

# Sands 6 Principles of Parent Engagement in Review

## Best Practice

*"The review made us feel people cared and it wasn't just one of those things."*



### Timely

- Find the right time to let parents know about the review process before they leave hospital
- Be clear about the time it's likely for the review process to take
- Let parents know if there are going to be delays



### Informed

- Make sure parents have a key contact so they know where to get information
- Always give parents clear, written information in a language they are comfortable with, that clearly outlines what you mean and repeat this information verbally
- Find ways to reach all parents to ensure no parent lacks information, whoever they are



### Parent-centred

- Use the baby's name when referring to their baby
- Give parents opportunities to input into the review in their own way, as and when the time is right for them
- Remember parents are grieving and support them in this too



### Easy to access and flexible

- Give parents different ways to share their questions, views, thoughts or concerns
- Give parents several opportunities to ask questions and share concerns over the course of the review process
- Keep the door open to parents even when the review is finalised



### Compassionate and gentle

- Express compassion and say you're sorry for what parents are going through
- Make enough time for parents in review meetings so you and they are not rushed
- Whenever you meet parents ensure the room is comfortable and private and you won't be disturbed
- Use language that is sensitive: their baby isn't a statistic or a 'case review' – he or she is their child



### Open and honest

- Listen to parents' questions, thoughts and concerns and answer them openly and honestly
- If you don't know the answers to parents' questions, say you will get back to them and make sure you do
- If something has gone wrong, let parents know what you have learned and what action you will be taking to improve care for future parents