



PLEASE CONSULT THE FOLLOWING RESOURCES AND ENSURE THAT THEY ARE AVAILABLE IN YOUR FACILITY:

- 1. Batho Pele Principles
- 2. Patient's Rights and Responsibilities
- 3. Patient-Centred Maternity Care: Messages for Service-Users and their Partners
- 4. Take Care: Self-care strategies for health workers
- 5. Healthy Pregnancy brochure
- 6. Safe Delivery brochure
- 7. Birth Companions: Supporting Mothers during Birth
- 8. You can be safe: How to break the cycle of domestic abuse and violence
- 9. Why do women suffer from depression and anxiety around pregnancy and birth?

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(www.pmhp.za.org)



USEFUL NUMBERS

PATIENT-CENTRED MATERNITY CARE CODE

MESSAGES FOR SERVICE PROVIDERS

The Western Cape Department of Health is committed to patient-centred care as a fundamental principle of its draft 2030 strategy. The Department has adopted the core values of caring, competence, accountability, integrity, responsiveness and respect (C²AIR²).

Providing the best care for a pregnant woman and her baby is the cornerstone of a well-functioning healthcare system. Therefore, applying a patient-centred approach in the maternity setting is a crucial step in strengthening our health system.

This brochure explains how you, as a partner in delivering patient-centred care, can ensure that the health system provides quality care to mothers and babies.



Let's make our healthcare **BETTER TOGETHER.**



BETTER TOGETHER.

1. Each and every woman has the right to effective maternity care

- Inform women what documents they must bring to antenatal clinics. However, she cannot be refused if she does not have these papers.
- There is zero tolerance of any kind of abuse by staff.
- Health workers must comply with protocols.
- Do not discharge women in active labour. If not in active labour, give clear information on how to monitor and when to return.
- Each health worker should receive adequate training, supervision and support to:
 - provide empathic care (walk in the shoes of the client).
 - care for severely distressed or agitated women.
 - debrief women after difficult deliveries or loss.
 - refer such patients appropriately.
 - access self-care services (debriefing, bereavement counselling, ICAS).

2. Health workers and clients both have the right to be treated with respect and dignity

- Greet women and their companion/partner by being friendly and showing compassion.
- Special care should be given to clients with special needs (e.g. teenagers) or disabilities (client is deaf, blind or has physical, mental or psychological disabilities).

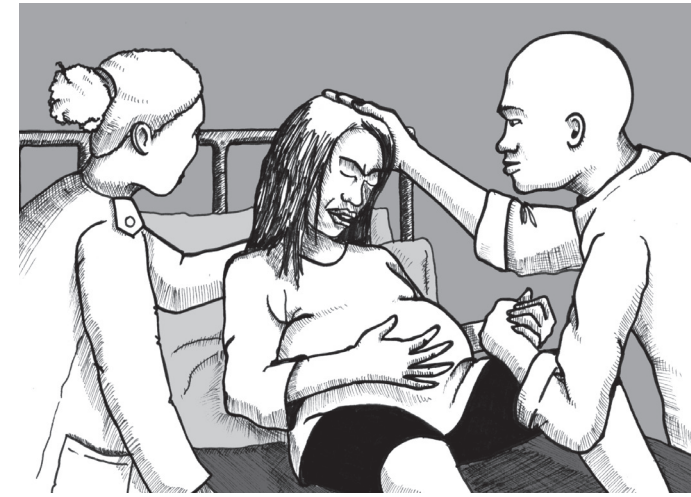
- Staff on day and night shift should be debriefed and supported.
- There should be a process by which health workers can be complimented.
- There should be active promotion of the rights of staff members to be treated with respect and dignity by patients, companions and members of the public.

3. Everyone has the right to correct health information

- Make time to answer personal questions.
- Information pamphlets should be available.
- Health workers should have the latest information and should be provided with enough resources.

4. Each woman has the right to have a companion during labour

- Encourage the pregnant woman to identify a birth companion.
- Allow companions to attend appointments.
- Make space available for birth companions.
- Educate the companion on how to help the woman during birth (e.g. providing water, rubbing her back, helping her to walk around).
- Brief the security company's day and night shift staff to allow companions with the correct documents into the facility.



5. Maternity facilities should respond to the communities they serve

- Identify a Patient-Centred Code champion and display her/his contact details in the facility.
- A health worker should represent the maternity unit at community health forum meetings.
- Display Batho Pele principles in public areas.
- Inform clients of the compliments and complaints procedures.
- Inform management of the needs of staff (emotional support, training, professional development, resources, etc.)