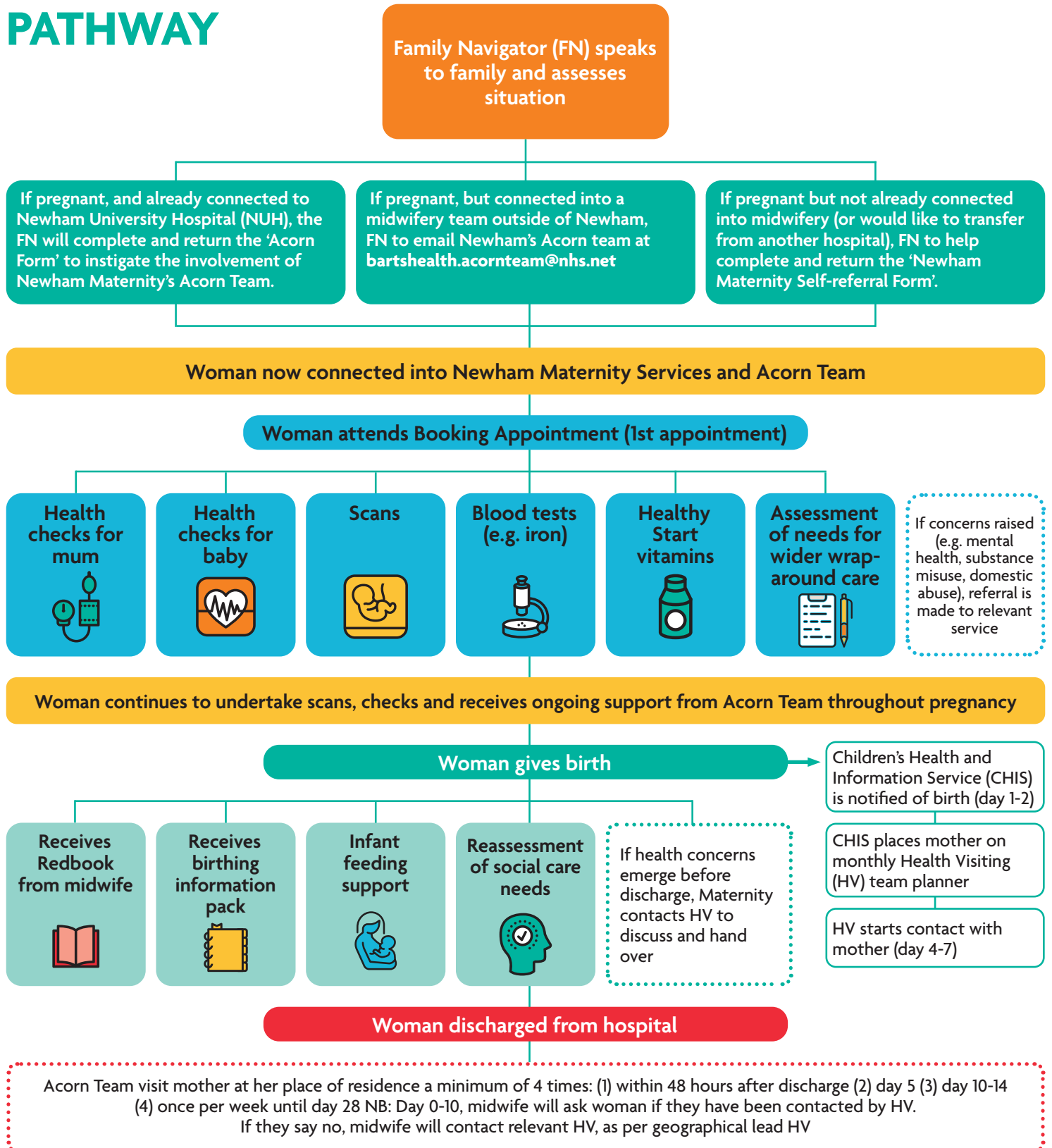


NEWHAM'S MATERNITY ACORN TEAM

The Acorn Team supports asylum seekers, refugees and vulnerable women with complex needs

PATHWAY



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WHAT HAPPENS IF A WOMAN MISSES HER MATERNITY APPOINTMENT(S)?

Did not attend (DNA) initial booking appointment

- After 1 DNA - offer alternative appointment and call/post a letter with appointment details
- After 2 DNA - unannounced visit. If no contact, hand over to the GP and HV and inform of DNA and to alert Maternity if they have contact with client

Missed follow up appointments including antenatal and postnatal

- After 1 DNA - offer alternative appointment and call/post a letter with appointment details
- After 2 DNA - Contact GP/HV if appropriate - check contact details
- After 3 DNA - unannounced visit. If no contact, hand over to the GP and HV and inform of DNA and alert Maternity if they have contact with client. Refer to MASH (children's Social Care).

WHAT HAPPENS IF A WOMAN MOVES OUT OF BOROUGH?

Anyone who moves out of the Newham catchment area during any stage of this pathway can still get support from the Newham Maternity team if they can continue to travel to their appointments.

If a family cannot travel, the Maternity team will sign post the family to their nearest maternity unit and will send a handover to the relevant leads of the new maternity unit.

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CASE STUDIES

REFERRING A MUM TO THE ACORN TEAM

A FN was completing the triage checklist with an individual who had just arrived at the hotel. It was identified that she was pregnant and so the FN completed a booking self-referral form with the individual, before sending it to the Acorn email inbox and team lead. The Acorn team were able to vet the client and directly contact the maternity booking admin to ensure her initial booking appointment was with the Acorn team. An appointment was offered within 2 weeks of the referral from the FN. This would have taken longer had the client gone through the GP. As the Acorn team were aware of the client's status as an asylum seeker, she was allocated a named midwife who remained her midwife throughout her pregnancy. The client's named midwife was also able to refer her to external agencies for baby items and other pregnancy support, to help the soon-to-be mother be as prepared as possible for birth.



CHECKING FOR IRON DEFICIENCY

A pregnant woman was complaining to the midwife that she was always feeling tired, short of breath and experiencing heart palpitations. As she was attending her 1st appointment with Maternity, a full blood count was ordered, and like all mothers at their booking appointment (1st appointment), she was tested for iron deficiency. The woman's blood results showed she was iron deficient. Maternity emailed the client's GP and asked for a prescription for iron supplements to be prepared for the woman. Within a week, the client called her GP to find out if the prescription was ready and she was told she could collect it from her nearest pharmacy. She was entitled to free prescriptions as the midwife had already completed an electronic FW8 Form which gave her access to free dental care and prescriptions during pregnancy and 1 year following birth.



LETTING THE HOSPITAL KNOW WHEN SOMEONE IS UNWELL

A client who was pregnant and staying in emergency accommodation reported she was feeling unwell and was in a lot of pain. The hotel staff informed Newham's Acorn team that she needed to attend hospital to be checked by a health professional. Letting the Acorn team know about this in advance, meant that maternity staff were more prepared for her arrival than what they would have been if she had just shown up to the hospital. It also meant that her named midwife was made aware and could make a note to follow up on the client when she was discharged home, to ensure a next day check-up.

