Perinatal Mental Health: Anxiety

Background

A first time mum who was 4-weeks postnatal.

Issue experienced

Contacted Mum's Mind as she was feeling anxious and unable to cope. She was experiencing poor sleep and issues with her confidence. She said she didn't know if she was "doing things right".

Advice and care

- Advice provided over several messaging exchanges clarifying the onset of feelings, the impact of these and the risk.
- Discussion around confidence issues, effects of sleep deprivation, availability of a support network and setting realistic expectations.

Impact of ChatHealth on this contact

Awareness of the Mum's Mind service enabled this contact to text her concerns and feel safe in doing so. The message was sent at the weekend, therefore, in line with SOP, the out-of-hours automated bounce-back stated response times and alternative support routes and a health professional replied during working hours.

Tips for health professionals engaging with service users via messaging

- Always seek clarity from service user if more detail needed.
- Use their name, if disclosed, to make the contact feel more personal.
- Utilise the templates and tailor these to the need of the service user.

ChatHealth

Perinatal Mental Health:
Reflux & Low Mood

Issue experienced

A mother messaged in asking for advice with her 5 week old son not settling when she lay him on his back. Reported she had to hold baby upright or sleep with him on her tummy to get him to settle. Her GP had advised that this was normal.

Advice and care offered

- The mother was offered safe sleeping advice and information on feeding.
- It became apparent the baby had reflux affecting his ability to sleep on back.
- Ongoing conversation disclosed that the mother was feeling low in mood and doubting her ability as a parent.

Outcome

The original query regarding safe sleeping was addressed and the mother was directed to relevant resources. Further to this, an appointment was made for the mother with her health visitor to offer support with her emotional health.

Impact of ChatHealth on this contact

Throughout the conversation the mother was empowered to have confidence in her parenting skills and was praised for seeking advice.

ChatHealth