

## **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**

- Woman who has **ONLY** birthed at the Royal Hospital for Women, and has been discharged from its Maternity Services, either directly from hospital, the Midwifery Support Program or Midwifery Group Practice. This will be in consultation with the Clinical Midwifery Consultant Lactation Services.
- Discharged woman and their infants who are experiencing breastfeeding difficulties from Royal Hospital for Women maternity services, in their early postpartum period is able to access the hospitals' Breastfeeding Support Unit Service (BSU), and receive additional short term breastfeeding support.
- Woman accessing the Breastfeeding Support Unit services are provided with practical support in achieving identified breastfeeding goals.
- Woman accessing the Breastfeeding Support Unit will demonstrate increased maternal self-efficacy with regards to her infant feeding decisions and practices

### **2. PATIENT**

Woman and her baby(s) who has either been previously or self-identified with breastfeeding challenges, within the first three weeks postpartum and require specialist assistance.

### **3. STAFF**

- Medical, midwifery and nursing staff
- Student Midwives

### **4. EQUIPMENT**

Nil

### **5. CLINICAL PRACTICE**

#### **Referral pathways and processes**

##### **Midwifery staff:**

- Refer to Appendix 1

##### **Medical Officers:**

- A verbal referral after discussion with the CMC Lactation Services (#44066/Ext. 26341).
- The woman is to be given the BSU Patient Information sheet (Appendix 2). In cases where this is not possible, the Medical Officer will ensure the woman has all the relevant details and contact numbers and this is documented in the integrated woman's notes.

##### **Self-referral:**

- Accept self-referral from women who has birthed at the Royal Hospital for Women after discharge from Maternity Services. (Lactation Consultant 02 9382 6341).
- Assessment and triage will be managed appropriately for admission on an individual basis.

#### **Procedure for admission**

- Advise woman to attend the Front Desk prior to arrival at the BSU to collect her Admission forms. Day Only charge. Medicare ineligible patients will be charged a fee.
- Instruct the woman to bring baby and baby care items that may be required during the admission such as nappies, bottles, expressed breast milk and infant formula
- Inform the woman that only woman and baby may attend due to limited space and privacy

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**CLINICAL POLICIES, PROCEDURES & GUIDELINES**

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Approved by Quality & Patient Care Committee  
3 March 2016

**BREASTFEEDING SUPPORT UNIT (BSU) cont'd**

- Assessment attended by BSU staff
- Ensure a copy of the agreed breastfeeding plan is in the baby's personal record after mother's review and make a notation in the record section of the baby's personal health record.
- Follow up will be arranged on an individual basis

**6. DOCUMENTATION**

- BSU Client Information Handout (Appendix 2)
- BSU Referral Form (Appendix 3)
- Baby's Personal Health Record
- Integrated Clinical Notes

**7. EDUCATIONAL NOTES**

- The Royal Hospital for Woman supports and complies with the practice standards of the Baby Friendly Health Initiative (BFHI) framework: The Ten Steps to Successful Breastfeeding (3).
- The Breastfeeding Support Unit (BSU) is an integral part of the lactation services offered to women who birth at the Royal Hospital for Woman.
- Midwives and Lactation Consultants have an obligation to support and facilitate best practice in breastfeeding (1, 2)
- Hospital practices and breastfeeding support that promotes maternal self-efficacy have been shown to be effective interventions (1, 2, 3)
- Timely, relevant and accurate advice plus skilled assistance and support from health professionals is effective in prolonging breastfeeding duration (1, 2, 3)
- Newly employed midwives, nurses and medical students will have the opportunity to observe the activity of the Breastfeeding Support Unit, contributing to their breastfeeding education hours and professional self-development
- The BSU is open for two sessions daily Monday to Friday (excepting Public Holidays) 0900–12:00 hours and 1300–1600 hours. Four women (plus their babies) in total are able to be admitted each day. The Breastfeeding Support Unit is staffed by the BSU Clinical Midwifery Consultant (CMC) or a midwife with specialist lactation knowledge and qualifications (International Board Certified Lactation Consultant – IBCLC) who has been orientated to the Unit.
- The woman's complete medical records must be available for review by the BSU CMC/midwife by the time of admission. It is the referring midwife's responsibility to ensure the notes are either delivered to the Breastfeeding Support Unit or able to be collected from the BSU drawers on the postnatal wards.

**8. RELATED POLICIES / PROCEDURES / CLINICAL PRACTICE LOP**

- NSW Ministry of Health Policy Directive: Breastfeeding in NSW: Protection, Promotion and Support (4)

**9. RISK RATING**

- Medium

**10. NATIONAL STANDARD**

- Standard RH – Reducing Harm

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**CLINICAL POLICIES, PROCEDURES & GUIDELINES**

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**BREASTFEEDING SUPPORT UNIT (BSU) cont'd**

**11. REFERENCES**

1. Willumsen, J. (2013) Implementation of the Baby-friendly Hospital Initiative- Biological, behavioural and contextual rationale, World Health Organization (online) Web Site Accessed 2013 [cited 2016 Jan 5] Available from: [http://www.who.int/elena/bbc/implementation\\_bfhi/en](http://www.who.int/elena/bbc/implementation_bfhi/en)
2. Renfrew, MJ, McCormick FM, Wade A, Quinn B, Dowswell T., and Support for healthy breastfeeding mothers with healthy term babies; *Cochrane Database of Syst Rev* [Internet]. 2012 [cited 2016 Jan 5]. 2012,5. Available from <http://onlinelibrary.wiley.com/doi/10.1002/14651858.CD001141.pub4/references>
3. Bernardo BL. & Victora, C. G. 2013, Long-term effects of breastfeeding: a systematic review, World Health Organization [Internet] 2013 [cited 2016 Jan 5] pp.1-70. Available from: [http://apps.who.int/iris/bitstream/10665/79198/1/9789241505307\\_eng.pdf](http://apps.who.int/iris/bitstream/10665/79198/1/9789241505307_eng.pdf)
4. NSW Department of Health (2011) *Breastfeeding in NSW: Promotion, protection and support* PD 2011\_042 [cited 2016 Jan 19]. Available from: [http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011\\_042.pdf](http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011_042.pdf)

**REVISION & APPROVAL HISTORY**

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 2019**

## APPENDIX 1

<b>BSU REFERRALS:</b>	PLEASE SEE REFERRAL (SEE BELOW)
<b>POSTNATAL STAFF:</b>	PLEASE DO NOT REFER TO THE BSU IF THE PATIENT IS GOING HOME ON M.S.P. <b>OR</b> IS A M.G.P. CLIENT
<b>MSP STAFF:</b>	PLEASE REFER AFTER DISCHARGE FROM MSP SERVICE.
<b>MGP MIDWIVES:</b>	PLEASE DO NOT REFER DIRECTLY TO BSU. MGP MIDWIVES ARE TO CONTACT LACTATION SERVICES: 9382 6341 OR PAGE 44066 FOR ALL CONSULTATIONS. PLEASE ENSURE A FEED ASSESSMENT HAS BEEN CONDUCTED PRIOR TO CONTACT AND DOCUMENTED

### REFERRAL

When making referrals – PLEASE:

1. Consult with Clinical Co-ordinator or Midwife in charge of shift after completing the Breastfeeding Assessment Tool if further advice is required
2. Fill in ALL of the Referral Form (Appendix 3) – incomplete forms will not be considered a referral
3. Ensure patient's telephone number is correct. ASK woman to verify.
4. Place purple BSU front sheet ON TOP of patient's medical notes. This will ensure that the notes remain on the ward and are accessible for review and booking
5. Place woman's sticker on purple BSU front sheet but DO NOT fill in date and time
6. Give the woman the BSU Patient Information sheet (Appendix 2)
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 carefully triaged and more urgent cases are contacted first, irrespective of discharge date
8. Ensure medical records of all women 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 i.e. \$120 per visit. Exceptions will be made in cases of financial distress/support needs.
10. Make sure woman knows that not all patients 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 Patient Information

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

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

If you require an interpreter please let us know.

A Lactation Consultant from the BSU will contact you by phone within a few days of discharge. The BSU offers both phone counselling and appointments to support you through initial breastfeeding challenges. The BSU does NOT offer a drop-in service. All appointments are booked after consultation with the Lactation Consultant.

**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 **93826370**. Cancelling your appointment early will allow other mums and babies to be seen.

**On Arrival:** Please present to the Hospital Admissions Desk on the Ground Floor, at the entrance to The Royal Hospital for Women. The Admissions 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). Sandwiches will be provided.

An average appointment in the BSU is 1.5-2 hours. Two women and their newborns attend the BSU so generally, it is **not** possible for your partner or other children to accompany you to attend the appointment.

**APPENDIX 3**

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

Place patient sticker here

Referring Midwife:

(Expected) D/C from **service**:

Model of care:  P/N Ward  MSP  
correct:  Yes

Private Phone number checked and

Alternate Phone No:

Reason for referral (please tick as appropriate):

- Persistent nipple damage
- Nipple shield
- >10% weight loss on Day 5
- Infant oral anomaly
- Breast refusal

- Resting and expressing
  - Delay in supply requiring comp feeds
  - Breast reduction
  - other breast anomaly
- Baby's Gestational Age:

**Acceptance of referral is dependent on the completion of all fields**