

BREASTFEEDING SUPPORT UNIT (BSU)

This LOP is developed to guide clinical practice at the Royal Hospital for Women. Individual patient circumstances may mean that practice diverges from this LOP.

1. AIM

- To provide additional lactation support to woman within the first two weeks postpartum

2. PATIENT

- Woman within the first two weeks postpartum who has delivered at Royal Hospital for Women (RHW)

3. STAFF

- Medical, midwifery and nursing staff
- International Board Certified Lactation Consultant (IBCLC)

4. EQUIPMENT Nil

5. CLINICAL PRACTICE

Inpatient BSU drop-in service

- Inform postpartum woman this service:
 - is available Monday to Friday 1300-1600 hours, excluding public holidays
 - is limited to four women at any one time
 - does not require an appointment
- Encourage woman to attend the afternoon BSU drop-in, if required
- Ensure woman attends with her neonate/s

Outpatient BSU service - referral pathways and processes

Midwifery staff:

- Refer to Appendix 1 kept in BSU folder on postnatal ward(s)

Medical Officers:

- Discuss each case with the woman's midwife or the Clinical Midwifery Consultant (CMC) Lactation Services (Ext. 26341/26370) and this will be taken as a verbal referral. Document referral in medical record
- Give the woman the BSU Patient Information sheet (Appendix 3) kept in BSU folder on the postnatal wards. In circumstances where this is not possible, ensure the woman has all the relevant details and contact numbers, and document in the woman's medical record

Self-referral:

- Accept self-referral from woman who has delivered within the previous two weeks at RHW
- Assess and triage appropriately for admission/review on an individual basis

Procedure for admission

- Ensure woman attends with her neonate, and brings neonate's Personal Health record (Blue Book)
- Advise woman to present at RHW main admissions desk prior to arrival at the BSU, to collect her admission forms.
- Advise 'Medicare Ineligible' woman she will be charged a fee
- Proceed to the BSU for assessment by BSU staff
- Ensure a copy of the agreed breastfeeding plan is in the neonate's personal health record at completion of woman's review, and document in the consultation section record section of the neonate's personal health record
- Arrange follow-up on an individual basis

BREASTFEEDING SUPPORT UNIT (BSU) cont'd

6. DOCUMENTATION

Inpatient:

- Medical record
- Maternal clinical pathway
- BSU referral form
- Neonatal care plan

Outpatient:

- Personal Health Record (Blue Book) for neonate
- Medical Record

7. EDUCATIONAL NOTES

- The RHW supports and complies with the practice standards of the Baby Friendly Health Initiative (BFHI) framework: The Ten Steps to Successful Breastfeeding. The BSU is an integral part of the lactation service offered to women who birth at the RHW to optimise BFHI practices.
- Midwives and lactation consultants have an obligation to support and facilitate best practice in breastfeeding. Hospital practices and breastfeeding support which promotes maternal self-efficacy, such as BSU, have been shown to be effective interventions in achieving exclusive breastfeeding.
- Breastfeeding support increases the duration and exclusivity of breastfeeding by providing timely, relevant and accurate advice plus skilled assistance and support from health professionals. This should occur in the antenatal, intrapartum and postnatal period.
- The BSU at RHW is available Monday to Friday 0800-1630 hours, excluding public holidays and is staffed by the BSU CMC1 or a midwife with specialist lactation knowledge and qualifications (International Board Certified Lactation Consultant – IBCLC) who has completed orientation to BSU.
- Inpatient drop-in service:
 - is available 1300-1600 hours.
 - forms part of the postnatal education programme
 - is for the breastfeeding woman and her neonate/s only. For the privacy and comfort of all women who access this service, partners/carers and other children may not attend.
 - provides additional breastfeeding support in the very early postpartum period from a lactation consultant
 - provides peer support from other women accessing the service
 - is available to a woman whose neonate(s) is in the Newborn Care Centre (NCC) whilst she remains an inpatient, to receive additional support on promoting lactation when separated from her neonate(s).
- Outpatient appointment service:
 - is available 0900-1230 hours
 - is only for a woman who has delivered at RHW, and has been discharged, either directly from hospital or MSP. A woman from an MGP may be seen in the BSU following midwife consultation with CMC2 Lactation Services.
- The woman's complete medical records must be available for review by the BSU CMC by the time of admission. It is the referring midwife's responsibility to ensure the notes are either delivered to the BSU or able to be collected from the BSU drawers on the postnatal wards.
- Newly employed midwives, students and nurses will have the opportunity to observe the activity of the BSU, contributing to their breastfeeding education hours and professional self-development.

BREASTFEEDING SUPPORT UNIT (BSU) cont'd

8. RELATED POLICIES / PROCEDURES / CLINICAL PRACTICE LOP

- NSW Health PD2018_034 Breastfeeding in NSW: Promotion, Protection and Support RHW policy

9. RISK RATING

- Low

10. NATIONAL STANDARD

- Standard 5 – Comprehensive Care

11. REFERENCES

1. World Health Organization, 2018, Ten Steps to successful breastfeeding (revised 2018), WHO, Geneva <http://www.who.int/nutrition/bfhi/ten-steps/en/>
2. World Health Organisation, 2017 *National Implementation of the Breastfeeding–Friendly Hospital Initiative 2017*, WHO, Geneva <http://apps.who.int/iris/bitstream/handle/10665/255197/9789241512381-eng.pdf;jsessionid=53CB69C0490228F447691767579F8B74?sequence=1>
3. Australian Government National Health and Medical Research Council Department of Health and ageing. Eat for Health. Infant Feeding Guidelines Summary. NHMRC: Commonwealth of Australia 2013 [electronic resource] http://www.eatforhealth.gov.au/sites/default/files/files/the_guidelines/n56_infant_feeding_guidelines.pdf
4. Binns C, Lee M, & Low WY 2016, 'The Long-Term Public Health Benefits of Breastfeeding', *Asia Pacific Journal of Public Health*, vol. 28, no. 1, pp. 7–14 [https://journals.sagepub.com/doi/abs/10.1177/1010539515624964?rfr_dat=cr_pub%3Dpubmed&url_ver=Z39.88-2003&rfr_id=ori%3Aacrossref.org&journalCode=apha](https://journals.sagepub.com/doi/abs/10.1177/1010539515624964?rfr_dat=cr_pub%3Dpubmed&url_ver=Z39.88-2003&rfr_id=ori%3Arid%3Aacrossref.org&journalCode=apha)
5. Burgio M A, Laganà A S, Sicilia A, Prosperi Porta R, Porpora MG, Ban Frangež H, Di Venti G, Triolo O. 2016, Breastfeeding Education: Where Are We Going? A Systematic Review Article', *Iranian journal of public health*, vol. 45, no. 8, pp. 970-977 <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5139977/pdf/IJPH-45-970.pdf>
6. McFadden A, Gavine A, Renfrew MJ, Wade A, Buchanan P, Taylor JL, Veitch E, Rennie AM, Crowther SA, Neiman S, MacGillivray S. 2017, 'Support for healthy breastfeeding mothers with healthy term babies', vol 28, no 2, pp. 1-292 <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD001141.pub5/full>
7. Ridgway L, Cramer R, McLachlan HL, Forster DA, Cullinane M, Shafiei T, & Amir LH. 2016, Breastfeeding Support in the Early Postpartum: Content of Home Visits in the SILC Trial. *Birth (Berkeley, Calif.)*, vol. 43 no. 4, pp. 303-312 <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5248617/pdf/BIRT-43-303.pdf>

REVISION & APPROVAL HISTORY

Reviewed and endorsed Maternity Services LOPs 8/3/19
Approved Quality & Patient Care Committee 3/3/16
Reviewed and endorsed Lactation Working Party February 2016
Approved Quality & Patient Safety Committee 16/7/15
Reviewed and endorsed Maternity Services LOPs group 7/7/15
Approved Quality & Patient Safety Committee 17/5/12
Endorsed Obstetric LOPs Committee March 2012 (reviewed by Lactation CNC)
(Previously titled: Breastfeeding Support Unit (BSU) – Referral and Admission)
Reviewed and endorsed Maternity Services Clinical Committee 12/6/07
Reviewed May 2007
Approved Quality Council 21/10/02

FOR REVIEW: MARCH 2024

APPENDIX 1

POSTNATAL STAFF: Please DO NOT refer to BSU if the woman is going home on MSP **or** is on MGP

MSP STAFF: Please refer after discharge from MSP service if required

MGP MIDWIVES: Please DO NOT refer directly to BSU.
MGP midwives are to contact Lactation Services: 9382 6341 for all consultations.
Please ensure a feed assessment has been conducted prior to contact and documented in medical record

REFERRAL

When making referrals – PLEASE:

1. Consult with clinical co-ordinator or midwife in charge of shift after completing the Breastfeeding Assessment if further advice is required
2. Fill in ALL of the referral form (Appendix 2) – incomplete forms will not be considered a referral
3. Ensure woman's telephone number is correct. Ask woman to verify.
4. Place woman's sticker on purple BSU front sheet but DO NOT fill in date and time
5. Place purple BSU front sheet ON TOP of woman's medical record. This will ensure that the medical record remains on the ward and is accessible for review and booking
6. Give the woman the BSU Patient Information sheet (Appendix 3)
7. Inform woman that BSU staff will contact her AFTER discharge. Please DO NOT give the woman a time period for when the BSU will contact them. In general, contact is made within 48 hours of discharge. All referrals are triaged and urgent cases are contacted first, irrespective of discharge date
8. Ensure medical records of woman referred to the BSU are kept in Lactation Services and tracked appropriately
9. Inform woman who is Medicare Ineligible, she will be charged as per her antenatal visits. Exceptions will be made in cases of financial distress/support needs.
10. Make sure woman knows that not all women referred to BSU will be offered an appointment. For some, the issues will have improved prior to BSU contact and for others, they will be attending community support services.

APPENDIX 2

**BREASTFEEDING SUPPORT UNIT
REFERRAL FORM from Ward or MSP (not MGP)
(MGP: liaise with LC)**

Place patient sticker here

Referring Midwife:

(Expected) date of discharge from service:

Model of care: P/N Ward MSP

Phone number checked and correct: Yes

Alternate Phone No:

Reason for referral (please tick as many as appropriate):

- | | |
|---|--|
| <input type="checkbox"/> Persistent nipple damage | <input type="checkbox"/> Resting and expressing breasts |
| <input type="checkbox"/> Neonate <38 weeks gestation at birth | <input type="checkbox"/> Delay in breastmilk supply requiring comp feeds |
| <input type="checkbox"/> >10% weight loss on Day 5 | <input type="checkbox"/> Breast surgery |
| <input type="checkbox"/> Neonate oral anomaly | <input type="checkbox"/> Multiple birth |
| <input type="checkbox"/> Neonate has been in NCC | <input type="checkbox"/> Neonate discharged with feeding plan |

For all other women, please give contact information for:

RHW Lactation Services - phone number (up to 2 weeks postpartum)

Child and Family Health breastfeeding support groups

The Australian Breastfeeding Association (ABA) groups.

Acceptance of referral is dependent on the completion of all fields

APPENDIX 3

Breastfeeding Support Unit Patient Information

The Breastfeeding Support Unit (BSU) offers practical support and assistance for breastfeeding mothers and their babies who deliver at the Royal Hospital for Women. The service is available within the first two weeks after birth.

The aim of the BSU is to support your decision to breastfeed and to enhance your knowledge and skills with your breastfeeding baby. Learning to breastfeed, like any new skill, can be challenging and the BSU is here to support you and your baby in your early breastfeeding experiences.

If you require an interpreter, please let us know.

If you are referred on discharge for further breastfeeding support, a Lactation Consultant from the BSU will contact you by telephone within a few days of discharge. The BSU offers both telephone counselling and appointments to support you through the initial breastfeeding period.

The BSU does NOT offer a drop-in service for outpatient women. All appointments are booked after consultation with the Lactation Consultant.

Outpatient BSU Appointments

- Please bring your Medicare Card and your baby's blue book with you.
- If you are unable to keep your appointment, please notify the BSU at least 24 hours in advance on **9382 6370**. Cancelling your appointment early will allow other mums and babies to be seen.
- On arrival, please present to the RHW main admissions desk on the Ground Floor, at the entrance to RHW. The staff will confirm your details and give you the necessary paperwork.
- Proceed to the BSU on Level 3 (door to the right of the dining room).
- Please bring everything you will need for both you and your baby e.g. baby's blue book, Medicare card, nappies, wipes, baby clothing, breast pads, nipple shields (if you are using them)
- An average appointment in the BSU is 60-90 minutes