

Anonymous (1) - 11 February 2021

I stayed on the maternity ward in April 2020 when I gave birth to my son, and wish to provide my feedback.

I had a private room without ensuite facilities as I was told ensuite rooms were unavailable, I do not know the reason why as there was apparently only one other person on the ward at the time. I had requested an ensuite private room via a form I sent it as soon as I had my 12 week scan, so very far in advance.

The shower was in a well used corridor with a screen used instead of the door 'because it gets too hot', I could see people walking past, and hear them talking, and I was always concerned that anyone could easily look in.

The toilet was down a corridor and shared with other mothers. Partners could not use the toilet and had to find a toilet elsewhere in the building, leaving mum and baby and risking more touch points re covid. I walked to the toilet in my dressing gown with blood and blood clots leaving my body. Movement is not easy following birth so the walk was long and slow. The shared toilet would be covered in my blood and I always felt rushed to finish and clean up for the next person.

I also had to leave my baby unattended to use the toilet and shower which caused me great anxiety. Ensuite facilities would be so much better and give much needed privacy as this delicate time.

The midwives' staff room and reception desk were next to my room, I recall finally getting to sleep to be woken up by loud chatting, clapping and laughing at the handovers. I would say better sound proofing is needed.

There was no remote for the TV, which meant getting up to change channel/volume (not easy when just given birth).

Partners only had an uncomfortable chair to sit on, when needing rest they would have to go home and leave mum and baby on their own.

Hot food kept being brought without agreement on times, so I was usually mid-breastfeed and had to eat it cold. We were not shown that there was a dining room where we could make our own drinks and food, until the day I was going home.

The many staff that dealt with my birth and aftercare on the ward were great and I could not fault them, except the long period of time when the midwife was waiting for a doctor to come and assist with removing my placenta, with my legs in stirrups and blood dripping. However, the doctor may have been busy with something higher risk.

I also wish to mention that throughout my pregnancy and after birth I never saw the same midwife twice. This inconsistency of care was not good and did not fill me with confidence.

My 6 week check up with a doctor was awful. It was not my usual doctor as he was busy assisting at the hospital/with covid. This doctor affected my mental health negatively. I felt very alone and unsupported after the midwife appointments had ended (10 days after birth). I would suggest that the 6 week check is done by your midwife.

I am pleased to hear that a review is underway and hopefully in future, people will have more positive experiences during such hugely important moments in their lives.