



**The Shrewsbury and
Telford Hospital**
NHS Trust

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Date: 27th August 2020

Dear Lynn, Paul, Vanessa and Barry

Re: Support available for patients, families and staff affected by the independent review of maternity services from SaTH and the wider system

Further to your letter of 23rd July, 2020 regarding your query regarding support to patients, families and staff who are affected by the Independent Inquiry into Maternity Services; firstly may I apologise for the delay in replying to you.

I note that you have been raising informally to the system what support is in place and therefore have detailed below the support available to address the concerns you have raised in relation to all as per your request.

We absolutely acknowledge that both patients, families and staff are all anxiously waiting for the outcome of the review and whether they will actually be included; in what detail; or not at all. Additionally, as you say the overarching concern of the review by the police as to whether there has been any criminal offence committed, is causing more anxiety.

The Trust has in place a number of mechanisms in place to support current patients and families as well as staff and ex-staff and some of these are bespoke for individuals based on the support they have indicated they wish to receive. More detail is provided below.

Donna Ockenden the lead for the Inquiry has identified the support for patients and families involved in the review using a three tiered approach to support them and now the review is closed to new cases the support is as below:

If you are a family that needs support, please reach out. There are a range of charities that can provide that help and advice and I have provided their contact details below.

SANDS (Stillbirth & neonatal death charity)

<https://www.sands.org.uk/support-you>

0808 164 3332

Cruse Bereavement Care

<https://www.cruse.org.uk/get-help/helpline>

0808 808 1677

Child Bereavement UK

<https://www.childbereavementuk.org>

0800 02 888 40

Petals

<https://www.petalscharity.org>

0300 688 0068

Contact: For Families with Children with Disabilities

<https://contact.org.uk/advice-and-support/our-helpline/>

0808 808 3555

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Samaritans

116 123 (freephone, open 24 hours a day)

This information is detailed on Donna Ockendens website and will be available for as long as required there is no cut off.

The Trust has always offered a 'talk about service' for any family that wished to review their maternity care and meetings with consultants and senior midwives are provided where requested. This is ongoing for anyone receiving maternity care.

As part of the Maternity Transformation Programme there is a workstream focused on communities and engagement who will be working with the maternity voices partnership, to ensure that the Trust engages fully and prepares individuals and the wider community to support them through the publication of the report. The team will also be in touch with both Healthwatches' to join this workstream and help shape the delivery of the support and engagement.

A specific engagement exercise is due to commence with the initial 23 cases identified as part of the review with an open letter to meet with the Chief Executive and members of the Maternity team to both hear their story and address any ongoing issues individuals may have. This is obviously voluntary and will be an open-ended invite to these families.

The Trust has appointed two Professional Midwifery Advocates whose job is to support staff using an approach called restorative supervision also undertaking training and education. They listen to staff concerns and suggest ways of restoring them to practice. An extra PMA was also recruited on the bank from the Midlands maternity network as an additional resource.

Staff have access to the freedom to speak up champions in the Trust who have been very supportive and active in maternity. Affording staff to have conversations confidentially regarding any concerns they may have and any support needed.

The Trust have also commissioned specific psychological support for staff, as discussed at SOAG yesterday. The Midlands Partnership NHS Foundation Trust have been commissioned to provide support to staff and patients. This will be in place for as long as required and any member of current or ex-staff can link into this support available.

We have no evidence currently of staff wanting to leave and putting at service at risk, we have 2.4 WTE midwifery vacancies and have just recruited to these.

Part of the maternity Transformation is also looking at people and culture and this workstream will work collaboratively to ensure support for changes in culture that are required in a supportive manner in line with the Trusts newly agreed values and behavioural framework that is currently being developed.

Finally, as an organisation we are very sighted on how we need to move forward together to support women, their families and all staff and engage the wider community to ensure they feel safe in our care. Any input from both Healthwatch's will be welcomed.

Yours sincerely



Maggie Bayley
Interim Chief Nurse
Shrewsbury and Telford NHS Trust

cc: Louise Barnett, Chief Executive. Shrewsbury and Telford NHS Trust