



Small details mean a great deal:

Working with Sands to improve care for bereaved families in The Baird Family Hospital

Anna Rist, Public Involvement Officer, Gail Thomson, Senior Service Project Manager The Baird Family Hospital and The ANCHOR Centre Project, NHS Grampian

Background

- The Baird Family Hospital (BFH) is part of a £163.7 million capital project at Foresterhill Health Campus, Aberdeen.
- All existing Maternity services at Aberdeen Maternity Hospital (AMH) will move to the BFH after its completion in 2022, including services for families experiencing a miscarriage, stillbirth or neonatal death.
- The current accommodation for baby loss services is sub-optimal and dated. However, it benefits from the ongoing support of Aberdeen Sands (Stillbirth and Neonatal Death Society) who have over the years invested significantly in improving the service user experience.
- The BFH project has a substantial service redesign agenda accompanying the architectural elements. This has provided the unique opportunity to plan for the best possible late baby loss services from scratch.
- Given the Sands group's attachment to the services provided at AMH, the project team felt that their involvement and input in the design processes would be invaluable.

Aims

The project builds on the growing understanding of how needs-sensitive environment of care can mitigate the impact of baby loss. Person-centred NHS provision in this difficult domain of bereavement is still emergent, with national guidelines under development.

Method: three stages of engagement to date



Concept

- Workshops with clinical staff and Sands members to discuss how and where the late baby loss services should be delivered in the BFH - a dedicated bereavement suite chosen as the preferred model.
- Sands representatives given an expert role on service user experience.
- A working partnership set up to deliver mutual goals through proactive communication and engagement.

Design Development

- Plans for bereavement suite progressed.
- Sands consulted every 3 to 6 months at workshops and update meetings, comments fed back to the architectural design team.
- Core group of 3 Sands committee members plus other volunteers – up to 10 attendance at any time.

Final Design

- Sands consulted in detail on interior design, furnishings and equipment to enhance the space.
- Name of department to be decided.
- Sands have also committed to fundraise £140,000 towards the space by 2022. Project Team have support this fundraising effort through volunteering and profile-raising.

Outcomes

- The result of Sands involvement is a dedicated bereavement department, working title 'Birthing Suite Annex', co-located with birthing facilities but with complete audiovisual separation.
- Department includes:
 - two en-suite patient bedrooms where mothers can both give birth and stay postnatally without having to be moved.
 - screened terraces from each room for fresh air and outdoor access
 - a family room for visitors.
 - a pantry.
- Access-controlled lift allows families direct exit to the hospital's car park to provide much-requested segregation from families taking their newborns home.



BAIRD FAMILY HOSPITAL - First floor suite - Birthing Suite Annex
Artist's impression of terraces

Aberdeen Sands remain active partners in the project, providing assurance and expertise.

'We love being involved and creating a great space for future parents to spend what little time they have with their precious babies.'

Fiona Donald, Chair of Aberdeen Sands

References:

1. The Baird Family Hospital and The ANCHOR Centre Project Team (NHS Grampian), Outline Business Case, 2018, Chapter 2: The Strategic Case, pp. 96-98.
2. Sands statement on the National Bereavement Care Pathway, 2017, available from <https://www.sands.org.uk/professionals/projects-improve-bereavement-care/national-bereavement-care-pathway>.
3. Sands position statement on Bereavement Care Rooms and Bereavement Suites, 2016, available from <https://www.sands.org.uk/sites/default/files/Position%20statement%20Bereavement%20rooms%20and%20bereavement%20suites.pdf>

