



# Personalised Care and Support Plan

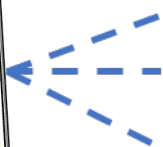
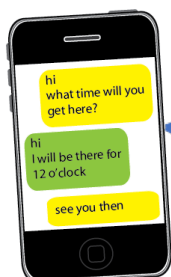
Your Personalised Care and Support Plan (PCSP) will help you to explore, understand and record your individual choices for pregnancy, birth and the first weeks of parenthood

## Easy Read version



Produced in collaboration with the Norfolk & Norwich University Hospitals NHS Foundation Trust,  
the James Paget University Hospitals NHS Foundation Trust  
and the Queen Elizabeth Hospital NHS Foundation Trust King's Lynn

## Your personal care and support plan (PCSP)



This booklet contains QR codes. Hold your smartphone camera over a code to get more information online.



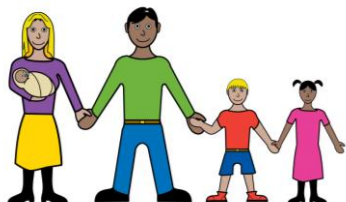
You can scan this QR code to watch a video explaining how to use your personalised care and support plan (PCSP).



Your midwife will tell you how you can get your PCSP at your first antenatal (pregnancy) appointment.

# Your personal care and support plan (PCSP)

Your PCSP can help you make informed choices about your pregnancy care:



You can record what is important to you and your family.



You can talk about your birth plan and updating it during your pregnancy.



You can plan what is important to you after your baby is born.



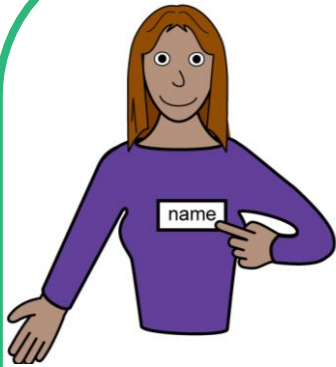
You can bring your PCSP to your pregnancy (antenatal) appointments to help you talk to your doctor or midwife about your care.



You can find out more about your choices during your pregnancy in the Your Choices Easy Read booklet.

# About me

This PCSP should be completed by you and the people who know you best.



My name is:

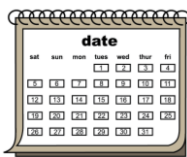
I like to be called:

My chosen pronouns:

He  She  They



My religious beliefs:



My baby's due date:



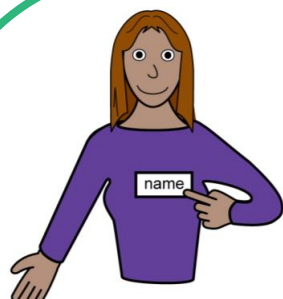
My doctor or midwife's name:



My doctor or midwife's telephone number:

# About me

This PCSP should be completed by you and the people who know you best.



These are the things that are important to me:

*Tell us what you would like staff caring for you to know.*



Four horizontal lines for writing, starting from the pencil icon.



I have support at home:

Yes

No

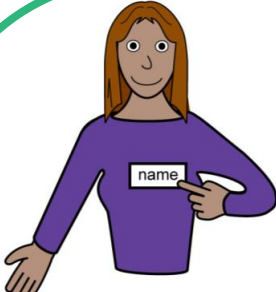
*Tell us about your support at home.*



Four horizontal lines for writing, starting from the pencil icon.

# About me

This PCSP should be completed by you and the people who know you best.




I have additional needs:

Yes

No

*If yes, tell us about your needs here:*



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You can support me by asking about:


Lighting

Noise

Being touched

Asking me what I need

*Other things that are important to me:*



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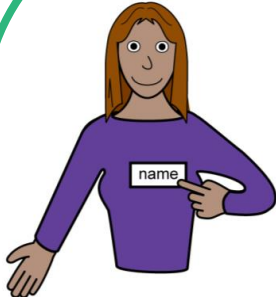
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# About me

This PCSP should be completed by you and the people who know you best.

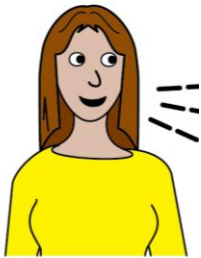


**My first language is:**

**I need a translator:**

Yes

No



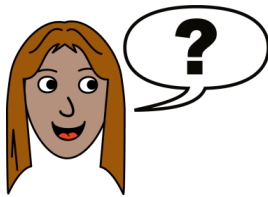
**When you speak to me, please:**

Use clear and simple words

Listen to me

Take time to explain

Ask me what I need



**The best way to give me information is in:**

Writing

Easy read

Pictures

Audio or video



**The best way to contact me is by:**

Telephone

Email

Text

Letter

## Making decisions about your care

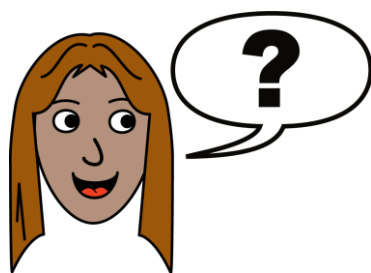
Your doctor or midwife will tell you about your choices.  
You can make decisions about your care.



Consent is being asked if you agree to something. You can say yes or no.

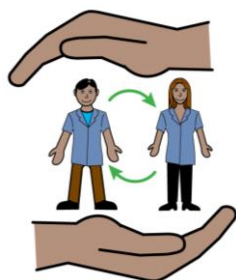


You can ask for someone to support you to make decisions about your care.



You can ask your doctor or midwife to tell you:

- Why you or your baby needs this care or treatment.
- What might happen when you or your baby has this care or treatment.



Your doctor or midwife will support you to make decisions about your care.

You can change your mind at any time and make a different decision.



# My pregnancy journey

You will have regular appointments with your midwife or doctor. They will check you and your baby are well.



## Up to 10 weeks

When you find out you are pregnant you can book an appointment to see your midwife. Your midwife will talk about tests you can have to help keep you safe.



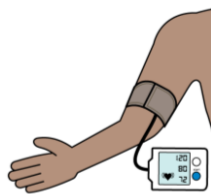
## At 12 weeks

You can have a scan to check your baby is OK. The doctor will scan your tummy. The scan shows your baby inside your tummy.



## 18-21 weeks pregnant

You can have a scan to check your baby is growing normally. The scan can find problems with your baby before they are born. You can choose if you want the test.



## Regular midwife appointments

You will have appointments with your midwife every 4-6 weeks. Your midwife will check how you are. They will take your blood pressure and a wee sample.



## 41 weeks

Your midwife will talk to you about what they can do to help get labour started. You can talk to your midwife about things that matter to you.

# My pregnancy journey

You can find information on this page to help you make important choices about your pregnancy.



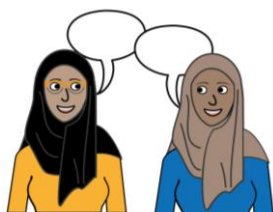
## Pathway to Parenting (P2P)

Free online classes about becoming a parent. There are lots of ideas to help you and your family.



## Screening tests

Your midwife will offer you some blood tests and scans of your baby. You can choose if you want to have these tests.



## Your health and wellbeing

Being pregnant and becoming a parent can trigger lots of feelings and emotions. This is normal. You can find support and help here.



## Vaccinations

You can find out more about the vaccinations you can have during your pregnancy.



## Just One Norfolk

A website that has information about your health, your pregnancy and your baby.

# My birth choices

Your midwife or doctor will give you advice about where you can choose to have your baby.

My preferred place to give birth is:



A maternity unit where I get care from midwives.



A hospital where I get care from midwives and doctors.



At home where I get care from my midwife.

## My birth partners. Who I want with me during my labour and birth

My partner or co-parent

A member of my family

My friend

My support worker

You can write their names here:



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## My birth choices

Here is some information about your choices when you have your baby. You can scan the QR codes with your smartphone to read more.



### Induction of labour

Your midwife will put some medicine in your vagina to make your baby start to come out.



### Pain relief

When your baby comes you will have pains called contractions. You can have some medicine to help you with the pain.



### Fetal monitoring

During labour, your midwife or doctor will listen to your baby's heartbeat inside your tummy. This is to check your baby is well. This is called fetal monitoring.



### Skin-to-skin

As soon as your baby is born you can cuddle them on your chest with no clothes on. This is called skin-to-skin. It can help you bond with your baby.

# My birth choices

Here is some information about your choices when you have your baby. You can scan the QR codes with your smartphone to read more.



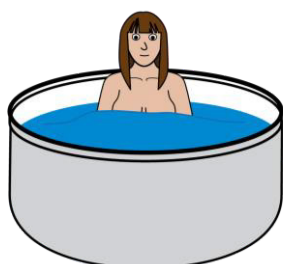
## Vaginal birth

When your baby comes out of your vagina. The most common way for babies to be born.



## Caesarean birth

An operation where the doctor makes a small cut in your tummy to take your baby out.



## Water birth

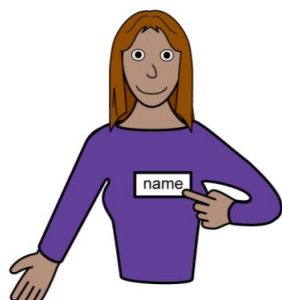
You can get into a birthing pool to have your baby. The warm water can help you relax.



## Assisted or instrumental birth

Your midwife or doctor can use some instruments to help your baby come out.

## My birth choices



Tell us what else is important to you when you give birth.

Music? Lighting? You can write what is important here:



## Special care for babies

If your baby comes early (premature) or is ill when they are born, they can have extra care.



### Neonatal intensive care unit

Special care for babies who are ill or premature is provided on a special ward in the hospital called the neonatal intensive care unit.



### Looking after your baby

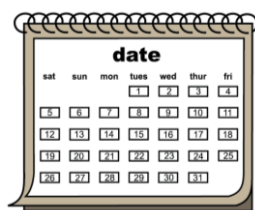
The midwives will show you how to look after your baby in the special neonatal unit.

## After your baby is born

Here is some information about your care after your baby is born.



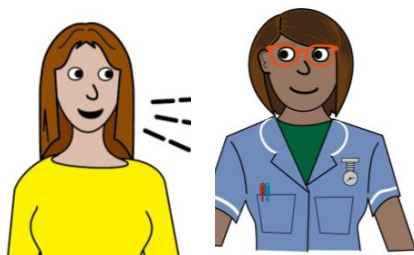
After your baby is born (postnatal) you will have care and support from your midwife and health visitor.



You will have some appointments with your midwife and health visitor.



Your appointments can be at home, in hospital or at a community clinic.



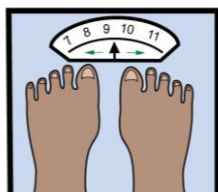
Your midwife and health visitor can talk to you about the care and support you and your baby might need.

## After your baby is born

Here is some information about your care after your baby is born.



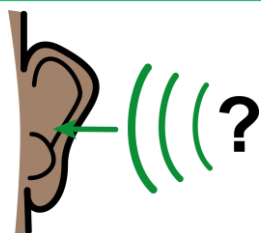
In the first five days after your baby is born, your midwife will check you and your baby are healthy and well.



Your midwife will weigh your baby.



Your midwife will offer your baby a blood spot test. This is done by pricking your baby's heel.



Your midwife will offer your baby a hearing test.

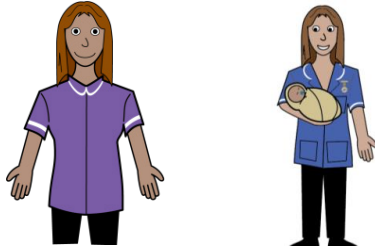


Your midwife can remove stitches if you had some when you gave birth to your baby.

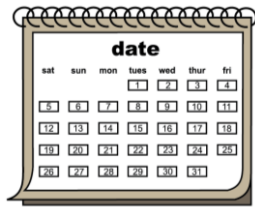


# After your baby is born

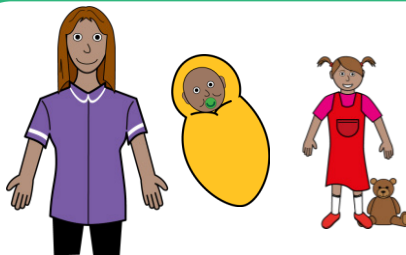
Here is some information about your care after your baby is born.



When your midwife has checked you and your baby are well, she will pass your care to the health visitor and your doctor.



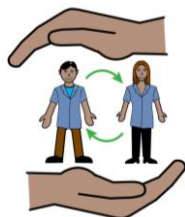
This will happen between 10-28 days after your baby is born.



Your health visitor will support you and your family until your baby is five years old.

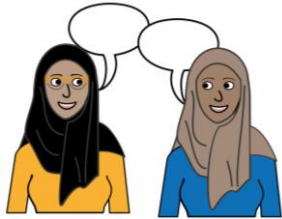


Your doctor (GP) will check you and your baby about 6-8 weeks after your baby is born.



Your doctor (GP) can help you with any general health concerns.

# You can talk to your midwife and health visitor about:



Your health and how you are feeling.



Feeding your baby and getting more help if you need it.



Safe sleeping advice.



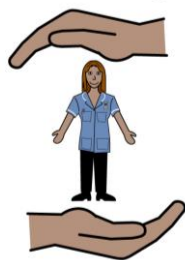
Registering your baby's birth.



Communicating with your baby.



Introducing your children to your new baby.



Your health visitor will do a full health check when your baby is between 6-8 weeks old.

## Talking about your pregnancy and birth

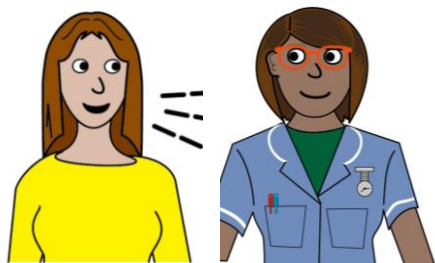
After your baby is born you might find it useful to talk to someone about your pregnancy or birth.



Your labour or birth might have been difficult. Something unexpected might have happened.



After you have had your baby, it is normal to feel lots of emotions. You might feel tearful and sad.



You can talk to a midwife about your pregnancy or birth. The midwife can get you help if you need it.

You can contact the Birth Reflections service at your hospital:



**Norfolk and Norwich Hospital**  
You can call  
01603 287334



**James Paget Hospital**  
You can email:  
[birthafterthoughts@jpaget.nhs.uk](mailto:birthafterthoughts@jpaget.nhs.uk)



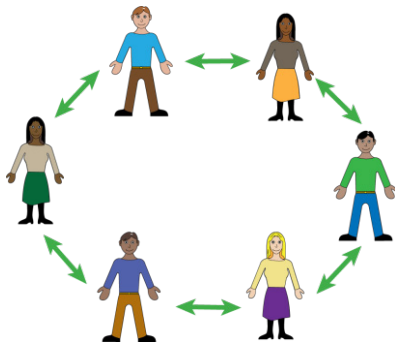
**Queen Elizabeth Hospital**  
You can access via  
your maternity app.

# Maternity and Neonatal Voices Partnerships

There are Maternity and Neonatal Voices Partnerships (MNVPs) at each of our hospitals in Norfolk and Waveney.



An MNVP is a team of parents, families, doctors and midwives.



They work together to improve care for people while they are pregnant and when they give birth.

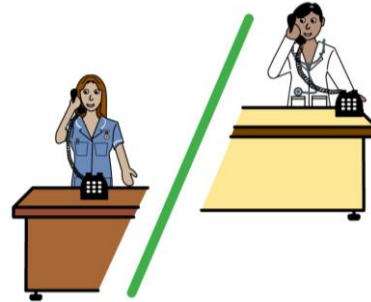


You can find out more about your MNVP by scanning this QR code.

## Useful health care contacts



If you have a pregnancy related concern, **contact your hospital's Maternity Triage or Assessment Unit.**



**You can contact your doctor (GP) at any time** during or after your pregnancy.







If you are ill or hurt and need help fast, but it is not an emergency, **contact NHS 111.**





For emergency or life-threatening conditions, you should always **dial 999 or go to hospital A&E.**

## Useful hospital contacts

<b>Norfolk &amp; Norwich hospital maternity department</b>			
Delivery suite/ Maternity Assessment Unit	01603 287329		
Midwife-led birthing unit	01603 288260		
Postnatal ward	01603 289951		
Antenatal clinic	01603 286794		
Birth/ Pregnancy reflections service	01603 287334		

<b>James Paget hospital maternity department</b>			
Delivery suite/ Maternity Assessment Unit	01493 452480		
Midwife-led birthing unit	01493 453640		
Postnatal ward	01493 452011		
Antenatal clinic	01493 452266		
Birth/ Pregnancy reflections service	<a href="mailto:birthafterthoughts@jpaget.nhs.uk">birthafterthoughts@jpaget.nhs.uk</a>		

<b>Queen Elizabeth hospital King's Lynn maternity department</b>			
Delivery suite/ Maternity Assessment Unit	01553 214829		
Midwife-led birthing unit	01553 214635		
Postnatal ward	01553 613710		
Antenatal clinic	01553 613866		
Birth/ Pregnancy reflections service	You can access this with the QEH maternity app		

# Your health and wellbeing



Pregnancy and becoming a parent can trigger all sorts of feelings and emotions.



If you feel worried you can scan this QR code to find support and help.

Do you have any thoughts, feelings or questions to talk about with your midwife or health visitor?

*You can write down your thoughts and feelings here:*



A large rectangular area with a blue border and rounded corners, containing ten horizontal green lines for writing.

## Call your maternity unit immediately if you experience:



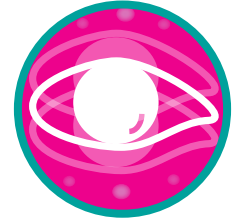
Any vaginal bleeding or leaking fluid (clear or otherwise)



A bad headache that won't go away with painkillers



Severe or continuous pain in any area of your tummy



Problems with vision (blurring, flashing lights or spots, difficulty focusing)



A feeling of worry or that something isn't right



Obvious swelling of your hands, face or upper body



Sudden shortness of breath or difficulty breathing



If you are experiencing regular contractions or think you are in labour



Any change in your baby's pattern of movements or, if baby's movements slow down or stop



Swelling, pain or redness in your legs

## Call your midwife or GP if you experience:

- Pain on passing urine
- A high temperature
- Constant vomiting
- Itching, especially on hands and feet
- Pelvic pain
- A change in your mental health or changes to your mood that you would like help with

Version: 1 (printed)

Date: July 2024

Produced by the Norfolk & Waveney local Maternity & Neonatal System (LMNS) in association with Norfolk & Waveney Integrated Care Board (ICB), Norfolk & Norwich Hospital, James Paget Hospital, Queen Elizabeth Hospital, King's Lynn and the Maternity Voices Partnerships.

Review Date: July 2026