

## INFORMATION FOR PARENTS

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# Welcome to the Neonatal Unit

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### About our unit

The aim of this leaflet is to inform you of the services provided by the Neonatal Unit and what to expect during your baby's stay. We hope that your baby's time on our unit will be as pleasant as possible and that they will soon be well enough to go home with you.

At first you may find the noise and strange environment unsettling, but you will soon feel more comfortable here as you become more involved with the care of your baby.

The unit is warm so please help yourself to the chilled water available. You will be more comfortable if outside coats are removed.

We will try our best to make your stay as stress-free as we possibly can.

Please feel free to ask a member of staff any questions you may have. If they are unable to answer them, they will find someone who can.

### Who will care for my baby?

We have a team of doctors who work with the consultants and they are available to discuss your baby's progress and care with you.

The nursing team consists of registered nurses and support staff.

A nurse will be allocated to help care for your baby on each shift.

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

### Family centred care

We promote family centred care which encourages you as parents to be involved as much as possible in your baby's care.

### Tests and treatments

A number of tests, treatments and medical procedures are routinely carried out on the Neonatal Unit. More information about tests can be found in the BLISS parent information guide. Please ask a member of nursing or medical staff to explain these to you if you would like to know more.

Under normal circumstances, if there is not a particular problem, we would not plan to seek your consent for the more common procedures. However, where tests and treatments may carry more of a risk and, if circumstances allow, we would seek your consent after explaining why we think a certain test or treatment is necessary.

### **Data**

We collect clinical information on your baby that is stored electronically. You will receive a summary of this at discharge. With the appropriate local and statutory safeguards (for example the National Information Governance Board for Health and Social Care, Caldicott Guardian, Data Protection Act) this information is 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.

### **Who can visit and when?**

Parents may visit at any time and other visitors may visit between 2pm - 8pm. We ask that you limit your visitors to two at a time and that no children under 16 visit unless they are the baby's brother or sister. We have a playroom for young children but you will need to supervise them.

Between noon and 2pm we have a quiet time for the babies when, as much as possible, we leave them to rest unless they need feeding.

For your baby's safety, we have an intercom system for entry and exit to the unit. Please be patient and remember we might not be able to answer it straight away. We do not allow people to visit your baby without you, unless you have informed us in advance.

If you have any visitors who may have a cold or who are unwell, we ask that they do not come onto the unit, as the babies are vulnerable.

### **While on the unit**

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

For safety reasons, we ask that you do not bring hot drinks or food into the nurseries.

Please keep your valuables with you at all times.

We appreciate all babies are appealing, but we ask that you treat other babies and their parents with respect and do not look at them when their families are not present.

We may ask you to leave the room if another baby's care is being discussed or a baby is being treated.

We thank you for your co-operation.

### **Mobile phones**

We understand that you may wish to use your mobile phone, but we do ask you to please:

- Keep your phone on silent
- Be aware that mobile phones can interfere with some of the medical equipment (please ask staff for advice)
- Respect the privacy and dignity of other babies and their families when in camera mode
- Go to the parent sitting areas when making and receiving calls.

**What is the unit's telephone number?**

Our direct number is 01623 672243.  
Please phone at any time; please be aware we only give information to a baby's parents.

**Car parking**

Parents who have a baby on the Neonatal Unit may be able to obtain assistance with parking charges. Please ask for details.

**Refreshments**

There is a chilled water dispenser on the unit.

There are facilities for parents to make themselves a drink in the parents' accommodation.

The voluntary services café is on the ground floor of the King's Treatment Centre.

The Spice of Life restaurant is located on the 6<sup>th</sup> floor.

Costa Coffee is on the ground floor.

**Emily Harris Foundation**

The Emily Harris Foundation is a charity specifically for the Neonatal Unit at King's Mill Hospital. During your baby's stay you will receive a welcome bag and information about the charity. Please take time to read this.

**Will there be a lot of equipment?**

There are lots of pieces of equipment on the unit. The staff will be able to explain exactly what they are used for. For example, small or ill babies will be nursed undressed in an incubator so we can

observe them more easily and keep them warm.

**How will my baby feed?**

Sometimes babies are not able to take milk feeds at first. If this is the case, your baby may have an intravenous drip until they are able to take milk. Milk feeds will be introduced as soon as possible. The approximate age for a baby to start to suck is around 34 weeks gestation. If your baby cannot feed, we give them milk through a tube – called a nasogastric tube or NGT - passed through their nose and into their stomach.

If you wish to breastfeed we will give you as much support as possible. If your baby is not ready to feed, we encourage you to express your milk and this can be given through a tube. We will store your breast milk in the fridge and we can also freeze your milk so it is not wasted. We have a room for you to use with expressing equipment. We can also provide a breast pump for your use at home while your baby is on the unit.

A feeding advisor is available to provide advice and assistance with feeding.

If you wish to bottle feed your baby, we will give you all the help and advice you need to support you.

**Growing time**

Please remember that your baby will grow if they are resting and asleep.

To make visits rewarding for both you and your baby, we recommend that you come before the feed times to help change and wash your baby.

### Further sources of information

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 need this information in a different language or format, please contact the PET  
(as above).

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 ward or unit you can expect:

- To be treated with respect
- To be fully informed of the ward/unit's visiting policy
- If you are the parent/carer:
  - To be kept informed of your child's condition and progress
  - To have your questions or concerns answered as soon as possible, using language that is clear and understandable
  - To be given written information about any further appointments and/or treatment your child may need after being discharged home
  - To be told who will, or could be informed of, your child's stay on the ward/unit and why (for example GP, health visitor).

### If we have not done this, we need to know.

The best person to tell is your named nurse or the person in charge of the ward. If you are not satisfied you can also talk to the head of service or Patient Experience Team.

### We expect that our visitors will:

- Treat all our staff, other parents and the children and young people in our care with respect
- Not use physical or verbal abuse towards anyone within the ward/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
- Not use mobile phones within the hospital
- Seek permission before using a camera or camcorder.

### If you do not do this we will tell you.

As with all parts of the NHS, this hospital operates a zero tolerance policy. If someone's behaviour becomes unacceptable they will be asked to leave.

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

**We take this code of conduct very seriously.**