

Maternity Support Workers Core Skills

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Communicate courteously with women, their families and others in the course of duties.		F/502/1224		
Communicate effectively with women and their families taking into account their clinical condition and differing levels of ability to understand.		F/502/1224		
Use a range of approaches to develop professional relationships with women and their families that respects their autonomy, beliefs, values, culture and preferences.		Y/601/8145, F/502/1224		
Provide information, education and resources to women to support informed decision making.		Y/601/8145		
Obtain women's co-operation and consent prior to taking action or providing care.		Y/601/8145		
Observe and report any changes in the woman's physical, mental and emotional condition or behaviour to the midwife in a timely manner.	Domestic Abuse: Recognising & Responding. Perinatal mental Health Conditions	L/601/8725, J/602/3096, Universal		Safeguarding Children (Level 2) & Adult Safeguarding
Maintain confidentiality at all times with regard to the woman, her infant and her family.		J/601/9470		
Co-operate with colleagues and members of the Multi-Disciplinary Team, promoting an effective team-working environment.		J/601/8576		
Ensure accurate, comprehensive and timely completion of women's and infants' records, including entering data on to maternity IT systems.		J/601/9470, Universal		Recordkeeping

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Accurately report and record care provided to the midwife in a timely manner.		J/601/9470		Recordkeeping
Comply with health and safety policies and statutory regulations.		J/602/3096, Universal		
Be aware of the risks of identity confusion when caring for infants, and diligently follow HSC Trust policies and procedures to minimise these risks.		K/602/4015		
Report any accidents and incidents to the midwife and assist in investigation of same, verbally and in writing as required and in accordance with HSC Trust policies.		J/602/3096		
Follow policies and procedures for maintaining own and others' health, safety and security.	Lone Working	J/602/3096, 8860 & Universal		
Be aware of lone working within the community setting and adhere to HSC Trust polices.	Lone Working			
Contribute to and maintain a safe environment within the risk management and clinical governance strategies.		K/602/3883, L/601/8725		
Participate in and coordinate housekeeping duties, including cleaning of labour rooms, cleaning women's bed space, management of blood spillages, waste disposal and maintaining a tidy and clutter free environment, in line with HSC Trust Infection Prevention and Control Policies.		K/602/3883		
Contribute to the effective and economic use of resources and the maintenance of all equipment, including reporting of faults.		K/602/3883		PROMPT to include Basic Life Support
Work within own role to respond in emergencies and summon help when required, to include: escalation in a timely manner, awareness of emergency		J/602/3096, L/601/8725		

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
contact numbers and how to call for help, obtaining emergency equipment, scribing and documenting under direction of the midwife and as appropriate.				
Assist with chaperoning to support both the woman and the health professional when intimate procedures are being carried out.		L/601/8725, Y/601/8145		
Ensure all documentation completed is in accordance with NI Record Keeping Guidelines (NIPEC, 2016).		J/601/9470		Recordkeeping
Assist in the reception, admission and discharge of women, providing individualised advice and support as appropriate.		L/601/8725, A/602/4018, J/602/3096		
Adhere to current legislation on equality and diversity.		Y/601/8145		
Recognise and report any discriminatory practice.		Y/601/8145		
Provide reassurance to new mothers and their partners.		A/602/4018		
Contribute to planning care by ensuring that the woman's articulated needs and preferences are shared.		Y/601/8145, J/601/9470, L/601/8725, Universal		
Assist in the teaching and demonstration of basic parenting skills on a one to one basis and in group sessions.		M/602/4016		
Promote healthy living through the provision of information and advice on areas such as: diet & nutrition, exercise, smoking, drugs, alcohol, domestic abuse screening, FGM and breastfeeding, signposting to The Pregnancy Book, online resources & QR information codes.		F/502/1224		
Co-operate fully with regard to HSC Trust policies and procedures relating to Safeguarding, Domestic and Sexual Violence and Abuse and Female Genital Mutilation, ensuring the escalation of concerns to the midwife.	Domestic Abuse:	Y/601/1695 SGC		Adult Safeguarding

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
	Recognising & Responding. Safeguarding Children (L2)			& Safeguarding Children
Reinforce key health messages delivered by the midwife in all encounters with women, their families and visitors.		F/502/1224, A/602/4018		
Support women towards self-care and independence during pregnancy and following birth including personal care.		F/502/1224, A/602/4018		
Promote mental health and wellbeing, reporting any concerns to the midwife.	Perinatal Mental Health Conditions	F/502/1224, M/601/7907		
Provide support and reassurance to women who are vulnerable and/or who may have additional mental, physical, psychological or socioeconomic needs, reporting concerns to the midwife.	Perinatal Mental Health Conditions	F/502/1224, M/601/7907		
Immunisation - Signpost families to appropriately qualified practitioners for support, information and advice.		A/602/4018		
Provide advice and support to women who choose to breastfeed in accordance with the HSC Trust Policy and UNICEF UK Baby Friendly Initiative (BFI) recommendations.				
Inform parents about the benefits of breastmilk.				
Promote, support and facilitate uninterrupted skin to skin contact between mothers and their infants.				
Assist the woman to breastfeed.				
Assist with positioning and comfort of the woman.				
Assist woman with positioning and attachment of infant.				

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Assist woman with hand expression of breastmilk.				Infant feeding programme in accordance with HSC Trust Policy & BFI recommendations
Assist woman with use of breast pump.				
Record and provide assessment of breastfeeding to midwife.				
Record breastfeeding assessment in Parent Child Health Record.				
Assist with cup feeding of mother's expressed breastmilk.				
Assist with syringe feeding of mother's expressed breastmilk.				
Provide advice and support to women who choose to bottle-feed their infant in accordance with the HSC Trust Policy and UNICEF Baby Friendly Initiative recommendations.				
Provide advice and information on preparation of artificial feeds.				
Provide advice and information on principles of sterilisation of infant feeding equipment.				
Advise the woman and her family how to recognize feeding cues and other newborn behaviour cues.				
Support the woman and her family to interact and respond to her infant, building close & loving relationships.				
Advise women, families and carers about safe sleeping practices and how to reduce the risks of Sudden Infant Death Syndrome.		A/602/4018		
Undertake, record and report physiological observations including temperature, pulse, respiratory rate, blood pressure, oxygen saturations, and verbally report an estimation of lochia/pv blood loss to midwife.		R/601/8662 + teaching practical skills adult		
Obtain urine sample and perform urinalysis with POCT.			In-house training	

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training programme	Mandatory training specific to the MSW role
Assess and record Body Mass Index (BMI) calculation.		R/601/8662	In-house training programme	
Record intake and output.		J/601/9470	In-house training programme	
Obtain maternal capillary blood sample for blood glucose analysis.		T/601/8850 adult		
Undertake venepuncture in accordance with the HSC Trust protocol.		T/601/8860 L/601/8725		Hemovigilance Training
Provide care of intravenous (IV) cannula to include removal.			In-house training programme	
Provide urethral catheter care, to include removal of indwelling urinary catheter.		L/601/8725	In-house training programme	
Arrangement and processing of laboratory specimens.		D/601/8860	In-house training programme	
Observe abdominal wound, reporting any concerns to the midwife.		L/601/8725, R/601/8662	In-house training programme	

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Measure and apply thrombo-embolic deterrent (TED) stockings.			In-house training programme	
Advise women on postnatal exercises.		F/502/1224		
Perform Carbon Monoxide monitoring and report findings to the midwife.		F/502/1224	In-house training programme	
Prepare equipment and assist the health professional with procedures such as ultrasound scan, transvaginal scan, inflation of cervical ripening balloon.		J/602/3096, L/601/8725		
Observe and advise mother on care of infant's umbilical cord area.		K/602/4015, M/602/4016,	In-house training programme	
Apply Transcutaneous Electrical Nerve Stimulation (TENS) machine.		J/602/3096, L/601/8725	In-house training programme	
Provide physical and emotional support to women.		M/601/7907 & Universal		
Provide support and care to the woman and her family experiencing perinatal loss & bereavement.	Bereavement and Loss in Midwifery Practice	M/601/7907		
Assist the midwife in preparing the woman for Caesarean birth.		J/602/3096, L/601/8725		
Undertake monitoring of vital signs, including routine post-operative observations following uncomplicated surgery e.g. planned caesarean birth.		R/601/8662		

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Undertake infant bathing, eye care and skin care, including awareness of the potential seriousness of skin rashes.		K/602/4015		
Advise the woman and her family on the changing stool and micturition pattern of the normal neonate.		K/602/4015, M/602/4016		
Measure and record weight of the infant.		K/602/4015		
Assist with identification and security of infant.		K/602/4015		
Following initial assessment by a midwife and development of a care plan, undertake and record infant observations including: temperature (axilla), respiratory rate, heart rate (apex), muscle tone, colour, Oxygen saturations, reporting any abnormalities to the midwife and recording accurately within the neonatal observation chart.		R/601/8662 adapted for infant + teaching practical skills		
Recognise potential signs of neonatal jaundice and report to midwife.		K/602/4015, M/602/4016		
Obtain infant capillary blood samples for glucose estimation.		T/601/8850 adapted for infant + teaching practical skills	Point of Care Testing training also	
Obtain urine samples from the infant and perform urinalysis with POCT.		M/602/4016	In-house training programme	
Provide assistance to the midwife in basic life support measures of the infant.				PROMPT

CLINICAL PRACTICE

The Maternity Support Worker uses effective clinical and communication skills when carrying out safe effective woman and family-centred care which has been delegated by a midwife, within the limits of their competence.

Core Skills	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific to the MSW role
Access and adhere to HSC Trust policies, procedures, guidelines, protocols and codes of conduct.		Universal		

EDUCATION & LEARNING

The Maternity Support Worker participates in relevant education and learning opportunities and is supported to improve their knowledge, skills and behaviours.

	CEC education programmes	RQF Units Codes	In-house training	Mandatory training specific for the MSW role
Be aware of and identify limitations of own knowledge and skills.		A/601/1429		
Take responsibility for continuing personal development (CPD), maximising potential to meet the demands of the role.		A/601/1429		

RESEARCH & EVIDENCE BASED PRACTICE

The Maternity Support Worker follows relevant guidelines, protocols, policies and procedures and understands the need to provide evidence-based care.

	CEC education programmes	RQF Units	In-house training	Mandatory training specific for the MSW role
Contribute to and promote service/quality improvement activities e.g. Service user feedback, audits etc.				
Carry out duties delegated by the midwife, ensuring that a high standard of women-centred care is provided.		J/601/8576		
Report all complaints immediately to Ward Sister/Team Leader and in accordance with Trust policies.		L/601/8725, Y/601/8145, J/601/8576		
Demonstrate the HSC Trust's commitment to providing the highest possible standard of service to women, their families and members of the public, in a pleasant, courteous and respectful manner.		Y/601/8145		

LEADERSHIP & MANAGEMENT

The Maternity Support Worker is a vital member of the maternity services care team and works with other health care professionals to provide quality care and services.

	CEC education programmes	RQF Units	In-house training	Mandatory training specific for the MSW role
Participate in the HSC Trust's personal performance and development review process and comply with the HSC Trust's appraisal system.		A/601/1429		
Attend staff induction and participate in training and development of self and others to maintain competence in the Maternity Support Worker role.		A/601/1429		
Support new and existing Maternity Support Workers.		J/601/8576, J/601/9470		
Share best practice with others.		A/601/1429, J/601/9470		
Demonstrate commitment through regular attendance, efficient completion of duties and participation in department and teamwork activities.		J/601/8576, A/601/1429		
Ensure that an adequate level of supplies and equipment are maintained.		K/602/3883		
Work within own scope of role adhering to current legislation, policies and procedures.		J/602/3096, A/601/1429, Universal		