

# Maternity Jump Call Guideline

Author: Maternity Q&S Group

Approved by: Quality & Safety

Date approved: 20th May 2024

Review Date: May 2027

Version: 3

## **Contents**

1. Introduction.....	3
2. Aims .....	3
3. Objectives.....	3
4. Scope .....	3
5. Rationale .....	3
6. Welsh Risk Pool .....	3
7. Psychological Safety .....	3
8. The Learning Conversation .....	4
9. STAFF JUMP CALL PROCEDURE FLOWCHART.....	4
10. SERVICE USER/FAMILY JUMP CALL PROCEDURE FLOWCHART .....	5

## 1. Introduction

This document is a Welsh Risk Pool Maternity standard requirement to clearly describe the Maternity staff chain of command and sets out the procedure to be followed when there are alternative clinical views for consideration.

This guideline also includes where service users or their family have an alternative view and request a second opinion.

## 2. Aims

To provide support for clinicians in clinical decision making and reviews.

## 3. Objectives

This guidance is designed to provide clarity in relation the chain of communication.

## 4. Scope

This policy applies within maternity services, for both midwifery and medical staff.

## 5. Rationale

Midwives, Nurses and Medical Staff should be able to communicate and consult freely at an appropriate level.

Service users and family members should be able to communicate concerns regarding their care.

## 6. Welsh Risk Pool

Midwives and Medical staff should be able to communicate and consult freely at an appropriate level.

Welsh Risk Pool (Maternity) requires that there must be a clear chain of command and review if there is any change in clinical condition of mother or fetus either before or during labour.

The Nursing and Midwifery Council (NMC) requires that nurses and midwives must act without delay if they believe that there is a risk to patient safety and that to achieve this, concerns must be escalated.

### Preserve Safety – Point 16

- ▶ Act without delay if you believe that there is a risk to patient safety or public protection

NMC Code 2018

## 7. Psychological Safety

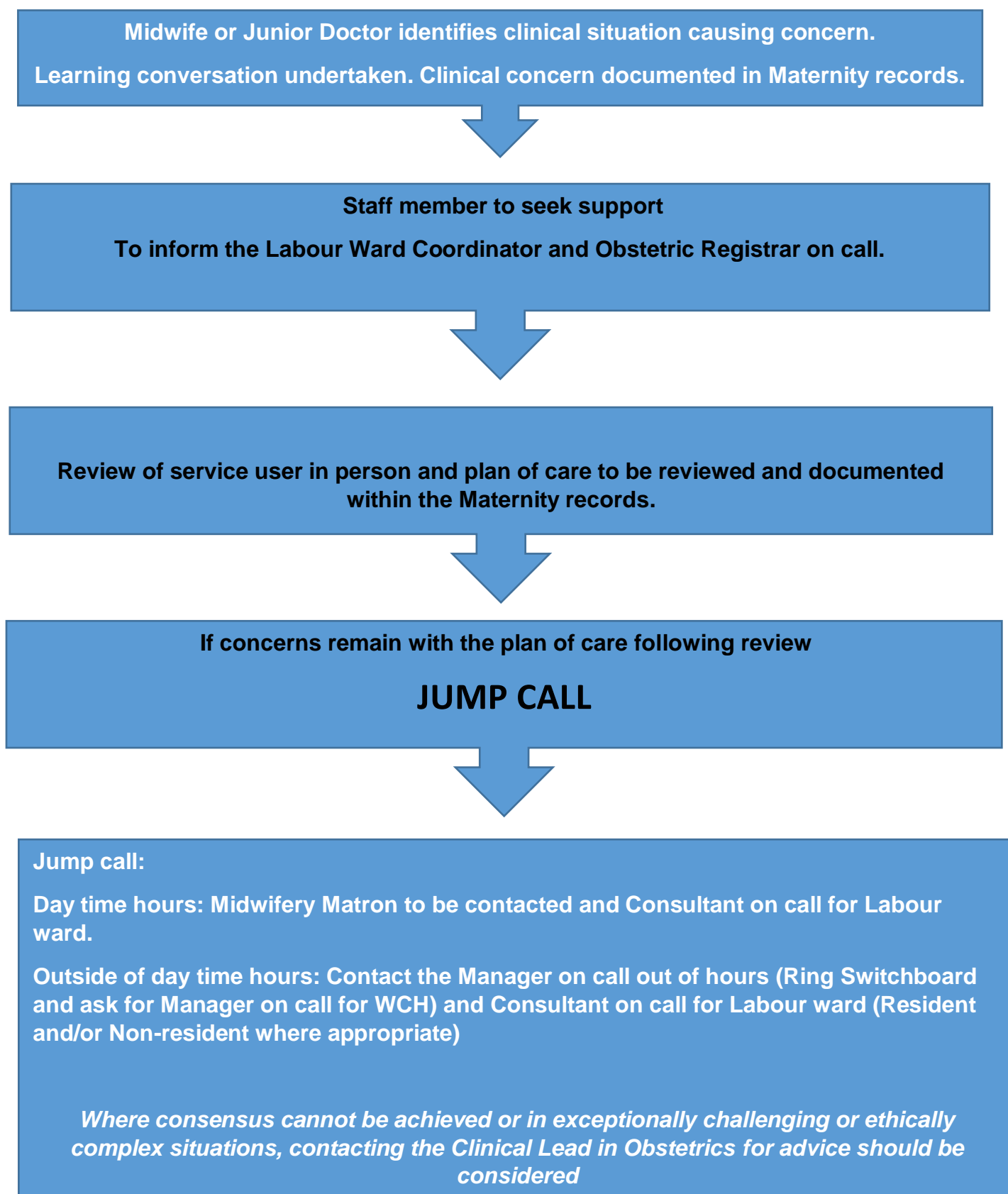
“Psychological safety exists when people feel their workplace is an environment where they can speak up, offer ideas, and ask questions without fear of being punished or embarrassed.”

*Amy Edmundson*

## 8. The Learning Conversation

The 'Learning Conversation' is an organisational intervention that aims to equip all staff to assume leadership at the ward level. It is a tool that improves communication between individuals and teams, it encourages a shared mental model of the same situation and supports positive escalation of concerns.

## 9. STAFF JUMP CALL PROCEDURE FLOWCHART




## 10. SERVICE USER/FAMILY JUMP CALL PROCEDURE FLOWCHART


Service user/family voices concerns about care provision and/or decision making.  
Document service user/family concerns and inform of escalation process



Staff member to seek advice and support  
Day time – Ward Manager for ward or Labour ward coordinator  
Out of hours – Labour ward coordinator



Obstetric Registrar on call to be informed of service user/family concerns. To attend to discuss concern and review plan of care. To document service users concern and outcome.



If the service user/family continue to have concerns which have not been resolved, on call Consultant to be informed of the need to review.  
Depending on nature of concern, review can be delayed if appropriate until day time hours (for example, declining further induction of labour).  
To document plan of care in the Maternity records.

If the Labour Ward Coordinator requires additional support;

Day time hours: Midwifery Matron to be contacted by Labour ward coordinator

Outside of day time hours: Contact the Manager on call out of hours (Ring Switchboard and ask for Manager on call for Women and Child Health)

## Maternity Services

### Checklist for Clinical Guidelines being Submitted for Approval

Title of Guideline:	Jump Call policy
Name(s) of Author:	Maternity Quality & Safety Group
Chair of Group or Committee approving submission:	Maternity Quality & Safety
Brief outline giving reasons for document being submitted for ratification	Previous version due for renewal
Details of persons included in consultation process:	
Name of Pharmacist (mandatory if drugs involved):	NA
Issue / Version No:	3
Please list any policies/guidelines this document will supercede:	Maternity Jump Call Procedure 2018- 2021
Date approved by Group:	20 <sup>th</sup> May 2024
Next Review / Guideline Expiry:	May 2027
Please indicate key words you wish to be linked to document	Jump call, escalation, escalate, concern, decision
File Name: Used to locate where file is stores on hard drive	ABM Group (Z:)\Maternity\policies and guidelines\Obs\2020 onwards