

Client Information Booklet



PrivateMidwivesUK
Privatemidwivesireland



@BirthUK
@Birth_Ireland

Thank you for booking your care with Private Midwives.

We know that having a baby is a wonderful and special experience. However, we are also aware that for some people, it can be a time of worry. At Private Midwives we provide an enhanced package of care, tailor made to your individual needs. All care is based around you and what you need or want.

This information booklet is to provide some additional guidance to you so you know what to expect during your care. We have provided some generic information here, but you should talk to your midwife to tailor make your care package to your individual needs.

Our main priority is the safety of you and your baby. We will do all we can to protect this.

Our next priority is to provide you with high quality, individualised care and support. This will include giving you information to make informed choices about your options and supporting you in the decisions you make.

We plan care around you and your family and we want to do everything we can to ensure you have a positive pregnancy and birth experience.

All our midwives are registered with the national professional regulatory body. In the UK this is the Nursing and Midwifery Council (NMC). In Ireland this is the Nursing and Midwifery Board of Ireland (NMBI). All midwives are senior, experienced midwives. We value your feedback as we only employ midwives who comply with our high standards of care.

YOUR PACKAGE OF CARE

Our care packages are designed to give you maximum flexibility. Simply choose the antenatal care you want, add on birth support and then choose the postnatal care that suits your needs. You can add to your package at any time. Just give us a call.

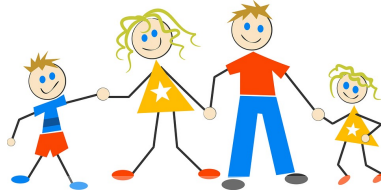
Normally we allocate one lead midwife to you and she provides all elements of your care before, during and after birth. She is available for you throughout. Inbetween appointments you can message her with any questions you may have. This gives you continuity and peace of mind.

We will ask you what is important to you and we will match a midwife to you who we believe has the right skills and knowledge for your needs; has availability to care for you within her caseload and is not too far away from you. Most midwives work with a "buddy" who will be available to answer any questions you have during times that your own midwife is on leave or with another family.

Many of our midwives specialise in specific areas of care (for example gestational diabetes, holistic therapies or neonatal care) and so occasionally, your midwife may ask a colleague for advice so that we can be sure you get the best possible experts supporting you for any specific condition.

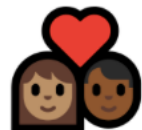
On rare occasions, due to exceptional circumstances, we may need to change the midwife who is looking after you. This may be due to extreme personal circumstances. Whilst this is very rare, we recognise this can be upsetting and we will do everything we can to make any transition seamless, with additional visits for you if necessary.

YOUR ANTENATAL CARE



Your antenatal booking appointment will be arranged for a convenient time, normally within the week that care commences. This is a long appointment, typically lasting a few hours. Your midwife will ask lots of questions about you, your health and what you would like. Subsequent appointments are normally 1-2hrs long. Appointments are normally every 4 weeks until you are 28 weeks pregnant. After this, appointments are every 2 weeks until you are 36 weeks pregnant. Then your midwife will offer to see you weekly until baby arrives. All appointments are flexible and if you would like to avoid taking time off work, or you want your family to be involved in appointments, they can be arranged for evenings and weekends if you wish. At your routine appointments, your midwife will offer to take your blood pressure, check your urine, examine your abdomen and plot growth, listen to baby's heart rate and later in pregnancy, determine how baby is lying. If you prefer your midwife to attend a hospital appointment with you, in place of your home visit - just let her know.

We will offer you a "customised growth chart" as recommended by The Perinatal Institute. This is a chart to measure the growth of your baby but it is unique to you. Your appointments will also include advice on general well-being, birth options, birth preparation, feeding etc. Your midwife will agree with you a topic for discussion at each appointment and at one of your visits, she will offer to assist you with a birth plan.



Occasionally, your midwife may ask to re-schedule an appointment as she is with another client who she is supporting during birth. We apologise in advance if this causes any inconvenience. We would not expect this to happen often as the caseload of the midwives is monitored to ensure they have time for their clients and we minimise any cancelled appointments.

When it is time for you to have your baby, we ask that you let your midwife know as soon as possible that labour is starting, to give her time to rearrange her diary and any other appointments to ensure she is available to give you 100% of her time and attention.

Your midwife is on call for your birth. Normal birth is considered to be from 37 weeks gestation but your midwife will be available from 36 weeks and 5 days. If you go in to labour before this time, your midwife should still be able to support you. If she is not available she will identify a colleague to support you where ever possible. Your midwife will remain on call for you until baby arrives. In some cases, this may not be until 43+ weeks.

Your antenatal care package includes all of the care within the time frame you have booked. Whatever your personal or family circumstances, we will provide sensitive, high quality care to meet your needs. We do not refund if labour starts earlier, for example at 37 weeks. Likewise we do not charge you extra if pregnancy is prolonged and labour does not start until after 42 weeks. We want you to relax, safe in the knowledge that we are sharing this exciting journey with you, we are here for you throughout and we will provide the care and support you need.



BIRTH AT HOME

We will be delighted to support you to birth your baby at home and we will ensure that you have an experienced home birth midwife caring for you. Home birth is recommended for birth when all has been well in pregnancy. We know that the hormone Oxytocin, flows well when you are relaxed at home and you feel safe in your own environment and have confidence in your midwife, but it can stop in an environment where you feel anxious or frightened. Oxytocin is also called the LOVE hormone and it helps labour to progress quickly and effectively whilst helping you to cope well with the changes that are happening in your body. Our midwives are skilled at monitoring the well-being of you and baby during labour with minimal disruption, so as not to interfere with this process.

When labour starts, contact your midwife so she can clear her diary for you. She will advise you over the phone and when the time is right she will be with you during labour and birth. Sometimes a second midwife may also be there, to help with your care. If labour is very prolonged, the second midwife may take over your care for a short period of time whilst your lead midwife has a rest.

If you have ordered "gas" (Entonox) we will normally arrange for this to be delivered to your home before 37 weeks of pregnancy. Please keep the cylinder of gas under cover in a clean, dry area away from extreme heat or cold. Do not smoke near the cylinder and keep it away from flammable substances. Do not allow children to play with the cylinder. You will not be able to access the gas until the midwife connects an attachment to it. She will bring this with her when you are in labour. In some cases, and in Ireland, the midwife will bring the gas with her when labour starts. The gas will be collected again a few days after baby arrives.

If you are planning on using a birth pool, we can arrange for a new pool complete with usage kit to be delivered to your home before 37 weeks of pregnancy. Inflatable pools are designed for single use and come with a liner for hygiene

purposes. Whilst your midwife can advise on positioning, filling and emptying the pool, her main role is to care for you and your baby. Normally, the birth partner will take on the role of filling/emptying the pool. Filling normally takes longer than you expect and we would advise you have a practice before hand.

Using a second hand pool is not recommended. This is not only against manufacturers guidance but also carries an infection risk that could harm you or your baby. Even with a new pool liner, you can not guarantee a second hand pool is safe for use. Private Midwives accepts no responsibility for any damage to your property caused by a birthing pool. We do advise you to purchase some waterproof floor covering (shower curtains work well) to minimise the risk of any damage. We do not accept any responsibility for any infection due to you using a second hand pool. Some midwives have their own birthing pools. These are for demonstration purposes only.

Our midwives are experts at home birth and we find that almost 80% of women who plan a home birth and commence labour in our care, go on to have a lovely home birth without any medical intervention. Your midwife will keep a very close eye on you and if she is worried, she will discuss this with you. Sometimes, a transfer to hospital is needed. If this is the case, your midwife will arrange this. She will stay with you at all times. In some areas, we ask you to contact the hospital before hand to get permission for your midwife to stay with you in the hospital environment should a transfer be necessary. Your midwife will advise you if this applies to you and will assist you with this. We do not normally offer you narcotic pain relief at home as we find the birthing pool and Entonox are very effective.

After baby is born, your midwife will normally stay with you for a few hours to help clear up, assist with feeding and ensure you and baby are well.

Your midwife will bring everything with her that she needs to care for you. She may be with you a very long time, so if you are able to offer some drinks or light refreshments, we are sure she would very much appreciate this.

BIRTH IN HOSPITAL

You may choose to have your baby in hospital, or for a medical reason your initial plan for a home birth may have changed to a hospital birth. Either way, your midwife can support you. Again, your midwife is on call for you from 36 weeks and 5 days until baby arrives.

SUPPORT AT HOME IN EARLY LABOUR

If your package of care includes antenatal care, and your private midwife has been clinically responsible for you in the last part of your pregnancy, you may be offered support at home in early labour. This is not always clinically appropriate, and your midwife may advise you to go to hospital and she will meet you there. If it is appropriate, your midwife will be with you once contractions are strong and regular and she will advise you of the best time to transfer to hospital. Of course if it is appropriate, you may decide to stay at home and have a home birth, and that is fine too.

We offer two kinds of support for hospital births:

PRIVATE MIDWIFE BIRTH

This is where your own private midwife can go in to a hospital environment and be the clinical lead for your care. This is only available in some areas. If you have a complex medical condition this may not be appropriate for you. Your midwife can advise if this is an option for you.

SUPPORT IN HOSPITAL BIRTH

This is where the hospital staff are clinically responsible for your care, but your private midwife is with you as a professional birth partner. She will ensure everything is explained to you, you understand your options and she will ensure you are not left alone. In many cases hospital staff are looking after many mums-to-be during labour and having a private midwife with you means that you always have the same, skilled professional in the room with you. If any problem arose, your private midwife would summon hospital staff at once. Your midwife will help with hygiene needs

and can advise you on movement, positioning, pain relief, active birth and relaxation - but over all clinical responsibility for your care lies with the hospital staff.

PROLONGED PREGNANCY

If your pregnancy is prolonged and you have a hospital appointment to discuss induction, your midwife can accompany you if you wish. If labour is induced, this can sometimes be a long process over a number of days and your midwife will be in regular contact with you during this time. Once labour is established, she will be with you.

PROLONGED LABOUR

If you are in labour for a very long time, your midwife may ask a colleague to come and care for you for a while so she can get some rest. However, normally your midwife is happy to stay with you throughout, with just occasional short breaks taken at a convenient time. During any break she takes, she will ensure there is someone with you at all times and she will be available to call back if you need her.

AFTER BABY ARRIVES

Once baby arrives, your midwife will help you freshen up and she can also assist you to breast feed if this is your choice. We recognise that you may want some time alone as a new family and so about an hour after birth your midwife will normally suggest she leave you for a while. You will have her phone number and you can contact her if you need her for anything.

WHAT TO TAKE INTO HOSPITAL

Some light refreshments are often a good idea. Toiletries, underwear and clean nightdress are essential. Maybe some music you like or a book. Don't forget pen and paper as this is always handy. Phone chargers may be needed. For baby, simple clothes, some nappies and a blanket. Have a separate bag for coming home clothes for you and baby.

YOUR POSTNATAL CARE

If you did not book postnatal care as part of your original care package, don't worry. You can add it on at any time.

Normally postnatal care starts after baby arrives but if you are staying in hospital a few days, you can ask your midwife to commence care from when you get home. If you prefer, you can have your midwife visit you in hospital. The choice is yours. Some hospitals will restrict your midwife to visiting times but you can discuss this before hand with your midwife so you can make an informed choice.

During the postnatal care period, your midwife will assess you and baby to ensure that your body is returning to normal. She will give you advice and support on feeding, baby care, diet, contraception etc. She will offer and arrange a range of examinations and screening tests for baby to include a hearing test and a blood test for some rare but problematic conditions. Your midwife may also weigh your baby and give you information on where to access on going support after she discharges you. Each visit will normally last about an hour but this may be longer if you are having problems with feeding. We can provide postnatal care for a maximum of 4 weeks. Visits are normally closer together in the early days and gradually space out as you grow in confidence. In-between visits your midwife is no longer "on call" for you but she is available for advice via the phone.

In all cases, your midwife will examine your baby and assess well-being.

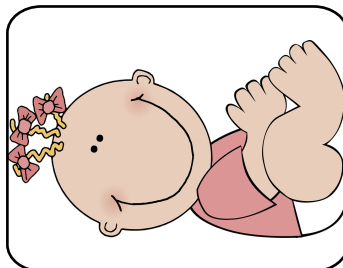


The Newborn Paediatric Examination is a detailed assessment of baby's heart, eyes and hips etc. This is not part of routine midwifery care. In some circumstances, your midwife may be trained to do this and may offer it free of charge or may be able

to arrange for a colleague to complete it. However, this is not normally a part of your postnatal care package.

INTENSIVE BREAST FEEDING SUPPORT

We do offer an **intensive breast feeding support package** that gives you daily visits for the first 7 days after baby is born. Your midwife will stay with you for 1-2 hours on each visit. She will help you to latch baby on to your breast and she will stay for the duration of a full feed. You can upgrade to this enhanced support package at any time - just give us a call.

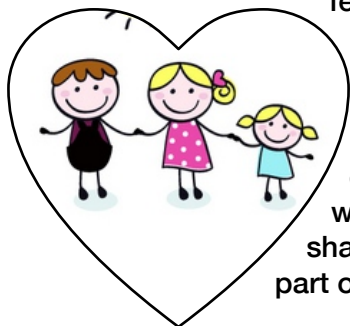


DISCHARGE FROM CARE

When the time comes to say good-bye to your midwife and for her to discharge you, we know this is an emotional time as you will have got to know each other well and shared a very special journey. Please be sure you have asked any questions you need to, and also be sure that you know where to go if you need further support.

Your midwife will take all of your notes with her when she discharges you. If you want to take a copy of the notes, please do so before this visit.

We will telephone you a few weeks after birth and ask for your feedback. We really value your opinion and your comments are used to continually improve our services. In addition, your comments form part of our midwives appraisal and their on-going professional registration. We would be delighted if you would like to share your birth story on social media or as part of our on-going marketing campaigns.



WHEN THINGS DON'T GO TO PLAN

Your midwife is available to support you throughout care. Sometimes, your hopes and dreams for this pregnancy will change. We are very mindful how upsetting this can be for you and we will do all we can to support you. Please contact us and let us know as soon as there is any change. We have set out below how we handle specific situations in relation to cancellation and refunds.

When you book care, we ask you to pay a minimum of £500 or €500 to secure your midwife. Our midwives caseloads are restricted to ensure they have adequate time to care for you. This deposit allocates a place to you in the midwives caseload. Your deposit is due within 7 days.

You have a right to cancel care within the first 14 days. If you cancel within this time, you will receive a full refund. If you have had any care in this time, the cost of this will be deducted from your refund.

After this 14 day period, your care package is viewed as three separate elements: antenatal, birth and postnatal. If you cancel your antenatal care, you will be charged for the care you have received or lose your £500/€500 deposit, whichever is greater.

If your care package included birth support, and you cancel before 36 weeks of pregnancy, you lose your £500/€500 deposit and are charged for any antenatal care you have had. You would be refunded any money paid above this. After 36 weeks of pregnancy, you are charged in full for the birth element of your package.

If you have booked postnatal care and you choose to cancel before birth, you will receive a full refund for the postnatal element of your care. If you cancel after birth, you will be charged in full for your postnatal care package.

If for any reason we are unable to provide your care, for example you go into premature labour at 30 weeks gestation and your midwife is not available, we will refund in full for the element of care we could not provide.

If you experience a miscarriage, we are mindful that this is a traumatic time for you and will handle your situation with great sensitivity. We will refund in full minus any care you have received.

If you go into labour at 37 weeks of pregnancy, we do not refund for the antenatal visits you have not had. Likewise if your pregnancy continues to 43 weeks, we do not charge you extra.

If you have booked a home birth and your plan changes and you need a hospital birth - you will not receive a refund unless you cancel care before 36 weeks gestation. In these circumstances you lose your £500/€500 deposit. After 36 weeks gestation, your midwife will make herself available to you during hospital care and no refund will be made.

If you are having difficulty making your payments, please contact us at once so we can assist you. If you fail to make a payment you will be sent a reminder. If you still fail to make a payment, we will advise you of a date at which care will cease.

You can add to your care package at any time. Please contact us to do this.

You can change your planned place of birth (home:hospital) at any time at no additional cost.

If you have ordered a birthing pool or gas, the cost of these can not be refunded if you don't use them.

IF AT ANY POINT YOU ARE UNHAPPY ABOUT YOUR CARE, PLEASE CONTACT US AT ONCE SO WE CAN TAKE IMMEDIATE ACTION TO REMEDY THIS.

Please refer to our Covid information booklets for further information relating to the pandemic.

INFORMATION SHARING & COMMUNICATION

We totally respect your right to privacy and we will hold all information about you confidentially. However, if more than one care provider is involved in your care, for example you transfer to hospital during a planned home birth, we will share details of your clinical situation with the other care giver. This is for your safety.

In some circumstances we have a legal duty to share your information. This same duty applies to all health professionals. This would normally be if we had safeguarding concerns about you or your baby. We will endeavour to discuss this with you in advance.

We will include your partner, family and other siblings in your care as much as you wish. However our contract is to provide care to you and your baby. It is your wishes that are paramount. We will ask your opinion and seek your consent. No-one else can give consent on your behalf.

When you are in hospital we will endeavour to ensure your wishes are respected. We will explain everything to you and make sure you understand your options and choices. We will challenge on your behalf if you ask us to do so. However, only you can give consent and make decisions.

If you have any concern about any element of your care, please contact us at once to discuss this so we can find a suitable remedy for you. We believe in working in partnership with you to ensure you have a happy, healthy pregnancy and birth.

Please refer to our Privacy and Cookie Policy for further details

<https://privatemidwives.com/privacy-policy-and-cookies/>

YOUR QUESTIONS

Use this space to make a note of things you want to talk to your midwife about

- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *
- *

TM  Private Midwives

Welcome to our Family.

We look forward to sharing this journey with you.



Tel: (UK) 0800 3800 579 (ROI) 1800 937 119

Email: Info@privatemidwives.com