

STANDARDS FOR MATERNITY SUPPORT WORKERS (2023)



These Standards (2023) outline the role, conduct and behaviours required of Maternity Support Workers (MSWs).

This document utilises the terms 'woman' or 'women', however these terms will also apply to people who do not identify as a woman but are pregnant or have given birth.

Standard 1:

Support the delivery of safe, woman-centred and compassionate care for families who use our services.

Standard 2:

Communicate openly and honestly to promote the health and wellbeing of families who use our services.

Standard 3:

Maintain your knowledge, skills and experience to enable you to do your job effectively, in order to improve the quality of care for families who use our services.

Standard 4:

Respect and protect at all times the right to confidentiality, privacy and dignity for families who use our services.

Standard 1:

Support the delivery of safe, woman-centred and compassionate care for families who use our services.

- 1.** Care for families who use our services safely and compassionately at all times, enhancing woman-centred care and acting as an advocate for all those accessing our services.
- 2.** Be accountable by making sure you can always answer for your actions and omissions, in relation to caring for families who use our services.
- 3.** Be honest with yourself and others and only carry out those activities within your remit and delegated to you, for which you have undertaken relevant training and education and have been deemed competent by a registered midwife.
- 4.** Do not misuse your privileged position in order to neglect, harm, abuse or exploit families who use our services.
- 5.** Work collaboratively with colleagues across all disciplines to support woman-centred care.

Standard 2:

Communicate openly and honestly to promote the health and wellbeing of families who use our services.

- 1.** Communicate in an open, honest, accurate and timely way with families who use our services, and with colleagues to support the delivery of woman-centred care.
- 2.** Document and maintain clear and accurate records relevant to the care you have given to a woman using our services in line with your organisation's policies.
- 3.** Report any changes in or concerns about the condition of a woman who uses our services immediately to the registered midwife, who is responsible for the overall management of the woman's care.
- 4.** Always take complaints or concerns seriously and raise issues that you are concerned about with your line manager, in line with your organisation's policies.
- 5.** When communicating with families who use our services and with colleagues, recognise the limitations of your role, knowledge and competence.
- 6.** Work in partnership with families, explaining and discussing the care or treatment you intend to provide, and only continue if valid informed consent is provided.

Standard 3:

Maintain your knowledge, skills and experience to enable you to do your job effectively, in order to improve the quality of care for families who use our services.

1. Participate in training and personal development required by your employer and take responsibility for the achievement of the competencies essential for your role, in line with NHS Knowledge and Skills Framework¹ and organisational requirements.
2. In agreement with your line manager, ensure you comply with all statutory and mandatory training required for your role.
3. Maintain an up-to-date record of your own training and development.
4. Contribute to the learning and development of others where appropriate.

¹ Department of Health, London (DH) (2004) NHS/KSF and the Development Review Process. London: DoH.

Standard 4:

Respect and protect at all times the right to confidentiality, privacy and dignity for families who use our services.

1. Do not discuss or share personal information about families and their treatment inappropriately or with anyone other than relevant colleagues in the healthcare team.
2. Uphold and promote the principles of equality, diversity and inclusion for families who use our services and your colleagues, treating everyone fairly and without bias.
3. Establish and maintain clear and appropriate boundaries in your relationships with families who use our services and with colleagues at all times. Always behave in a professional manner.
4. Refuse to accept any offers of loans, gifts, benefits or hospitality from anyone in your care, or anyone close to them, which may be seen to compromise your professional integrity.
5. Do not use social media to share information about the environment you work in or the families for whom you care.