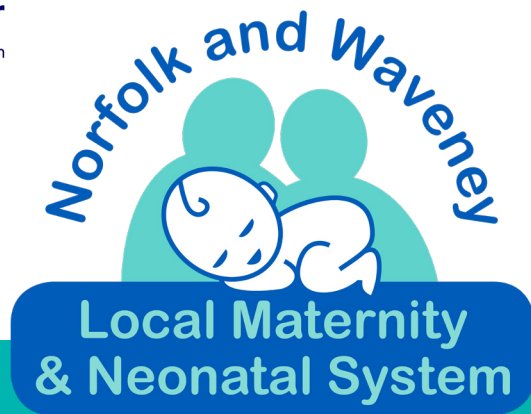




Personalised Care and Support Plan

Your Personalised Care and Support Plan (PCSP) will help you to explore, understand and record your individual choices for pregnancy, birth and the first weeks of parenthood



Produced in collaboration with the Norfolk & Norwich University Hospitals NHS Foundation Trust, the James Paget University Hospitals NHS Foundation Trust and the Queen Elizabeth Hospital NHS Foundation Trust King's Lynn

Your Personalised Care and Support Plan will help you to explore, understand and record your individual choices for pregnancy, birth and the first weeks of parenthood



This booklet contains QR codes to access further information. Simply hold your smartphone camera over any of the codes and this will take you directly to the online information in more detail

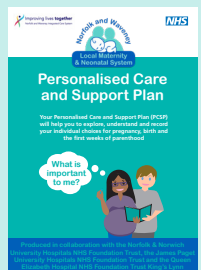


Please bring this booklet to every appointment to support you with conversations about your care

- What are my choices?
- What are the benefits and risks of my choices?
- What help and information do I need to make my decision?



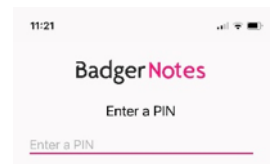
Scan here to find out more about how to use your Personalised Care & Support Plan



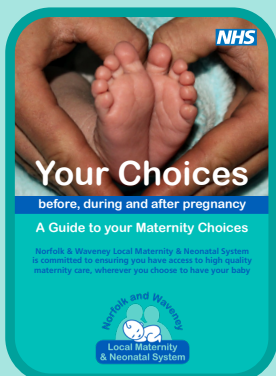
Accessing your PCSP

If you are due to have your baby at the Queen Elizabeth Hospital (QEH), you can scan this QR code to find out more.

If you are going to have your baby at the Norfolk & Norwich or James Paget Hospital, your midwife will give you a paper copy of your PCSP at your booking appointment.



Your Choices Booklet



A guide to your maternity choices in the Norfolk & Waveney area

Scan here to access Your Maternity Choices booklet



Scan here to access Your Maternity Choices booklet (Easy Read version)



About Me

My name is:

I would like to be called:

My pronouns are:

My due date is:

My named midwife/team is:

Other professionals involved
in my care are:

My midwife/team contact
details are:

These are the things that are important to me:

Please tell us anything you would like the staff caring for you to know



I have additional needs

Yes

☐

No

☐

If yes, please include below



My first language is:

I need a translator

Yes

☐

No

☐

I have had a previous difficult experience I would like to share

Yes ☐ **No** ☐ *Your midwife or doctor will invite you to discuss this if you wish. Use this space to make notes if you would like to:*



About Me

I have religious beliefs or customs I wish to be observed

Yes ☐

No ☐



I have special dietary requirements

Yes ☐

No ☐



My partner or support person has additional needs

Yes ☐

No ☐



What is important to my partner or support person?



Making Decisions About Your Care



When you need to make a decision about your care your doctor or midwife are required to give you all of the information you need to help you make a decision that is right for you. This is called informed consent.

- Your choices will depend on your personal history and circumstances.
- Your care should be personalised to meet your needs.
- You should have time to ask questions.
- Have an open discussion before making any decisions.
- It is not ok to feel pressured into making a decision.
- Risks should be explained in a way that makes sense to you, e.g.: 1:100 or 1%.
- You can ask for someone to support you or advocate for you in discussions.
- You can ask for a second opinion.

BRAIN can help you ask questions

B Benefits

What are the benefits? For me? For my baby? Are there any benefits of not doing this?

R Risks

What are the risks this is trying to prevent? What are the risks of doing this? What is the evidence for the risk and what is the chance it could happen to you?

A Alternatives

Is there anything else we could try instead?

I Intuition

How do I feel about this?

N Nothing

Do I have to decide now?
Can this wait?

What happens If I choose to do nothing?



Decision Making Checklist

- ✓ Accurate and up to date information
- ✓ Easy to understand information
- ✓ Ask for more information if needed
- ✓ Ask for more time if needed
- ✓ Feel free to discuss with your support network before making a decision

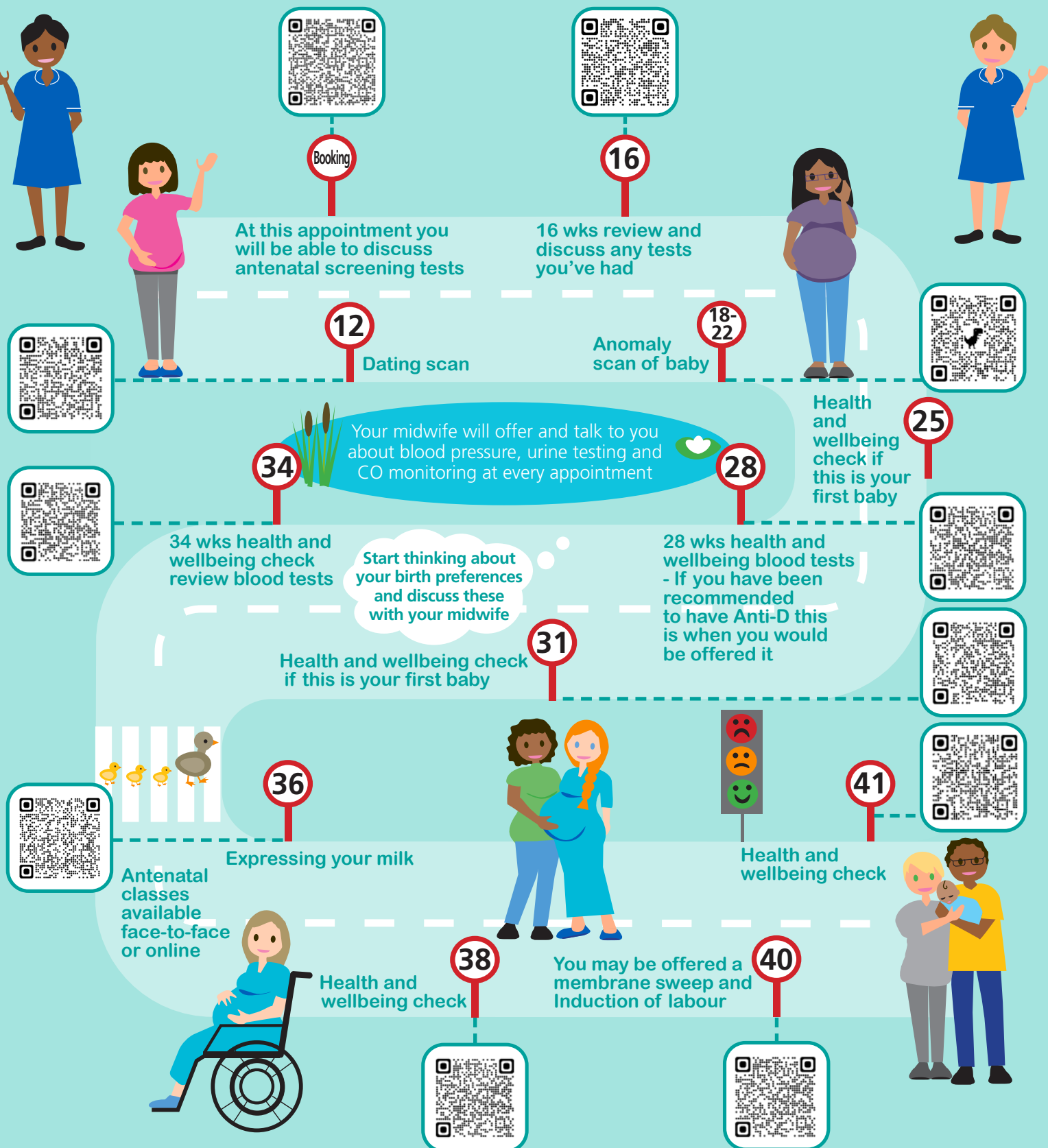
You can change your mind at any point and make a different choice.

Maternity staff should respect your decision.

Whatever you decide, the doctors and midwives will support and care for you.

Your Pregnancy Journey

The picture below shows the points in your pregnancy journey when you will usually see your midwife or health visitor. You may have more appointments according to your health needs. Scan each QR code to find out more.



My Pregnancy Journey

The following information can help you make important decisions about your pregnancy. Scan the QR codes to read more.

Pathway to Parenting (P2P) - a free online programme for parents to be, with lots of ideas and activities to support families



Screening tests - find out about the tests you can have during your pregnancy



Your health and wellbeing - pregnancy and becoming a parent can trigger all sorts of feelings and emotions. If you feel worried or anxious you can find support and help here



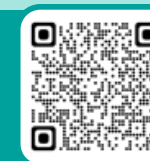
Pelvic health - during and after pregnancy it can be common to have symptoms related to the pelvic floor muscles not working well. Find out more about pelvic floor exercises, pelvic health advice sessions and where to get help. Insert QR code as per attached Word document



Please write down any thoughts or feelings here



Find out more about the vaccinations you can have during your pregnancy here



The Just One Norfolk pregnancy pages give information on what to look out for in later pregnancy including if you are worried about your baby's movements.



My Birth Preferences

Your midwife or doctor will talk to you about where you would like to give birth. Please scan the QR code to access your maternity choice options and more information.



My preferred place of birth is...



My birth partners are...



Are you happy to have a student present? Yes ☐ No ☐

You may be asked if student midwives and doctors can be present when you have your baby. Some students will observe care, while others may provide care and support. All students will introduce themselves and will always be supervised by a midwife or doctor. You can change your mind at any point.

Please use the space below to write down any comments or your birth preferences. You can also write your choices in your birth plan if you wish.



Scan the QR codes below to find out more about labour, including induction, pain relief, skin to skin, fetal monitoring and keeping baby warm after birth.

Induction
of
Labour



Pain
Relief



Skin
to
Skin



Fetal
Monitoring
during labour



Keeping
baby
warm



Vaginal Birth

A vaginal birth is the most common way for a baby to be born. Most babies are born vaginally without any intervention. Your baby can be born vaginally at home, in the Delivery Suite or Midwife Led Birthing Unit. You will be supported by a midwife during your labour and birth.



Caesarean Birth

A caesarean birth, or c-section, is an operation. In a caesarean birth, c-section, or caesarean section, the surgeon will deliver your baby through a cut in your uterus (womb).

The operation normally happens under an anaesthetic given in your spine (spinal or epidural) so that you remain awake. Occasionally it is necessary (usually for medical reasons) to do the operation under general anaesthetic, where you would be asleep.

A caesarean birth may be recommended as a planned (elective) procedure or recommended in an emergency. Planned caesarean births are usually recommended from the 39th week of pregnancy.

Click on the QR code to watch a video and find out more about personalising your caesarean section experience.



Using Water in Labour (water birth)

The water in a birthing pool allows the feeling of comfort and weightlessness and this makes it easier to move around. It can also act as a pain relief during early stages of labour.

The relaxing effect of warm water helps natural pain relief.



Assisted or Instrumental Birth

An assisted birth is when forceps or a ventouse suction cup are used to help deliver the baby. Ventouse and forceps are only used when necessary for you and your baby.

Remember to refer to the BRAIN acronym on page 4 to help you with your birth choice conversations.



Should your baby need special care

Scan the QR codes below to find out more about NHS care for ill or premature babies and the Neonatal Intensive Care Unit (NICU).



NICU at
NNUH



NHS care for
ill or
premature
babies



Babies needing
extra care

After your Baby is Born

After you have had your baby, you may have thoughts, preferences, or questions about your postnatal care. This may be within the hospital or once you are at home.

Once you are home, you will continue to see a midwife for checks for up to 28 days after the baby is born. These may include:

- A full health check for you and your baby
- Talking about your wellbeing and how you are feeling
- Checking your baby is feeding well and further support and signposting if you need more help
- Weighing your baby
- Newborn bloodspot screening
- Removal of stitches if required
- Safe sleeping advice
- Information on registering your baby's birth



Suffolk County Council
Pregnancy, Health &
Children's Centre Service



Just One
Norfolk

For early days information and support,
Please scan one of these QR codes:

Do you have any thoughts, feelings, or questions that you would like to let your maternity team know about?



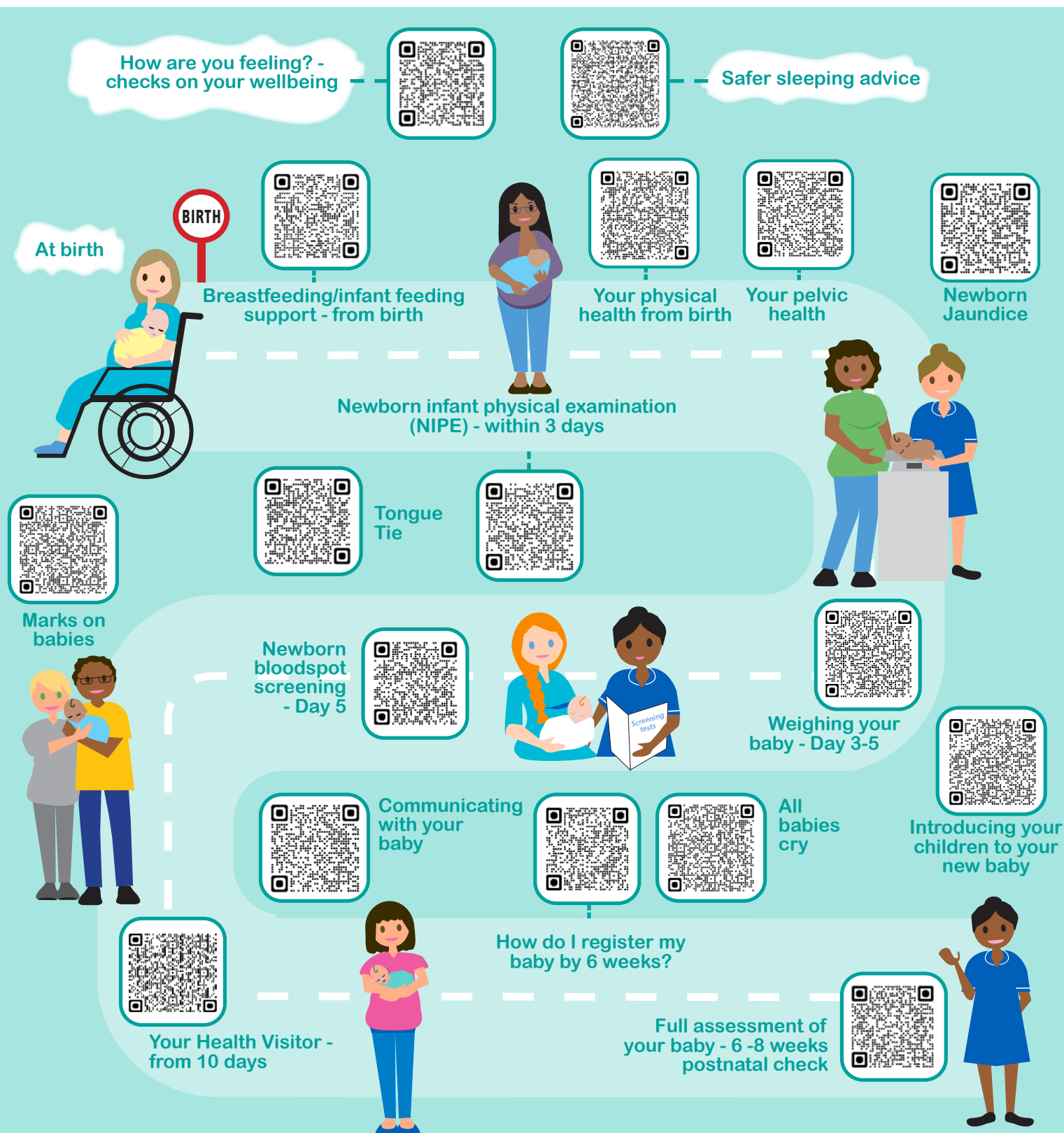
Between 10 and 28 days after the birth, you will be discharged from the midwifery team. This may be your third postnatal appointment, or you may have had more. At this point, the midwife will check your baby is well and back to birth weight or will be soon. Your midwife will check that you are well and on track with your recovery from the birth.

Your care will then pass to the health visiting team, who will support your family and your baby up until your baby is 5 years old. Your GP will also play an important role, carrying out a 6–8-week postnatal check for you and your baby, and being on hand for general health concerns.

My Postnatal Journey

Once your baby is born you will continue to get support from your midwives. You will also receive support from Health Visitors as part of the Healthy Child Programme, who will take over in supporting you and your baby.

Some of your postnatal appointments will be held at home, and some will take place in hospital or elsewhere in the community. Some families may need more support, this will be discussed with you if they are needed.



My Maternity Reflections

You may find it useful to talk to someone about your pregnancy or birth.

This may be helpful if your labour or birth was difficult or if something unexpected happened. Your midwife can talk things through with you in the first instance.

You can self-refer to a midwife who can talk to you about your pregnancy or birth and signpost to further support if you need it.

Please contact below for the Reflections service in your Trust:

NNUH	01603 287334
JPH	birthafterthoughts@jpaget.nhs.uk
QEH	Please access this service via your maternity app

Please use this space to note down any thoughts, feelings, or questions about your experiences with your pregnancy and birth.



Maternity and Neonatal Voices Partnerships (MNVPs)

A Maternity and Neonatal Partnership (MNVP) is a team of parents, their families, health professionals, commissioners and support organisations, working together to review and contribute to the development of local maternity care.

The James Paget, Queen Elizabeth and Norfolk and Norwich Hospitals each have their own MNVP group to represent the families in their communities.

They run surveys, hold feedback events, listen to your experiences, and share your feedback with the wider service to help improve your local maternity care.



Norfolk & Norwich



Maternity & Neonatal
Voices Partnership

Working in partnership to improve maternity & neonatal services.



James Paget
Maternity &
Neonatal
Voices

Working in partnership to improve maternity & neonatal services

Find out more about your MNVP here by scanning the QR Code:



The Maternity and Neonatal Voices Partnership would like to hear your views on the Personalised Care and Support Plan:



Personalised Care and Support Plan (PCSP) Feedback Survey

Norfolk and Waveney Local Maternity and Neonatal system leads on joint improvement projects with NNUH, JPUH and QE Maternity and Neonatal teams. This year we launched a new approach to

Personalised Care and Support Plan (PCSP) which aims to improve personalised care and support informed decision making during pregnancy, birth and postnatally.

If you received care from NNUH or JPUH your PCSP will have been a paper booklet.
If you received care from QE your PCSP will be integrated in to Badger Notes.

By answering the following questions you will help us to evaluate what is good and what could be improved with the PCSP resources. We are working with the Maternity and Neonatal Voices Partnerships and staff to ensure that we hear from as many people as possible.

Urgent and Emergency contacts

Your community midwife will provide you with the relevant contact numbers for your local services.

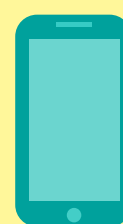
For urgent and emergency contacts and any non-urgent concerns about **you** or **your baby** you can find contact details on the next page.



Contact your **Maternity Triage/Assessment Unit** if you have a pregnancy related concern up to 28 days after you have given birth. If it is not pregnancy related, please call 111.

Call **111** or visit **NHS 111** online if your concern is not related to your pregnancy OR you need urgent medical advice or help.

This service is available 24 hours a day, 365 days a year.



Speak to your **GP** at any time during or after your pregnancy.



Call **999** or Go to **A&E** if your concern is serious or life-threatening

Feeling your baby's movements, please scan the QR code:



The Just One Norfolk website also provides information on the Healthy Child Programme 0-5, please scan the QR code:



The NHS Start for Life programme provides lots of information on pregnancy and child development:



TRUST Information

	Delivery Suite/ Maternity Assessment Unit (MAU)	Midwife Led Birthing Unit (MLBU)	Postnatal Ward	Antenatal Clinic	Birth/ Pregnancy Refections Service	QR Code
NNUH	01603 287329 or 287328	01603 288260	01603 289951	01603 286794	01603 287334	NNUH maternity info: 
JPH	01493 452480	Dolphin Suite 01493 453640	Ward 11 01493 452011	 01493 452266	Please email: birthafterthoughts@jpaget.nhs.uk	JPH maternity info: 
QEH	01553 214829	Waterlily 01553 214635	01553 613710	01553 613866	Please access this service via your maternity app	QEH maternity info: 

Call your maternity unit immediately if you experience:



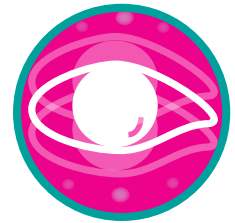
Any vaginal bleeding or leaking fluid (clear or otherwise)



A bad headache that won't go away with painkillers



Severe or continuous pain in any area of your tummy



Problems with vision (blurring, flashing lights or spots, difficulty focusing)



A feeling of worry or that something isn't right



Obvious swelling of your hands, face or upper body



Sudden shortness of breath or difficulty breathing



If you are experiencing regular contractions or think you are in labour



Any change in your baby's pattern of movements or, if baby's movements slow down or stop



Swelling, pain or redness in your legs

Call your midwife or GP if you experience:

- Pain on passing urine
- A high temperature
- Constant vomiting
- Itching, especially on hands and feet
- Pelvic pain
- A change in your mental health or changes to your mood that you would like help with

Version: 1 (printed)

Date: March 2025

Produced by the Norfolk & Waveney local Maternity & Neonatal System (LMNS) in association with Norfolk & Waveney Integrated Care Board (ICB), Norfolk & Norwich Hospital, James Paget Hospital, Queen Elizabeth Hospital, King's Lynn and the Maternity Voices Partnerships.

Review Date: March 2026