

## **Working with behaviour that challenges in healthcare settings; identifying and responding to triggers**

### **Transcript of Pain and Fear: Anne's Story**

MIDWIFE 1

Labour Suite, Midwife speaking

ANNE

Hello...I wonder if I could have some advice please. I'm having a few pains and I wonder if I'm in labour. I'm planning to have my baby at home this time.

MIDWIFE 1

Oh OK .... Just hold on a moment while I get some paperwork

*The sound of a busy labour ward heard in the background*

MIDWIFE 1

Give me some details please. And tell me what's been happening.

ANNE

OK. My name's Anne Smith from Walsall Close and I'm 38 weeks tomorrow. I've been having some pains all day and I just want to know if it's time for someone to come out to me yet? My first birth was quite quick....

MIDWIFE 1

How often are the pains coming?

ANNE

They're a bit irregular...sometimes every 4 minutes, sometimes every 10 minutes....

MIDWIFE 1

Have your water's gone?

ANNE

No

MIDWIFE 1

Is the baby moving around as normal?

ANNE

Yes, baby's moving fine.

MIDWIFE 1

Any bleeding down below?

ANNE

No, no bleeding.

MIDWIFE 1

Is anyone with you sweetheart?

ANNE

Yes, my husband's with me, but he's a bit anxious about the home birth....

MIDWIFE 1

You said your first baby came quickly....How quickly?

ANNE

I was only pushing for maybe 20 minutes.

MIDWIFE 1

That's not particularly quick.....It doesn't sound as if anything's happening at the moment and you haven't had any contractions while we've been on the phone have you? I think you ought to take some paracetamol and a warm bath for the time being, but call us back if you're worried. Don't hesitate about that, OK?

ANNE

Oh, er... if you think.

MIDWIFE 1

OK Anne.....

*Time 23:30. Anne is ringing the Labour Suite again. The phone rings 4-5 times*

*MIDWIFE 2 answers*

MIDWIFE 2

Labour Ward, Midwife speaking. Can I help you?

ANNE

Hello....My name's Anne Smith. I rang earlier and spoke to a midwife. She told me to take some paracetamol and have a warm bath, but it hasn't really helped with the pain....

MIDWIFE 2

What name was it?

ANNE

Anne Smith, Walsall Close. I'm having a home birth....

MIDWIFE 2

I'll find your paperwork...

*MIDWIFE 2 puts phone down, but can be heard shouting across the Labour Ward*

Where's the triage midwife? I need someone to go to that woman in room 6 and give her some drugs. Why is she not answering any calls?

MIDWIFE 2

So...ANNE. What's changed from earlier? Are your pains any more regular?

ANNE

No not really, but they really hurt when they come (sounds distressed)

MIDWIFE 2

Is your baby still moving around?

ANNE

Yes but my waters haven't gone yet. I don't know.. Is that alright? I'm getting really worried.

MIDWIFE 2

All sounds fine to me. I'm sure things are still in the early stages Anne at the moment. You're breathing quite normally and sound as though you're doing all the right things at home.

ANNE

I'm really getting frightened that I'm going to give birth on my own....

MIDWIFE 2

Don't be silly, your husband is there isn't he? You don't sound to me as though you need a midwife just yet. Why don't you call us back in an hour and we can see what's happening then? The pains need to be much closer together and much more regular before we send someone out to assess you....

ANNE

I don't know....It hurts so much. I think I'm going to have a contraction now.....

MIDWIFE 2

This sounds like the start of labour Anne...it is going to hurt you know.

ANNE

Please, please don't put me off again. I feel like I need somebody with me.

*ANNE has another contraction and starts to breathe heavily in an effort to control the pain. Husband takes the phone.*

ALAN (*shouts*)

Listen. 25 Walsall Close...get someone over here RIGHT NOW!

*Knock at the door, Alan answers.*

COMMUNITY MIDWIFE

Mr Smith? I've come from the hospital to see Anne....

ALAN

At last! What took you so long? Come in, come in.

ANNE

Why has it taken so long? I'm so frightened....I feel like my baby's coming. Help me!

*The Community Midwife and Student Midwife, Andrea go into room with Alan. Andrea looks frightened.*

ANNE *Crying, sounds cross*

I'm so scared and these pains are so strong. Why's it taken so long to get here?

COMMUNITY MIDWIFE *in a soft voice*

Anne...my name's Louise and this is my student Andrea. We're here to look after you now. I'm sorry that you're frightened, but I bet Alan's been doing a great job of keeping you going, hasn't he?

ANNE

I told that midwife on the phone that my first baby came really quickly. I could have it down the toilet! I

COMMUNITY MIDWIFE

I'm listening to you now and what we're going to do, is do this together. If your baby comes quick then we'll deal with it.

ANNE

I suppose so....

*Anne is cut short by a painful contraction. She grabs the COMMUNITY MIDWIFE's hand*

COMMUNITY MIDWIFE

That's it Anne, well done, work with the pain...just work with the pain, you're doing really well. It's nearly over. Well done, well done. Take some nice deep breaths, and catch your breath.

COMMUNITY MIDWIFE

Right, I think I better take my coat off. .... Andrea, can you get the things out of the bag that we need so we can get set up ready?

Andrea

Yes, of course

ALAN

Can I do anything to help?

COMMUNITY MIDWIFE

You could make a cup of tea. Have you had anything to drink? It's really important that she keeps hydrated so that might be a good idea.

ALAN

OK. Would you like a drink?

COMMUNITY MIDWIFE

I never say no to a cuppa, Alan. If that's OK? Thank you. Do you want to turn the lights down?

ALAN

Here's tea everyone.