

## INFORMATION FOR PARENTS/CARERS

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# Welcome to the Neonatal Unit

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**Congratulations on the birth of your baby/babies. We would like to welcome you to the Neonatal Unit at King's Mill Hospital.**

This family guide has been created to give parents/carers an overview of the unit and the care that your baby may need. We hope it will answer some of your general queries. However, specific questions about your baby are best answered by the nurses and doctors on the unit. Please feel free to ask any questions that you may have.

**The telephone number for the Neonatal Unit is 01623 672243 (direct number) or 01623 622515 extension 3738, 3739 or 2795.**

We value you as partners in your baby's care. Parents/carers and siblings have open access to the Neonatal Unit 24 hours a day with no restrictions. However, children (excluding siblings) under the age of 12 years are not allowed to visit, in order to reduce the chance for cross-infection.

Friends and family are welcome on the unit when parents/carers are present. We do ask that a maximum of two people per cot space are present (in addition to parents/carers) in order to minimise noise levels and disturbance for the babies. Friends and family access times to the unit are 1pm-7pm. We ask if you or any friends/family members feel unwell, please do not come to the unit as the babies are very vulnerable. If there is a local or national outbreak of an infectious illness, access to the unit may be restricted for friends/family.

On entering the Neonatal Unit, please leave outdoor clothing on the pegs besides the main reception. Ensure all valuables are kept safe as the unit can take no responsibility for any losses. Please ensure your hands are washed on entering the unit.

In order to maintain confidentiality, we only discuss details of your baby's condition with you, the parents/carers. It is helpful for your friends/family members to contact you for information about your baby rather than ringing the unit.

While your baby is admitted to the unit they will be recorded under the birthing parent's surname. This is in order to link baby and birthing parent. Once you have registered your baby then please let us know if their surname has changed so we can update our records.

To begin with please bring some nappies and cotton wool for your baby.

## While on the unit

Please wash your hands before handling your baby, as premature and/or ill babies have little resistance to infection.

For infection control reasons please do not bring food into the nurseries. A parent/carer kitchen area is available within the family area on the unit. Hot drinks with lids are welcome.

We ask that you treat all babies and their families with respect. Please do not enter other families' bed spaces to maintain their privacy and dignity.

For entry and exit to the unit we have a buzzer system. At times staff may not be able to answer immediately, but we will answer this as soon as possible.

At each shift you will be allocated a nurse and/or health care support worker who will support you to care for your baby. Our medical team will review your baby on a daily basis. We encourage you to be present and involved in our daily ward rounds.



## Neonatal Unit Ward Rounds - What to expect?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
When?	11.00	11.00	11.00	11.00	11.00	13:00	Variable
Who?	Neonatal Hot week consultant and Neonatal consultant	Neonatal Hot week consultant	Neonatal Hot week consultant	Registrar led training round with Neonatal Hot week consultant supervision	Neonatal Hot week Consultant ('trouble – shooting')	'Grand Round' (week and weekend teams)	Registrar review Board round with on call Consultant Consultant review as required
Where?	Cot side	Cot side	Cot side	Cot side	Cot side	Doctors' Room	Cot side & Board round

### Your baby's consultants

Each baby has both an ongoing named consultant and a day-to-day on call/hot week consultant. The named consultant will take ongoing responsibility for longer term issues and see your baby in clinic after discharge. The on call/hot week consultant will review care on a day-to-day basis

### Every day

Each baby is reviewed every day by the paediatric team. During the ward round, they are then discussed with the team and a plan is made. Occasionally if the team is busy looking after a sick child, times may vary. The team will update both paper and electronic Badger records.

### Take part

We welcome you to play an active part in the ward round. How is your baby? What are your concerns? What questions do you have?

### Privacy and Confidentiality

We would kindly request you respect the privacy of other babies and families.

v5 May 2022

We have both nursing and midwifery students on the unit who work under the supervision of a qualified member of staff.

If your baby was born less than 32 weeks, a physiotherapist will carry out an assessment of your baby on the unit as part of their care.

## Other support services:

- Pharmacists
- Dietitians
- Radiographers
- Domestic
- Ward clerks/receptionist/housekeepers.

## Family integrated care

We value families as true partners on the NICU team. You will be supported to provide care for your baby throughout your stay on the Neonatal Unit. This will help you to build a close and loving relationship with your baby.

By your bedside there will be a family integrated care folder. Within this will be useful written information for you to access during your stay with us.

## VCreate

A photo/video/messaging service is available for all families whilst you are on the Neonatal Unit. Our team can send you photo/video/message updates of your baby when you are unable to be present. The aim of this facility is to minimise separation between you and your baby during this difficult time. Please speak to a member of staff regarding this service.



## Tests and treatments

A number of tests, treatments and medical procedures are routinely carried out on the Neonatal Unit. These can include:

- Hearing test
- ROP screens (eye tests) - for all babies born under 31/40 gestation
- Newborn blood spot test
- Newborn and infant physical examination (NIPE).

Parents/carers can be present and support their babies during these procedures. For any further information regarding routine testing please ask a member of our team.

## Equipment on the Neonatal Unit

### Incubators and cots

Your baby might be nursed in either an incubator or a cot, depending on their condition and size. If they are nursed in an incubator, this will enable staff to observe them more closely in a calm, warm and controlled environment. We also have 'hot cots' which have a special heated mattress. This may be used to transition from an incubator to a cot.

### Breathing equipment

Sometimes babies may need support with their breathing, using one of the following:

- Ventilators
- Nasal CPAP (continuous positive airway pressure)
- High flow oxygen
- Nasal cannula oxygen.

### Observation monitoring equipment

Many babies on the Neonatal Unit need monitoring. This may include:

- Heart rate
- Oxygen levels
- Blood pressure
- Temperature.

Our staff are here to explain, support, and reassure you at all times. Feel free to ask staff questions regarding your baby's monitoring.

**Please do not silence or turn off any alarms on your baby's monitors. If you have any concerns, please call a member of staff.**

### X-ray equipment

If your baby requires an x-ray, the radiographer will visit the unit with a special portable machine.

### Phototherapy

It is common for babies to display signs of jaundice. Some babies may require treatment with a special UV lamp (phototherapy). It is important to protect the eyes during this treatment, so a special eye mask is used.

### Fluids/feeds

Often babies on the Neonatal Unit need intravenous (IV) fluids. These fluids are given directly into the bloodstream. IV fluids provide babies with hydration until they are able to establish oral feeds. Some babies may require parenteral nutrition (IV fluids) which can be given to provide all the nutrients and calories they need if their condition does not allow oral feeds for a prolonged period.

## Feeding

Breast/chest milk provides all the nutrients your baby needs for the first six months and beyond. There are many benefits for giving your baby your milk and for yourself. Your milk will change to your baby's needs.

Benefits for baby can include:

- Protection from infections (gastroenteritis, ear infections etc.)
- Protection from NEC (necrotising enterocolitis – a gut infection)
- Better tolerance for the gut
- Contains live nutrients such as antibodies, growth factors and anti-inflammatory factors
- Improved neurodevelopmental factors
- Reduction in Sudden Infant Death (SIDS)
- Reduction in childhood diseases (obesity, leukemia).

Benefits for you can include:

- Reduction in ovarian and breast cancer
- Reduction in osteoporosis
- Reduction in diabetes
- Reduction in cardiovascular disease.

Colostrum is the first milk that you will produce. It is often yellow/golden in colour and will be small amounts that is rich in nutrients and designed for your baby in the first few days. Colostrum is like a medication for your baby, and every drop that you collect can be given to your baby as soon as possible after birth (ideally within the first two hours) even if your baby cannot feed straight away. This can be given as mouthcare or into their mouth in small amounts (0.1ml each side of their cheek).

It is recommended to begin hand expressing **within the first two hours** following the birth of your baby to prime your breasts to begin making milk. A member of staff (either on the Neonatal Unit or on maternity) can show you how to do this and can set you up with a breast pump. You will have access to equipment on both departments. Breast pumps can be used at your baby's cot side or in the expressing room. Expressing **8-10 times in 24 hours** with at least **once overnight** is recommended.

If your baby is not yet ready to feed, they may be fed their milk by a feeding tube. This can be either down their nose or mouth which then goes directly into their stomach.

## Parent facilities

Our facilities include:

- Three family rooms with king sized beds and en-suite
- Separate shower and toilet facilities
- Kitchen area
- Lounge area including dining room table
- Fold up beds

- Expressing room
- Playroom for siblings
- Quiet room.

Hot drinks, water, bread, and cereal are available within the family area. Food vouchers are available for the Spice of Life hospital restaurant. Please speak to a staff member regarding this.

## **Hospital facilities**

Hospital facilities include:

- Daffodil Café
- Spice of Life restaurant (Level 6)
- Hospital vending machines
- WH Smith
- Costa Coffee.

There is also a local supermarket close to site, with restaurant facilities.

## **Mobile phones**

When using your mobile phone could you please:

- Keep your phone on silent.
- Respect the privacy and dignity of other babies, their families, and staff.
- Keep noise to a minimum.

## **Car parking**

Car parking passes are available for parents/carers whilst your baby is on the Neonatal Unit. Please speak to a member of our team.

## **Neonatal Transitional Care**

Your baby may be transferred to Neonatal Transitional Care (NTC). This service is based on the postnatal ward and aims to keep parents/carers and their babies together, reducing the need for separation when babies no longer require neonatal care, but still has additional care (for example IV antibiotics).

Neonatal nurses, midwives and support workers will work in partnership with you, to support you in caring for your baby. Further information is available on the Neonatal Transitional Care information leaflet.

## **The Neonatal Home Care Team**

Once discharged home you may be followed up by our homecare team. They facilitate safe, early discharge by providing ongoing specialist care, support, and advice. For further information please see The Neonatal Home Care Team information leaflet.

## The Emily Harris Foundation Charity

Information on Emily and the wonderful work that her parents and the charity do to support the unit and keep Emily's memory alive is available as a leaflet (within your welcome pack) or on their foundation website [www.emilyharrisfoundation.org](http://www.emilyharrisfoundation.org).

The Emily Harris Foundation provides:

- Welcome bags
- Bus tokens
- Local restaurant vouchers
- Cake and a chat on the unit
- Counselling support services.



If you would like to support the charity in any way, such as attending an event or making a donation, please speak to Claire Harris or visit their website.

## Friends and Family Feedback

We encourage families to give feedback on the service you have received on the Neonatal Unit. This can be done by completing a paper form, electronic form, or responding to the hospital text messaging service.

Receiving feedback is key to improving the quality of our healthcare services and putting patients and their families at the center of what we do.

## Data

With the appropriate local and statutory safeguards (the National Information Governance Board for Health and Social Care, Caldicott Guardian, Data Protection Act) your data may be made available to a limited number of medical organisations concerned with monitoring neonatal care. Information that can identify you or your baby is never published without your consent.

Whilst your baby is in the neonatal unit, staff record information in an electronic record. The National Neonatal Audit Programme uses this information to improve care and outcomes for other babies in the future. You can choose for your baby's information to not be used for the purpose of this audit programme. Please speak to staff for more details.

You have the right to access any information we hold about you.

Please email: [sfh-tr.sar@nhs.net](mailto:sfh-tr.sar@nhs.net) or write to:

Access to Health Records  
King's Mill Hospital  
Mansfield Road  
Sutton in Ashfield  
Nottinghamshire  
NG17 4JL

Telephone: 01623 672231

## Further sources of information

Our unit is part of the East Midlands Neonatal Operational Delivery Network. This allows services, support, and information to be received when needed. More information about the Neonatal Network and information for parents and families can be found on their website: [www.emnodn.nhs.uk](http://www.emnodn.nhs.uk)

NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)

Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

### Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns, or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you.

External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them.

If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

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## Code of conduct for areas where children and young people are cared for

### When you visit the unit you can expect:

- To be valued as partners in your baby's care.
- To be treated with respect.
- To be supported in developing loving close relationships with your baby.
- To have your privacy and dignity maintained.
- To be welcomed into a safe friendly environment.
- To be kept informed of your baby's condition and plan of care.
- To have efficient communication in your preferred language as soon as possible
- To be provided with written information regarding any tests/procedures your baby may require.
- To be welcomed and included in ward rounds with the nursing and medical team.

If you have any concerns please speak to the shift coordinator. If you are not satisfied you can also talk to the head of service or Patient Experience Team.

### When entering the unit, we expect you to:

- Treat all staff, families, children, and young people in our care with respect.
- Not use physical or verbal abuse towards anyone within the unit or within the hospital.
- Not be intoxicated, or appear to be intoxicated, through the use of alcohol or drugs.
- Not display behaviour that is unacceptable, for example shouting, swearing or sexual behaviour.
- Respect the privacy and dignity of others.

We aim to provide the best care possible, and to respect the privacy and dignity of all children and young people within our care.

This hospital operates a zero tolerance policy. If someone's behaviour becomes unacceptable they may be asked to leave.