



**GWASANAETHAU MAMOLAETH
A NEWYDDENEDIGOL**

Adolygiad Annibynnol o Fae Abertawe

The Independent Review of Maternity and Neonatal Services at Swansea Bay University Health Board

Easy Read






**MATERNITY AND
NEONATAL SERVICES**

Independent Review of Swansea Bay

Report into maternity and neonatal care at Swansea Bay University Health Board (the hospital).

Easy to read version.

Harder words are written in **bold**.

	<p>Hello. My name is Denise Chaffer, and this is a photo of me. I am a midwife and a nurse.</p> <p>I have led the team who have been looking at maternity and neonatal care given by Swansea Bay University Health Board (we will call it a hospital).</p>
	<p>Maternity is the care given when someone is having a baby.</p> <p>Neonatal is the care given to a baby when it is newborn.</p>
	<p>These services and the people who work there, are there to keep people safe when they are having a baby and when the baby is new.</p>



Sometimes, people have not felt safe. Some women and families have been worried about the care that they were given.

Some other **reports** said that the services could have been better.



We were asked by the hospital to review what had happened. And so, a team was put together.

The team had a lot of **experienced** doctors and nurses to look at many different things. This is called a **review**.



To do our **review** we spoke to a lot of people. This includes people who had used the hospital, staff who work at the hospital and the people who are in charge of the hospital.

We also spoke to people who work with the hospital but not in the hospital.



We also spoke to the **Healthcare Inspectorate Wales**, also known as the HIW. They check that the hospital is safe for patients.

The HIW had said that the hospital had some problems in these services.

What did we find during our review?



We have written a long report about the hospital.

The report looks at a lot of different types of evidence to see why things happened in the way that they did. These are called the **findings**.



We found a lot of different things out.

There are many **different** views because so many people use these services each year. People all say different things to each other about how they feel.



Some people said that they were happy with the care they were given.



But some were not happy. They were treated badly and more should have been done to listen to their concerns.

They were sometimes treated without **kindness** or care.

	<p>The people who are in charge of the hospital did not always look at the right information.</p> <p>Also, they struggled with finding enough staff, like many other hospitals.</p>
	<p>Staff sometimes felt that they could not cope because the job was difficult and very busy.</p> <p>There were not always enough trained staff.</p>
	<p>But sometimes, staff were also not always kind and women need extra special care when they are having a baby.</p> <p>Most of the staff care very deeply about the way mum's and dad's feel.</p>
	<p>During our work we also asked if there was a risk of the same issues carrying on.</p> <p>We found that things had started to change but the work needs to continue.</p>
	<p>We also found that the other organisations who work around the hospital – called the 'system', could do more to work together.</p>

What will happen now?

	<p>We know that many people and many staff at the hospital are sad and upset by what the review says.</p> <p>They want to make sure things improve. Our report made a lot of recommendations. These are suggestions to take an action.</p>
	<p>The hospital staff and all of the leaders need to listen to patients and families and visit the places they are given care.</p> <p>They also need to listen more to staff working on the wards. People need to feel safe about speaking up if they are not happy.</p>
	<p>The hospital staff and all of the leaders need to get better at making sure that changes are made properly.</p>
	<p>Working together is the best way to make change happen.</p>

Thank you for reading our report. If you have questions, we will be happy to answer them. Please email info@nicheconsult.co.uk