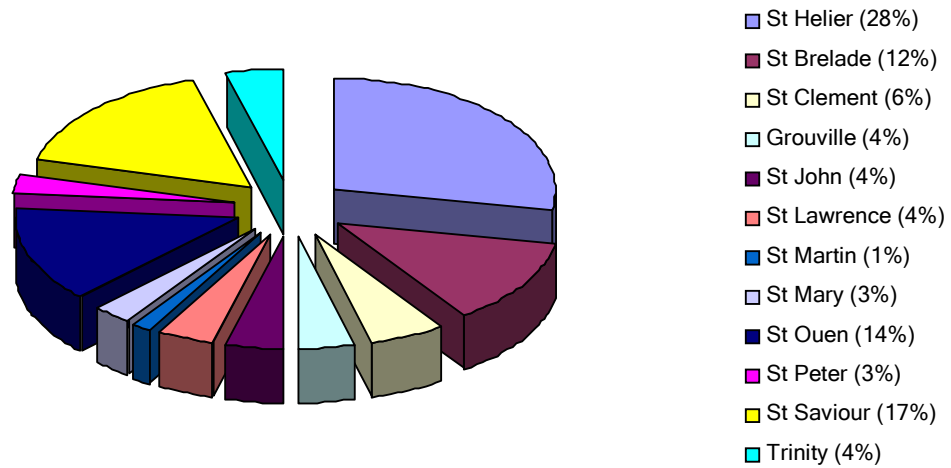


As Chart 2 shows, most parents who completed the questionnaire consider their ethnic background to be Jersey (69%) and 23% British, with a small number Irish (4%), Portuguese/Maderian (3%) and 1% French. There were no responses to the other categories. The questionnaire was only in English, which may have influenced the responses.

### 1:3 Parish of Residence

The final question in this section was about parent's place of residence, and the distribution of these responses across the Island is given in Chart 3 on the next page.

Chart 3. Parish of Residence



Although Chart 3 shows that the majority of respondents live in the Parish of St Helier, parents from all Parishes are represented in the survey. The number of responses in each Parish is similar to the distribution of population in Jersey, especially in St Helier and St Saviour.

#### 1:4 Conclusions

- nearly all respondents to this survey were in the age range thirty plus, which suggests that Jersey could be like some parts of the world, where mothers are waiting later in life to have children
- parents who responded to the survey considered their ethnic background to be Jersey or British, with only a small representation from other ethnic groups. However, this profile could have been influenced by the questionnaire only being in English
- parents from all parishes in the Island responded to the survey, and the distribution is similar to the population spread (with the exception of St Ouen)

## Section Two Experiences in the Pre-Natal Phase

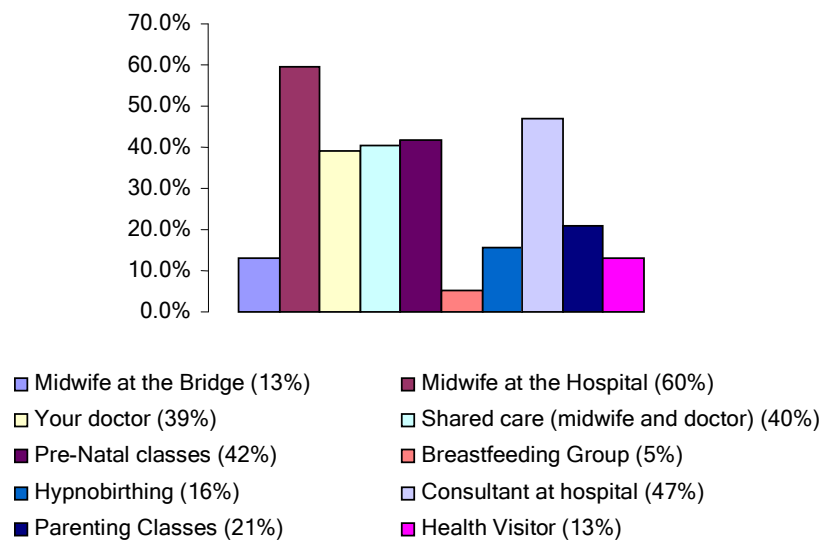
### 2. Experiences in the pre-natal phase

Parents were asked a number of questions about their experiences in the pre-natal phase of their child's life. These ranged from the services accessed, how satisfied they were with the services, and suggestions for improvement.

#### 2:1. Services used in the pre-natal phase

Using a number of categories that had been agreed by WG1b a question was asked about in the pre-natal phase. Responses to this question are given in Chart 4.

**Chart 4. Services used before birth of child**



What the information in Chart 4 shows, is that mothers who responded to the survey mainly used the midwife at the hospital (60%) for their pre-natal health care, and 47% also used the Consultant at the hospital. In the community, 40% of parents had opted to have shared care between their own doctor and the community midwife, and 39% preferred their own doctor only. The midwife at the Bridge was also popular (13%).

Looking at additional services in this phase, pre-natal classes was the most popular community service accessed, although parenting classes were also popular (21%), and a number of people also used hypno-birthing (16%).

Additional information was also given on services not included in Chart 4:

*Communicare - intro to services for expectant mothers I believe this was a new service set up by student health visitor*

*Hospital staff for treatment of hyperemesis*

*National Childbirth Trust (NCT)*

*Having had a previous child I did not attend prenatal classes etc. I did use these and NCT with my first child*

*This pregnancy was a twin one and I found there was little support locally with specific knowledge approach to twin pregnancy parenting*

*Physiotherapy department*

*Internet birth case studies Hydro pool therapy and acupuncture at hospital*

## **2:2 Satisfaction with services**

Parents were asked if they were satisfied with the services available, and 82% of those who answered this question said they were.

When asked to comment on the services they were most satisfied with, parents took the time to provide a substantial amount of information. Any reference to individuals by name in the information provided has been adjusted to only show the first letter of the name.

### **Services most satisfied with**

*The Bridge midwifery team were fantastic*

*I had a home birth which they planned for but allowed me to be able to leave making the decision for a home or hospital birth until I was in labour*

*Midwife very caring when baby diagnosed with rare syndrome*

*The midwife at the Bridge was very helpful particularly in the ante-natal classes we attended. She was always willing to answer any questions that we had*

*All of the professionals that I dealt with during my pregnancy were helpful kind and caring*

*The service at The Bridge was great. Less waiting times for appointments and nicer place to wait*

*My concerns were listened to and I was given various options to consider*

*My doctor was amazing. He did not take any chances with my health during either of my pregnancies*

*The midwives themselves at the mat unit in the hospital were great in their bedside manner and compassion*

*My second Consultant was wonderful as was my surgeon. They made me feel at ease with my op and took all steps to make sure that I was relaxed and well taken care of*

*My consultant was just brilliant from expecting a straightforward pregnancy to then needing a consultant and regular checks could have been worrying and stressful but I never once felt this way. He was very relaxed reassuring approachable and sensitive*

*Parent craft classes at hospital were great. Very informative, supportive and nice to be able to ask any question no matter how silly*

*Best thing about it, although perhaps not the point of it, was connecting with other expecting mums and dads. Definitely was very much a social support group too*

*I liked the fact that the majority of my care was with my GP and I could pick appointment times to suit*

*My doctor always made me feel confident when things weren't going to plan and the hospital staff were excellent with their care and treatment*

*The midwives and health visitors were very helpful and always available to talk*

*The Pre Natal classes were very informative giving you a good insight into what to expect from the birth*

*When complications arose towards the end of pregnancy I was looked after very well by the hospital midwives and doctors*

*The staff at the Bridge were fantastic as they picked up on a potential problem with the baby, and I got referred to the hospital immediately*

*Consultants at the hospital were outstanding. Had a prem baby prior to birth of my twins*

*Closely monitored, well advised*

*Hypno birthing was with C- J- which was amazing and extremely beneficial during the birth*

*Shared care, good combination of services, the familiarity of your family doctor and the expertise of midwives*

*Hypno birthing very informative and reassuring*

*Midwives at the Bridge were very friendly and always had time for you*

*The service at the Bridge was excellent. The main reasons are that the service was very personal. There was always an available midwife or you were able to leave a message and were called back promptly and or it was possible to see a midwife at short notice*

*During my pregnancy I always felt that I could contact the hospital if I was concerned about the baby. On the one occasion that I did call I was told to come in that day and I did not feel silly when everything turned out to be ok*

*The staff were always very friendly*

*We received private care under Dr F- N- and she was absolutely fantastic throughout. Our GP was also a great source of information and support before the birth*

*I had gestational diabetes and so had to have weekly appointments with the consultant at the hospital. I found these appointments to be thorough and reassuring and I was particularly happy with this service and the service I received at the Diabetes Clinic*

*Shared care worked really well, NCT was a bit basic on information but great for meeting people*

*I found the NCT course very useful, it was nice to be shown around the maternity ward*

*Midwives were brilliant, went through everything, nothing too much trouble, very professional and approachable and friendly*

*Bridge staff where helpful and friendly*

*The reception staff were lovely, the health workers lovely, no problem in getting seen, often when requiring monitoring suffering problems and or just needing reassurance*

*Found the midwives at the hospital very good and very supportive*

*Also hospital prenatal classes were very good and at a good time in the evening*

*The consultant couldn't speak English very well and it was a very stressful time as we thought our child might have Downs. Couldn't understand what he was saying although the Midwife did try to translate and be helpful*

*We opted for shared care with my GP and the Antenatal Clinic. We also had several appointments with my consultant due to endometriosis and subsequent infertility issues. We were generally happy with all aspects of treatment care given by my GP Consultant and nurses in the Antenatal Clinic*

*My health visitor was excellent. My GP was not really involved as it was a twin pregnancy so I had consultant care this was satisfactory*

*The quality of the service at the hospital, the midwives were always very thorough and friendly and always listened to me and any concerns that I had. My consultant was the same as the one that I had for my first child and I found his approach excellent as was his advice and care*

*Ante Natal they were all brilliant very friendly, great with appointments, midwives were always on time*

*The midwives at the hospital were very supportive. They were very understanding of my situation. I had suffered a bereavement shortly after discovering I was pregnant and the hospital ensured that I was looked after by a midwife who I already knew, also there was problems with my*

*pregnancy and I was constantly monitored. All the staff at the ANC could not have been more caring or supportive*

*Hypno birthing by J- P- was very good and I would recommend this to everyone*

*Service and continuation of care through The Bridge midwives and antenatal classes was fantastic*

*My pregnancy was classed as high risk due to the fact that my first baby was born at 34 weeks for my second child. I was monitored closely, having many scans as the doctors were concerned that my baby was too small for the number of weeks pregnant I was. My 2nd baby was eventually induced at 38 weeks*

*Shared care was great for me as I knew my GP it was convenient to visit in St Ouen and the midwives at the hospital were also very friendly*

*All the staff at the hospital and at the Bridge were amazing and as a first timer made the whole thing feel like a breeze*

*We were happy seeing the Doctor throughout the pregnancy but will go through the hospital if we have another one*

*All services used helped but the internet information and advice from M- L- C physiotherapist at the hospital were most helpful. Also midwives were very helpful and supportive*

*I had a bad pregnancy and doctors in the hospital were very supportive*

*The Bridge staff were excellent and very supportive as I had a home birth*

*Both the midwife and consultant care was excellent*

*Midwives great although waiting times for appointments were very long, particularly if you need to see the Doctor. 3 hours was average for me*

*More satisfied with before care than aftercare*

*Hypno birthing was very good and service at the hospital was very good*

*Lovely to have my own GP*

*Health Visitors friendly and helpful*

*Loved hypno birthing with J- P-*

*Shared Care*

*The midwives were brilliant*

*I was lucky to have a baby in Jersey. The maternity care in Jersey is second to none*



### **2:3. Services not satisfied with**

Parents were asked to comment on aspects of the services available they were not satisfied with, and invited to make comment on how these could be improved.

Again a substantial number of comments were provided, with often detailed personal experiences.

#### **Services not satisfied with and suggestions for improvement**

*Overall was satisfied with the service received but feel that the antenatal dept at the hospital is now overwhelmed with the number of people requiring its services*

*When under a consultant you never see that person only a locum*

*The wait to see the consultant on a Wednesday at clinic was ridiculous. Sometimes I waited over 3 hours some of the midwives were not very sensitive. Being a first time mum I had lots of worries and questions and found that they were not very helpful. Please note some midwives were great and explained things very well*

*There were not enough Midwives in both the antenatal clinic and the Maternity ward. The wait times to see the consultant on duty and have regular checks with ante natal were ridiculous. Sometimes I waited for two hours to see someone on the ward. The wait times to be seen by a doctor were too long the only suggestion that I have would be to increase the number of midwives on staff and encourage more men and women to become Midwives*

*Maybe have more than one attending Consultant on duty so that nervous or very ill patients can have some peace of mind*

*On the occasions that I visited the hospital for ante-natal appointments I was waiting for approx 1 hour to be seen*

*Although I was not satisfied it was clear that there was a shortage of beds on the maternity ward and the staff seemed to be constantly struggling to accommodate all the patients. The staff were doing what they could within the limits put on them*

*At the hospital ante natal you are given an appointment but end up sitting there hours waiting to be seen*

*Insufficient prenatal information on breastfeeding and post partum psychological and physical care for new mothers*

*I would not opt for shared care again. My own doctor was often very busy although very friendly and professional and as a result I felt unable or rude to ask for extras ie listening to the babies heart beat and a measurement of my stomach. I always felt a little disheartened at the end of each visit as I had paid a £30 for a quick how are you and a urine test As this was my first child the small things like listening to the heart beat and having my stomach measured were little mile stones and reassuring measures that I looked forward to when these didn't happen I always felt a little disappointed and it made me more anxious about the pregnancy especially as I knew that other*

mothers who were looked after by the midwives were getting these examinations as part of the course. By the end of my pregnancy I felt as if no one was taking responsibility for my pregnancy. As soon as the midwives looked at my file and realised that I was shared care I feel as though I did not get their full attention and was often told to get my doctor to check next time I see him. My doctor also didn't take full responsibility as he told me to get the midwives to check next time I was at the hospital. This did become a little frustrating and never wanting to cause a fuss I just nodded along and kept my concerns to myself. Maybe this is something that should be addressed. The prenatal classes although well organised and enjoyable tended to go over the basics that any caring parent has already read about in their pregnancy planning. The sessions are clearly aimed at young mums or those who do not have the inclination or ability to look into the basics themselves.

I do not believe that the prenatal classes at the hospital were as informative as they could have been in respect of alternative birth plans such as hypno birthing and water births.

At 6 months pregnant I was in extreme pain and could not walk due to pelvic girdle syndrome which wasn't diagnosed for a month. I was in agony and could barely walk but my GP dismissed it as mild pain and ignored what I was saying to her. I was treated with a dismissive attitude. The midwife at the prenatal class was sympathetic but took no action and gave no advice although she could see I could not walk. Only after being admitted to hospital, four weeks later with bleeding did I get to see a physio after literally begging for help who gave me crutches and said my condition was 'terrible' and that I should have been on crutches weeks before.

I had to wait a long time to be seen, at every hospital appointment I was usually there for 2 hours. The consultant hadn't arrived when my appointment was due. I saw a different consultant each time and they didn't seem to know why I was under the consultant, making me feel like I shouldn't be there.

It's not that I wasn't satisfied with the services but I think it would have been greatly beneficial if the prenatal classes included more practical tips on getting through labour and to get us involved in trying these out e.g. breathing techniques. I recall these were briefly mentioned but nothing more than that. Also re the breastfeeding class, it may be that pre birth I believed breastfeeding would be easy and so ignored the part of the class that discussed the possibility of problems arising with breastfeeding but after birth it came as a shock to me that it was so difficult and felt very down about this. With my first child I managed to overcome the problem of him not latching on and successfully breastfed for 6 months but the problem with my second child was even worse and despite a huge effort by the midwives at the hospital during my stay in maternity and myself trying to persevere I gave up breastfeeding by 8 weeks. I suffered mild PND with my second child which I believe was partly attributable to the feeling of failure on not being able to breastfeed. Maybe if more had been said on the difficulties of breastfeeding then the feeling of failure wouldn't have been so bad.

I was booked in for a caesarean with a particular consultant but he was actually on holiday on that date so it was performed by a complete stranger who left me with a lopsided scar. The consultant was rarely available for appointments so I saw different people all the time and didn't build a relationship with anyone. I was put under a lot of pressure to have a natural birth when I categorically did not want one.

The lack of communication within the ARU Team regards the status of my pregnancy. I was originally carrying twins and then at about 2.5 months lost

*one so had to return for another scan. The nurse dealing with us had been on leave of the week we received the bad news and had not been advised prior to our next meeting and came in talking about twins still. This was upsetting for my partner and I and I am sure she also felt very uncomfortable at this time. One of the Midwives at Antenatal Classes was very dismissive of Hypnobirthing and this was not constructive in our opinion. She just seemed to want to express her views that it was going to be painful and unpleasant. That was our first Antenatal Class and not a very positive one to say the least. Within an hour of having my child, using hypnobirthing techniques I walked to my room and saw my consultant whom I advised I was ready to start trying for the next one as we had a 7 seater to fill. I would definitely recommend Hypnobirthing*

*Would have appreciated more information and support regarding the twin aspect. Staff often had few answers for me regarding planning for and parenting two babies. I would have liked to attend a centre like the Bridge and feel that it is slightly unfair that this is only an option to a small number of people. I think a community midwifery approach has great benefits. At the hospital I saw different midwives almost every visit and did not feel I built a relationship with any of them*

*Prenatal classes too short, too rushed, not enough detail and practical information about looking after the baby etc*

*The waiting time at the hospital for check ups were far too long and you also get to see a different nurse each time. Did not feel I was getting a personal service*

*When I went in to be induced the delivery rooms were full but no one told me this. I arrived at the hospital at 8am and it was gone midday before someone came and spoke to me to let me know what was going on*

*No consistency. I saw a different midwife, registrar doctor every time I went for an appointment, also the waiting times are unacceptable when you are having to have these appointments during working time*

*It's my fourth child and I felt strongly that the quality of service and care at antenatal had declined. Increasingly long waits to be seen, very frustrating and stressful if you have small children and impossible if your partner wants to take time off work to come. Too little care immediately post birth if you've had children before. Failure to introduce named midwives so that women build a relationship with their midwife before they give birth, which has an impact on the birth experience. Far, far too little support for mothers with pelvic girdle pain pre and post birth especially bad among consultants. Consultants very rude, ill informed and generally treat mothers as if they are stupid*

*The long wait for the consultant making appointments, and then having to wait 1 to 2 hours*

*Ante-natal through hospital was disappointing. Lecture style not natural speakers/ presenters. Didn't know about NCT course would have preferred that*

*Ante natal classes should be more realistic about birth complications and they should advise perineum massage*

*The only downside in seeing midwives at hospital was the wait to see them, I never went in at the time I was appointed. Not sure what could do about it other than more staff although I do understand some people need more time*

*Length of waiting time for consultant appointments is far too long  
Would like to see same person all the way through to get consistency*

*Long waits at Antenatal*

*Consultant at hospital always saw a different one and did not get the chance to build up a rapport with any of them*

## **2:4 Conclusions**

- although most respondents to the survey attended hospital in the pre-natal phase, a number of comments suggest this was not a satisfactory arrangement because demands on the service meant long waiting times
- long waits at the hospital especially for consultants, were reported by a number of respondents and this could be up to three hours, which is stressful for the mother and therefore the unborn child
- issues of poor communication at the hospital were raised in terms of information passed amongst teams, the interpersonal skills of professionals and not seeing the same person at each visit
- a number of respondents drew attention to the more favourable arrangement at the Bridge, which has less waiting time and more intimate communication
- although there is less waiting time when using own doctor, some concerns were expressed about whether there were the same health checks on the child as there are at the hospital

## Section Three Experiences in the Post-Natal Phase

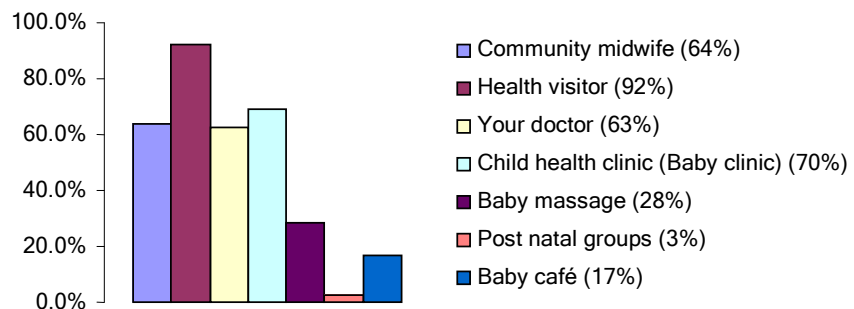
### 3. Experiences in the post-natal phase

In the same way that parents were asked about their experiences in the pre-natal phase, they were asked similar questions about experiences after their baby was born. These ranged from the services accessed, how satisfied they were with the services, which services they were not satisfied with and suggestions for improvement were invited. Parents were also asked who carried out the six week check after the birth, if a Health Visitor was present, and where their baby had its first immunisation.

#### 3:1. Services used in the post natal phase

In order to find out which services were accessed after the birth of their child, parents were asked to choose from a list decided by WG1b, and these responses are given in Chart 5.

**Chart 5. Services used after birth of child**



As Chart 5 shows, when looking at the overall services used after the baby's birth the Health Visitor (92%), child health clinics (70%), community midwife (64%) and own doctor (63%) were accessed most frequently by the parents responding to this question. A small number also used the Baby Café (17%) and post natal groups (3%), but a greater number used baby massages (28%).

### 3:2. Satisfaction with services

Of the parents who responded to a question about whether they were satisfied with the services they used after the birth of their child, 95% stated they were, and the following information was provided about the services they were most satisfied with.

*I was satisfied with all the help I had especially the care at the hospital, as my child was 9 weeks early so when we were in SCBU we had a health visitor come in so we could meet who we were having when my child came out of the hospital*

*Very impressed with the midwife assistance once we were home. Even though I was a second time mum those home visits for the first few days were invaluable*

*The Baby Cafe was my saving grace during some very tricky early weeks with a very hungry baby*

*The community midwives were great. I had some issues surrounding feeding the advice that I was given gave me the confidence to try mixed feeding I also wasn't made to feel a failure. I have used my Health visitor but tend to go to a baby clinic on my day off which isn't one that she attends*

*The support from the community midwife was great during the first few days after coming home. The midwives that visited were always approachable and happy to answer questions*

*The community midwife service was excellent. You didn't need to worry about getting anywhere for an appointment and if you needed them you could pick up the phone*

*Health visitor excellent*

*Community midwife was very good as was my second child did not visit too much but made me feel that I could phone at anytime if I wanted/needed to arrange a visit*

*Baby massage groups were outstanding. Great for bonding and calming baby and Mum. Great place to meet new Mums and have formed some great friendships and still meet up 4 years later. Baby club at the Bridge was excellent. Great advice from M- and great opportunity to meet new Mums and to gain info about weaning etc*

*Community midwives excellent care especially with second child as spent less time in maternity after birth*

*Health visitors helpful and the number of clinics very good*

*The community midwife and the health visitor at the baby clinic were both superb. I was always made to feel at ease and never judged on my parenting. I felt that I could ask what appeared to be the most ridiculous question and they made me feel comfortable and reassured*

*The midwife who visited immediately after the birth of our son was very helpful, informative and pleasant. The health visitor N- who we saw following this was absolutely wonderful. She was is a lovely person extremely helpful and informative and always had time to give both my son and I excellent attention and service. We continued to visit her baby clinic for the first 2 years as a result. I cannot speak more highly of her*

*The health visitor was excellent and really made me feel we were being looked after. The baby clinic also gave me somewhere I could go to ask questions*

*The community midwife and health visitor services were good. The baby clinic at St Mary's is lovely although the Communicare one is usually very busy. I am impressed by all the baby groups available*

*Midwives who visited at home were fantastic in the very early days*

*Health visitor was excellent*

*Health visiting and the help I was given to enable me to take my twins to baby massage*

*The Midwifes were very helpful and supportive when I returned home and I continued to receive helpful advice for my child*

*The baby massage classes and the baby cafe were good fun and I enjoyed meeting other mums and sharing experiences*

*Baby massage great and supportive, community midwife lovely and helpful when I needed her most*

*I was very satisfied with my original health visitor who was very supportive regarding breastfeeding and whom I felt I could talk to*

*I found the baby clinics in the Parishes very useful. I have no family in Jersey so it was useful being able to go up and chat a concern through with someone in an informal way*

*Baby Clinic convenient. Very informative. Great to meet other mums*

*Baby clinics were a good way to receive reassurance as a first-time mum but also good as a way to see other new mums and compare notes. Baby massage was a lovely thing to be able to learn again at The Bridge*

*Each visit was positive, my baby was confirmed as being healthy and growing well, I also felt supported by the Community Midwife and Health Visitor that I was doing everything right and had someone to ask questions on matters I was unsure of. My GP and Consultant were also a great support*

*The midwife visits are invaluable although it was my second child there are still concerns. I also had an infection after the birth c section and the midwife ensured that I could go to Maternity to see the doctor to sort it out. I had the same health visitor as for my first child which was very comforting as she knew my background etc. I regularly used the baby clinic to get the baby weighed and to chat to the health visitor. I always found the clinic very welcoming and friendly*

*I think it is the community midwife who came to see me at home within the first 10 days was very helpful and knowledgeable and gave my husband and I re assurance. I enjoyed the Baby Cafe Breast feeding group to meet other mothers who were breast feeding and help was there with any problems I encountered*

*Community midwife was excellent*

*Community midwife was very helpful. Health Visitor very very helpful and came more often than needed as I asked her*

*Community midwives are wonderful, please keep them. Only one frustrating aspect having to wait in for what can be almost a day for them to attend*

*The midwives that visited me at home were excellent and my health visitor was and continues to be superb*

*Midwife care expertise and confidence doctor professional care for mother*

*I attended both the baby cafe on a Tuesday at the Bridge and the breast feeding group on a Friday both were a god send*

*Baby massage. My doctor cared about me as a mother*

*Midwife visits and health visitor very good*

*Baby clinic, Salvation army*

*Only really used baby weighing*

*Community midwife was great, very informative and gave as much time as you needed*

*Baby café, breastfeeding cafe most helpful of all. Then Health Visitor was very supportive and also helpful. Baby clinic also good*

*Community midwife that comes to visit you at home in the first 10 days*

### **3:3 Services not satisfied with**

Parents were asked to comment on any services they were not satisfied with, and invited to make suggestions on how these could be improved.

#### **Not satisfied with and suggestions for improvement**

*Not necessarily dissatisfied but I did find that my doctor wasn't that competent with the 6 week check. He asked me if my baby had two descended testes, I had never actually noticed or checked*

*I found the baby groups weren't especially helpful nor were they for me as I never felt particularly welcome. As a fairly young mum I was obviously going through a very hard time and I found that the health visitor was concerned about the wrong things and was encouraging me to go to baby groups constantly and after trying 3 of them and saying I couldn't really get on with them she was still insisting*



*The first midwife I had was excellent but she was overloaded with people and could not make a lot of time to see me. The second midwife I had was horrendous. Our first appt she showed up an hour late and was extremely condescending and patronizing. After that she hardly kept her appointments or was late when she did keep them. I feel that there was no recourse to complain as when I did mention something and that I was unhappy my health visitor put in my children's file that the mother was difficult and did not require the healthcare visitors to come round anymore*

*I went to the baby cafe at Communicare a couple of times had heard about it before having my baby so knew I wanted to go along for support help with breastfeeding and also to meet other mums. On the leaflet it says 'advice on breastfeeding and combination feeding. I started combination feeding at 2 weeks and when I explained this to the breastfeeding counsellor she told me that studies show formula fed babies are more likely to be obese in adulthood. Suffice to say I didn't go back. How I wish she had suggested I try giving a bottle only once a day, didn't occur to me but since found out this is common advice from midwives and counsellors instead of coming out with that clanger that only made me feel guilty all over again! I didn't feel supported or comfortable there. Would have expected an area you could go talk privately with the health visitor or bf counsellor. I think there was a lot of advice they just didn't give*

*Health visitors are hit and miss. Had a great one second time around. My first child was a poor experience and a hindrance to confidence*

*I was very disappointed with the service I got in the maternity unit. I wanted to breast feed but felt like they didn't have time to show me and when I asked one midwife to show me she got agitated with me and made me feel like I was doing it wrong*

*More information and support should be provided to new mothers regarding their physical recovery as well as psychological support postpartum*

*We went to a different baby clinic in another area of the island, St Lawrence when N- was away one week and did not have a good experience with the health visitor who was unhelpful and at times unnecessarily judgmental. Another mother present left crying and I left soon after and would not return. Some sort of independent and random monitoring of the clinics might be helpful or perhaps information at the clinics of what to do who to speak to if you do not find the clinic helpful accessible*

*The community midwife service could have lasted a little bit longer I think. I only had one visit because I was in hospital for a week but that shouldn't mean you get less visits once your home. If anything you need more visits if you've had to stay in hospital for a week*

*Health visitor was irritating and gave medically unsound advice*

*I felt isolated after the birth of my child and quite down and no one picked this up. Perhaps making sure people at baby group etc are interacting with others instead of just letting them walk in and out after getting the baby weighed. I feel women are pressurised to breastfeed. I did for 6 months and it left me exhausted, infected, painful breasts and my baby hungry and fretful. I wish I'd given up and used formula and I might have enjoyed that time. I hardly remember it I was so exhausted and in pain*

*Longer period with Community Wife would have been nice. I am a private person and felt uncomfortable going to clinic and mixing with other Mums and nurses I had not met before*

*Maternity there was a disparity in approach with some midwives being supportive of my breastfeeding and others encouraging me to bottle feed. I do not think I was given enough help whilst on maternity. Some nights days I was helped more than others depending on the midwife. I had a C section and one of my twins was unwell with severe jaundice necessitating us staying 6 days then having to go back for a further 5 and it was torture. I was so pleased to be home with my husband where we could work as a team I definitely feel I should have had more help in those early days. I did not enjoy the first days with my children as I had with my first which for obvious reasons was much easier. I also feel that there should be the opportunity for dads to stay that first night for all births especially as with both my births they were in the evening and after doing everything together the dads have to say goodbye and you spend those first few hours alone*

*I found the Health Visitors a bit more intrusive and less aware of how long they should make the visit*

*I found as a first time Mum, it was very difficult to get conflicting advice re breastfeeding technique and many other issues depending on who you asked. Even got 3 different sets of info on maternity ward. Very confusing when you haven't done it before*

*The Health visitors - the lady that came to see me was not very useful and did not provide me with any benefit at all. She would never give any direct answers to any questions I had and I felt that she was just going through the motions and repeated the same things to every new parent*

*Health visitor contact was sporadic and not supportive enough. Again I think there's an assumption that mums with children already don't need much help. In fact they may need more*

*I felt that even though the health visitors were good they contradicted each other with advice they gave*

*Transition from baby cafe to playgroups is rough. There should be more up to one groups. My son was very physical and active. There was only one up to one group and it was so full we had to leave as my son crawled over the babies*

*As I had a home birth I had to pay for baby's first doctor check which is free when you are in hospital. I don't think I should have been charged for this*

### **3:4. Six week check**

When asked where the six week check after the baby was born took place, 81% of parents who answered this question said it was with their own doctor, and 19% said it was at the clinic. Additional information about this question was provided by a few parents.

*I had the 6 weeks check with the doctor but my daughter's was completed by the paediatrician at the hospital.*

*My six week check was at my GP but my son's was carried out at the baby clinic*

*Lovely Health Visitor because I had twins, came to my home. Met her through the clinic, so lucky to have her and her colleague, job share*

*Dr F- N- at her private rooms*

*The baby had the six week check at the clinic. I had a six week check with my doctor*

*Too expensive, was charged £32 for both myself and baby and was no other options for 6 week check*

Parents were asked if a Health Visitor was present when the six week check was carried out by their own doctor. Of the parents who answered this question, 78% said there wasn't a Health Visitor present.

### **3:5. Child's first immunisation**

In response to a question about where their child had their first immunisation, 54% of parents said it was at the Child Health Clinic (baby clinic), 42% with their GP and 4% with the Health Visitor and some additional comments were given in support of this information.

*I would have gone to the clinic but for some reason I was not on the mailing list about immunisation and I was given no information by my Dr, or anyone else. I found out from a friend with a child the same age that she needed one so I took her to the Dr. Otherwise I would have had no idea.*

*It was a baby clinic at my GPs*

When asked if there was a financial cost for the first immunisation, 92% of parents who answered this question said no, and 8% said there was.

### **3:6 Conclusions**

- a high level of appreciation is shown for the personal support given by the community midwife and health visitor. The visits at home are valued at a potentially vulnerable time for some that have no family in Jersey
- baby massage, breast feeding groups are also seen as valuable supports after the child is born

- the competence of some respondents own doctors to understand what mothers need was raised, as was the inequity of charges they make for babies first check and immunisation, when they are free at clinics
- some were concerns raised about communication in terms of conflicting advice, and that second time mums may need more support, also that professionals can be concerned about the wrong things, and be patronising and condescending. Random monitoring of clinics was suggested to reduce the possibility of this happening

## Section Four Information for Pre and Post-Natal Phases

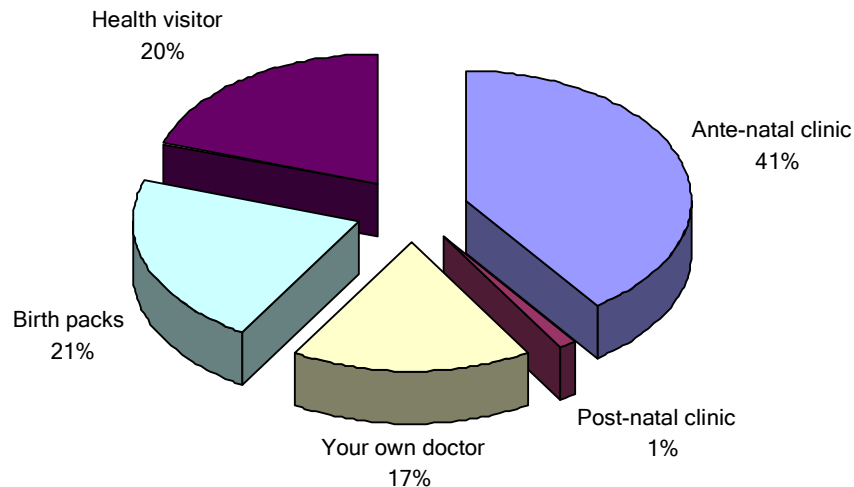
### 4. Information available for pre and post natal phases

Parents were asked a number of questions about information used in the pre and post-natal phases. These questions ranged from sources, satisfaction with the information and suggestions for improvement.

#### 4:1. Sources of information

Four categories for sources of information in both phases were given in the questionnaire, and parents were asked to tick to show where they had obtained it. Responses to these categories are given in Chart 6.

Chart 6. Sources of information in pre and post natal phases



As Chart 6 shows, more information was collected at the ante-natal clinic, compared to the post-natal. However, it is assumed that if both sets had been collected in the pre-natal period, this would account for this difference.

Additional information on sources not found in Chart 6 were also given.

*NCT course*

*We were given lots of literature, but especially for first time parents. We bought a book and looked online at what other parents were saying*

*From my mother who is a health visitor in the UK*

*Online on internet forums and from internet content (4)*

*From the internet and from books I borrowed from the library*

*JCCT*

*Friends*

*Own Books*

*Ante-natal class in New Zealand was excellent*

#### **4:2 Satisfaction with information**

Of the parents who responded to the questionnaire 90% said they were satisfied with the information available. When asked to provide details about the information they were most satisfied with, the following was given;

##### **Information most satisfied with**

*The birth pack from the health visitors was really comprehensive*

*The midwives and nurses at the ante-natal clinic were very good on giving me information that they knew/thought would be of help to me*

*I was satisfied with the variety of information as there were leaflets that I would have never thought of*

*Information pack from HV was good- bit too much info but all the important stuff was there and she made a point of going through all of it with me*

*N, our health visitor, was extremely knowledgeable and particularly helpful with dealing with infantile eczema*

*Information in respect of my gestational diabetes and the potential affects on my baby*

*My health visitor gave me a pack full of useful info*

*Open frank honest advice by midwives at the hospital*

*I say read everything but go with your instinct*

*The information not only about the babies health but also the information for myself (e.g. post natal depression info). The information was very comprehensive and was really helpful just to look at to reassure oneself that everything is ok*

*It was all very comprehensive and the health visitor was particularly informative*

*During pregnancy of third child we were given a big pack of leaflets produced by a midwife charity / unit in the UK that were targeted, detailed and very informative. Best information I've had*

*Pregnancy books*

*Weaning*

*Family nursing - Health Visitor*

*Baby Cafe - Breast feeding*

*JCCT*

*Was given plenty of information leaflets when in hospital after/before having baby*

*Difficult to say, I like to know exactly what is going on so did a lot of my own research. Info given was not sufficient for me but topped up my knowledge myself*

*Immunisation*

*Advertising of Playgroups and support groups*

*Satisfied with it all*

### **Information not satisfied with and suggestions for improvement**

*There was not enough info given for the big things, shots, what to do if your child does not breastfeed etc*

*Everything in the packs were directed at mothers who are or were going to be breastfeeding, This makes mothers who for whatever reason can not or are not breastfeeding.*

*There needs to be more support and information as well as less pressure for the mothers who are not breastfeeding*

*Well, I was at the time because I didn't know what was missing! There was a lot of info in the packs I received from hospital (bounty pack pre-birth and another one day after giving birth) but it's good to have it all and I imagine most people eventually get through it. However, recently found out during a visit from JCCT to Communicare baby group that info about JCCT was missing from the packs at least from March - June or so. Similarly, I don't recall coming across anything that said I needed to register my baby with Social Security - perhaps this is common knowledge among locals, but certainly not those of us who are new to Jersey. Def received info about registering with registrar of course*

*I think what would be so useful would be a checklist that comes as part of your post-birth info pack at hospital (and poss a pre-birth one too) that takes you through all the things you need to do and when... register birth; register with Social Security, apply for nursery place (and get ESC to re-write their forms; they are AWFUL and so confusing!!) etc etc... a chronological checklist would be so helpful!*

*Finally can I mention that all the correspondance / written info from the hospital needs some serious review - it is so badly worded (even my consultant wondered why on earth the word 'nulliparous' should be used on patient info!! What!?) and could so easily be improved and I recall having even more questions after reading it. If it was written better I'm sure less women would turn up to appointments better prepared - having had enough to drink pre-scan; having brought urine samples at the right times and so on... checklist checklist checklist!!!*

*I didn't think that there was a lot of information provided by the antenatal clinic, apart from the packs given out at the first appointment. Maybe there could be an information point / display put up in the antenatal clinic*

*Not a great selection of Mother and Toddler groups available. When I booked and sent money off for J.E.L.L.Y only to be told no places where available, maybe more groups need to be set up*

*the information regarding breastfeeding and new mother postpartum care was insufficient*

*I was given no info at all after leaving hospital apart from drugs for my daughter. I'm appalled they were happy for me to go home with no support knowing I was in agony and could not use my hands. I repeatedly stressed this was an issue but nobody listened (consultants, drs, nurses, nobody)*

*There was some conflicting information*

*Too much pressure to have a natural birth, too much pressure to breastfeed, even when it's just not working for mother or child*

*I was not aware until recently that you have to register your child with social security for a health number - It would be very useful if this was included in the general information pack provided in maternity*

*I had to phone the hospital to find out about any clinics. The antenatal clinics were not very good and I did not bother going to most as they seemed very dated and not very positive*

*The first midwife who came within the first 10 days was great but following that the health visitors were not good at all. Apart from one particular lady who's name I cant remember but may have been P*

*I had to tell ante natal about website (registered charity) support for mothers to be with pelvic girdle pain, midwives were not aware of it. More can and must be done*

*More pre-birth advice required in general - definitely perenium massage should be advised*

*Second baby midwives were too busy/overstretched to give as good care and information as first time*

#### **4:3 Conclusions**

- overall, parents in Jersey seem satisfied with information about services available to them in the pre and post-natal phases of their child's life. When anything was seen to be insufficient it was supplemented by reading and internet searches
- some parents felt there was too much focus in the information on breastfeeding, whereas others considered there was not enough
- some comment made about some information containing conflicting information
- a suggestion was given about the value of checklists to help prepare for the number of different checks required in the pre-natal phase, as this is usually a busy time in terms of appointments



- improvement is required in the clarity of information produced by States departments, such as Social Security, ESC and Health

## Section Five

### Improving Services for Children from Pre Birth to Three

#### 5. Improving services for children under three

The final part of the questionnaire to parents asked about their views on how services for children in Jersey could be improved, from pre-birth to aged three.

##### 5:1 How can services be improved?

Although less than half of parents who had responded to the survey answered this question, those who did provided personal information in support of their suggestions.

*I can only speak for up to 6 months so far and although on the whole I can say that the experiences I had with people - consultant midwives health visitors etc were generally superb, I really think there could be much clearer more logical and more informative (and less contradicting) written information. Pregnant women need stuff written down!*

*2 more suggestions:*

*1. the 'handheld' notes the hospital gives you: these are hardly pocket (or even handbag) sized and yet you're supposed to carry them everywhere - impossible! Surely there could be a better system? Something half the size even if it was twice the thickness would absolutely ensure that more women did carry notes with them*

*2. I think it's just wrong that the hospital allows marketing people to visit women so soon after giving birth! - at least I assume that the woman who knocked on the door of my private room less than 3 hours after I had my baby was something to do with marketing. She gave me (yet another) bounty pack and promptly asked for all my contact details! Unsurprisingly I couldn't remember my postcode at that point. Same for the person who came round with the JEP - again just a few hours post-birth! - and asked 'would you like a paper?' not fully in the land of the living I replied 'yes' and then she stood waiting ah for the money! My husband had to scratch around for some change then. I understand these services are wanted / useful but couldn't there be some kind of vetting / checking by staff or even better written warning in pre-birth info (let's have a 'what to expect on the ward' checklist)!!??*

*All in all great experience - we're very lucky in Jersey to have such wonderful services but naturally there's always room for improvement! Very pleased and grateful on the whole though*

*I think there could be more information available about groups to join for mums and babies - maybe some sort of pack could be made available via maternity or family nursing*

*I feel that more work should be completed with SCUBU in relation to the importance of early days bonding and the importance of empowering new Mums with a sick baby. Most are excellent staff but some need training on attachment etc and how to encourage new mum's in relation to their new baby experience in how to care for their sick child and hold and feel confident about providing for their child*

*There needs to be a member of staff on the maternity ward who is specifically there to help new mums breast feed for the first time. A nursery nurse would be the best for this I feel as the midwives are obviously too busy for this*

*The fact that I would not opt for shared care again is testament to the excellent job that the midwives do at the hospital. They are always thorough knowledgeable and approachable. The community midwife was very friendly and warm which made me look forward to the visits as I knew that I would be able to get the help and reassurance that a new mum needs. I never felt judged and I have found the community midwife to be equally as helpful. H- always remembers my name and the name of my son even though I only go to get him weighed once every few months as I am a working mum. It is this level of personal care that has made me feel very blessed to have my child in Jersey*

*I was disappointed with the lack of information/help offered within the maternity unit by the midwives. The first few days after the birth were bewildering and disorienting and I expected a level of guidance on such basic matters as frequency/amounts of feeds that are ideal etc. We had to ask to be shown how to bath baby after 3 days of being in maternity and questions relating to how to change a nappy and other basic queries were not met positively. Naturally this affected confidence in the early days and left me floundering. Each query was met with the same answer which was that they could not tell us such things that we would work it out with baby ourselves, which was really unsatisfactory both at the time and in retrospect. Whilst all the queries were resolved by the visiting midwife and health visitor at a later date it would have been useful to be able to have these basic issues/questions answered from day one. Although we attended ante-natal classes such matters were not addressed there. There appears to be an information vacuum on this issue*

*Increase the subsidy for childcare*

*The maternity unit was extremely busy during the birth of my second child and on a number of occasions heard the midwives apologising to the mums that they couldn't spend the time they wanted with us so extra midwives on duty during busy periods would be a benefit*

*Financial support from the States - £1205 per month nursery fees is crippling us*

*More groups for under 3 years available at weekends would be good, all groups seem to be weekdays which is hard for those that have to return to full time employment. Also Nursery fees desperately need to be reviewed. We are happy with the Nursery our child is at however it is pricey to accommodate our requirements. Some Nurseries are very choosy on hour many full days must be attended instead of offering flexibility*

*Improve parenting classes prenatal provide more support with twin births in maternity and post-natal. Possibly link in with Twins-club and to looking to specific parenting course from bridge for twin families particularly around behaviour issues and managing differences*

*The choice for me would be the cost of childcare and doctors fees when you go to the doctor, both of which are very expensive. The cost of a visit to the doctor in my case was £32 a visit*

*The nursery that I chose for my 2 daughters is excellent however it was a struggle to meet the cost of the fees before I was eligible for the 20 hrs free*

*Pre-natal clinics - NCT classes much better*

*2 year check very disappointed in - too set by graphs etc not practical in use of results*

*More clinics with useful positive information provided. Pre-natal clinic better organised and times given and not a 1-2 hour wait*

*Update on the health visitors as they all with the exception of one were not useful at all. They provided no comfort knowledge or positive comments*

*I was having a Caesarean and I had no knowledge of what would happen. I knew from very early on this is what I would be having but no one explained exactly what would take place*

*Continuation of care and contact between mums and midwives/health visitors was one thing I had the luxury of being a 'Bridge' mum and feel that this would greatly benefit more people if it were made the norm rather than the exception*

*Named midwives from three month check to post birth*

*A change in culture from the top that treats mothers as people and recognises that you're not just treating the women, but her health and well-being affects her family*

*More money / support for the generally fantastic midwives - they couldn't do enough*

*More advice about where to get support and information for pelvic girdle pain*

*More quality overall – e.g. not having to wait more than ten minutes outside the door of the maternity unit in the throes of labour because there's no-one free to open the door not turning up and finding the pool is 'out of order' because someone forgot to order a tube*

*More talks on specific stages of the child's life and more info on play groups around the island*

*Very good pre-school/play group facilities*

*Extra activities like Jelly club and massage etc good*

*Baby sensory sound good but too expensive*

*Give more information for first time Mum's - what to take to the hospital for baby and what size*

*More birth stories and advice - perenium massage should be advised by midwives*

*More 'up to one' groups*

*Advise research on internet*

*Doctors for children are very expensive and as children are often sick sometimes this is difficult. Services are generally good*

*Would be great if toddler groups were subsidised i e Jumping Beans, Little Monkeys etc for Mums who choose to keep children at home*

*Much better than I would have received in the UK*

*Subsidised clubs for toddlers - more availability*

*To get more information about play groups baby cafes where Mum's can meet*

*Keep the same midwife all the way through*

*When I had my daughter in 2004 there were lots of baby groups but when I had my second child in 2008 there were only a couple*

## **5:2 Conclusions**

- the issue of cost in Jersey with regard to children under three was raised from a number of perspectives, from childcare without subsidy to the cost of doctors when children are sick
- suggestions were given about improvements at the maternity unit, such as a nursery nurse dedicated to supporting breastfeeding, information/support on the practical aspects of caring for a new baby; being and being left undisturbed after the birth
- parents made suggestion about staff in the special unit in maternity having training on attachment, and how to support mothers in the care of their sick child
- suggestion were also made about the value of having consistent and named support from Health Visitors and Midwives