

Your neonatal unit guide for parents and families



Welcome



You have been given this information leaflet because your baby may need to be admitted to the neonatal unit. The leaflet will give you an overview of the unit and its facilities.

We look after premature and sick newborn babies born in our hospital, other maternity units in the Midlands and sometimes from further afield. Our unit is also part of a Newborn Network; the unit at New Cross Hospital has seven intensive care cots, seven high dependency cots, twelve special care cots and five flats for parents. We have around 450 babies admitted each year.

Our philosophy



Our philosophy is to achieve mutual working between parents and neonatal staff, adopting a Partner in Care approach. We will provide optimum standards of care for all babies and their families in a safe, nurturing, and secure environment.

We aim to achieve this by:

- Respecting parents' views and wishes and encouraging the development of their parenting role by providing information, education, guidance and support which meets their individual needs.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

- To support parents' as Partners in Care by actively working and communicating with each other in a way that we all understand, to help parents achieve the skills and confidence to become an independent family unit.
- We will ensure we respect each parent, baby and family's privacy and confidentiality. We believe we can achieve this by building a relationship based on mutual trust and respect.
- Within the Trust we use an interpreting service, so if you need to be spoken to in a language that is not English please inform us. We also have capacity to offer video calling in certain circumstances.

What is a Neonatal Operational Delivery Network?

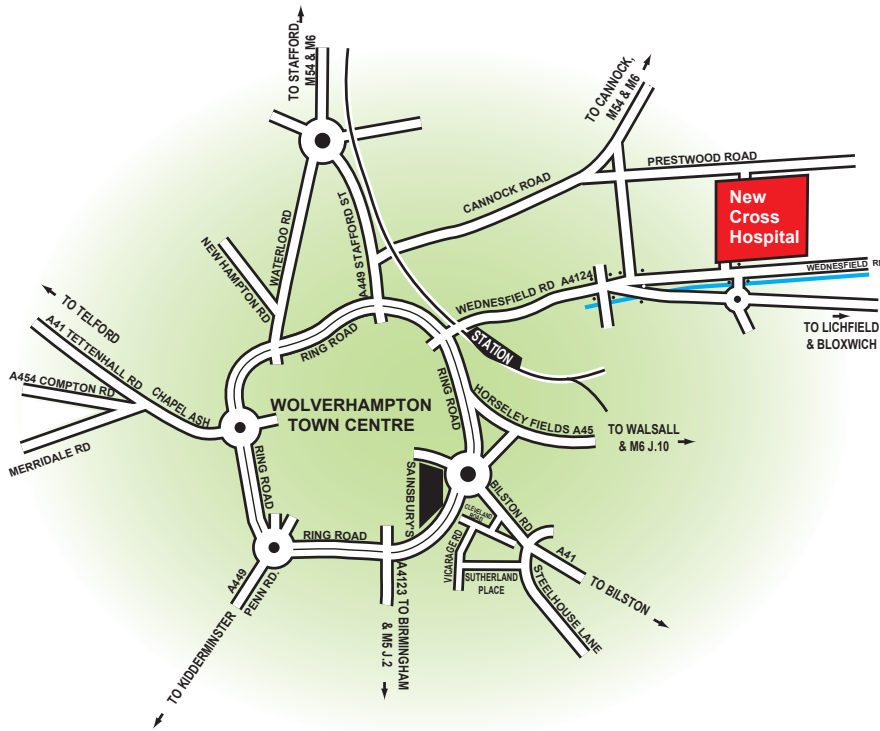
Our unit is part of the West Midlands Neonatal Operational Delivery Network (WMNODN).

There are times that babies need to be moved to different neonatal units within the network, to receive the care they need. This may be at a different hospital to where you live or where you are booked for during your pregnancy. Babies that need to move to a different unit will always be moved to a neonatal unit that is able to deliver the level of care needed. Transfers happen to provide safe care for all babies within the network and/or to support families being closer to home. You will always be spoken to by a member of staff if your baby needs to be transferred.



Neonatal Intensive Care Units (NICU)	Local Neonatal Units (LNU)	Special Care Units (SCU)
Birmingham Women's Hospital	Walsall Manor Hospital	George Elliot Hospital
Coventry Hospital	Worcester Hospital	Hereford County Hospital
Royal Stoke Hospital	The Princess Royal Hospital (Telford)	Warwick Hospital
Birmingham Heartlands Hospital	Birmingham City Hospital	Birmingham Good Hope Hospital
Royal Wolverhampton Hospital	Russells Hall Hospital	

Where to find us?



Address

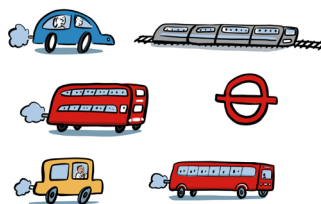
New Cross Hospital,
Wednesfield Road,
Wolverhampton,
WV10 0QP

Website: www.royalwolverhamptonhospitals.nhs.uk



Hospital Telephone number	01902 307999
Bluebell, Tulip, Daisy and Buttercup rooms	01902 694030
Poppy room	01902 695779
Sunflower room	01902 481787
Reception	01902 694032

New Cross Hospital is within easy reach of Wolverhampton city centre. The site is serviced by a regular bus timetable. There is a tram line (Metro) from Birmingham, West Bromwich, Wednesbury, and Bilston to Wolverhampton. Wolverhampton also has a train station that has rail links from most cities and towns around the country.



For more information please go to:
www.networkwestmidlands.com

Where will I be able to park?

Parking is available directly outside of the maternity block (P5), and designated areas around the hospital. Car parking for neonatal parents is currently free. On leaving the neonatal unit please ask a member of staff on the unit to validate your parking ticket. This is done within the neonatal reception. This process may be subject to change at any point in the future.

How do I get to the unit?



The neonatal unit is located in the maternity block, south of the hospital. Once you have arrived in the maternity block (Zone D) head towards all departments. Here you will find a choice of stairs or lifts to the neonatal unit (D6) on the first floor.

Please see the hospital site map at the back of this booklet.

How do I access the neonatal unit?

For safety reasons the front door of the unit is kept locked at all times. Access is via the intercom during the day and night. Please press the intercom button for reception during the day. During the evening / night use the intercom button for the area where your baby is being nursed. A receptionist or another member of staff will check who you are and who you have come to see, before letting you in.

Please note staff may not be able to answer immediately as they may be caring for babies, so please be patient. On entering and leaving the unit please make sure that no-one follows you in and the door shuts behind you.

In the day time you will be greeted by our receptionists who will give you a Partner in Care sticker. The sticker identifies you as a parent to the rest of the staff on the unit.

Being with my baby



We will encourage you to be with your baby whenever you wish and as much as possible. You can be with your baby any time of day for any length of time. This may change if your baby is transferred to a different neonatal unit. Please speak to the nurse in charge or ward manager for further guidance.

- Parents and the baby's siblings are welcome 24 hours a day. Pushchairs are allowed but will be stored in the parents' sitting room.
- Please remember you can call at anytime for an update on your baby. Badger notes will also be set up so photos and updates can be sent via Badger Net for you to see when you are not with your baby.
- Parents can nominate a named significant other to visit either with one parent or in place of both parents. This will be recorded and signed by the parents. Medical information about the baby will only be given to parents.
- Six named visitors chosen and recorded by the parents are welcome at any time on the neonatal unit. They must be accompanied by a parent. A maximum of two visitors are permitted at the baby's cot side at a time, including one parent. At times, and in rare circumstances if we need to make changes to our visiting policy to ensure safety for our babies, families and staff then we will communicate this with you.

- Occasionally neonatal staff may need to ask family and visitors to leave the clinical area briefly to allow some patient care or procedure to take place. This is a very rare occurrence and we endeavour not to.
- To keep the neonatal unit comfortable for all parents we ask you to be considerate and assist us with the control of noise and the number of visitors at any one time.
- Please be considerate when using mobile devices, either video calling / conversation to maintain the privacy of all families on the neonatal unit.
- The Royal Wolverhampton NHS Trust has a duty to provide a safe and secure environment for patients, staff and visitors. Violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors

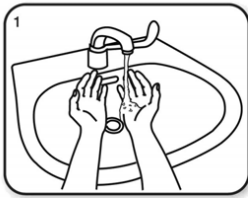
How can I help prevent infections?

On the unit we have infection prevention measures to protect your baby. On entering the unit all outdoor clothing, hats and coats should be removed and placed on coat hooks provided in the parent sitting room. When introducing your visitors to your baby it is important that only parents should handle, touch and cuddle babies receiving intensive care. Significant others of babies receiving High Dependency Care can touch baby with the permission of the parents and at the discretion of the nursing team looking after your baby. Significant others are able to touch and hold stable babies in special care with permission from parents.

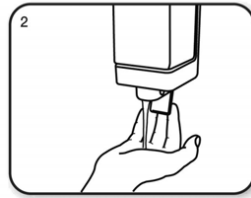


Hand washing is the single most important factor in preventing infection. Parents and their visitors will be educated on effective hand washing when entering and leaving the unit.

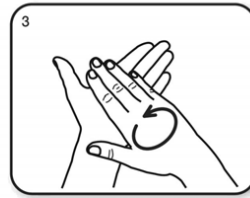
Source: World Health Organisation



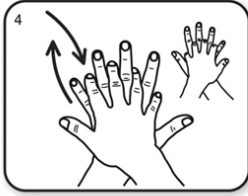
Wet hands with water



Apply enough soap to cover all hand surfaces



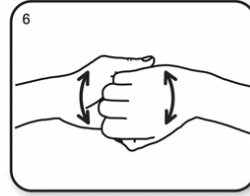
Rub hands palm to palm



Right palm over the back of the other hand with interlaced fingers and vice versa



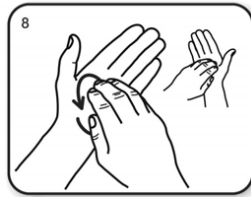
Palm to palm with fingers interlaced



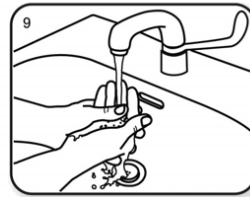
Backs of fingers to opposing palms with fingers interlocked



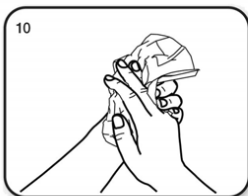
Rotational rubbing of left thumb clasped in right palm and vice versa



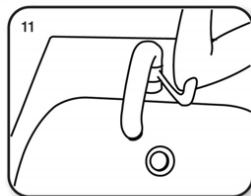
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



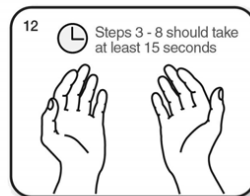
Rinse hands with water



Dry thoroughly with towel



Use elbow to turn off tap



...and your hands are safe

There is also hand gel available at each cot space. It is ok to ask if staff have cleaned their hands before touching your baby. **No one who has a cough, cold, vomiting, diarrhoea, fever or any other infection is allowed to visit the unit.** We also do not allow balloons or flowers on the unit. There is a parents sitting room where you can eat. We discourage any soft toys due to infection prevention and safe sleep guidelines.

Who are the members of the neonatal team?

There are a range of staff who work within the neonatal unit to help support our babies and families. These are Doctors, Nurses, Clinical Psychologists, Family Support nurses, ward receptionists, Housekeepers as well as our Allied Health Professionals.

We are a teaching hospital so you may also see other health care professionals in training.

The unit manager is available Monday to Friday between the hours of 8:30am – 4:30pm for information or to help with any concerns you may have.

Other health professionals on the neonatal unit

Speech and Language Therapist (SALT) – A Speech and Language Therapist works closely with parents and the neonatal team to help support infant feeding skills and early communication. You may meet an SALT in your time on the unit; they can advise on supporting your baby in getting ready to feed by mouth, developing sucking skills and when your baby is ready, assess and advise on their feeding and swallowing.

SALTs also think about how babies and their families communicate long before talking and can support with early interaction whilst on the unit.

Physiotherapist – Physiotherapists are specialists in assessing and supporting a baby’s development. They consider a baby’s position, posture, movements, sleep wake cycles and behaviours and provide strategies and adaptations to support and optimise their developmental care.

They also provide respiratory care for babies that may require help clearing secretions, especially if they are on a ventilator, and they carry out detailed neurological assessments for term or preterm babies.

The physiotherapist will also support with education on baby development prior to discharge home from the neonatal unit and will facilitate onward referrals to community physiotherapy teams where needed.

Screening Coordinator – The role of the Neonatal Screening Co-ordinator is to ensure all babies admitted to the Neonatal unit receive the appropriate screening tests and at the correct time.

The Chaplaincy Team – Chaplains of various faiths (Christian, Hindu, Muslim and Sikh) are available for spiritual, religious and pastoral support and visit all areas of the hospital. We are based in the chaplaincy office, location C8 in the main hospital. Please ask a member of staff to page the on-call chaplain via switchboard if you would like to talk to a chaplain, we offer a 24hr / seven day a week emergency on call service.

Who’s who on the ward?



Domestic Services



Health Care Assistant



Nurse Associate



Staff Nurse



Sister / Charge Nurse



Ward Manager / Band 7 Team



AHP



Consultant



Advanced Neonatal Nurse Practitioner



Clinical Specialist



Matron



Pharmacist



Student Nurse



Neonatal Support Workers



Quality and Experience Nurse (QEN)



Receptionist



Doctor (Non-Consultant grade)

When do the ward rounds take place?



Each day there are three ward rounds:

9:00am, 4:00pm and 9:00pm

Ward rounds are a way of assessing the progress and planning care. This is led by one of our Neonatal consultants. The neonatal staff want parents to be part of the ward round as you know your baby best and it is important that you play an integral part in your baby's neonatal journey, thus supporting the parents as partners in care.

When does nurse handover take place?

Nurse Handover times are at:

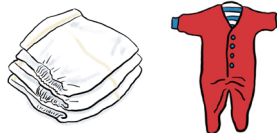
7:00am, 11:30am and 7:00pm

This is when your baby's information is shared with the nurse caring for your baby. You are welcome to be present during this handover and discuss with your nurse any concerns you may have.

What is quiet time?

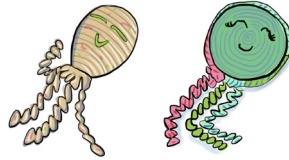
This is when the lights are dimmed, noise is kept to a minimum, and no procedures take place to allow the babies to rest. However, these times may vary depending on the needs of the babies and what room your baby is being nursed in. There are signs on the door to each room to inform you when Quiet Time will be followed each day.

What will I need for my baby?



We ask parents / carers to provide cotton wool balls and nappies for your baby's stay on the neonatal unit. Most large supermarkets and chemists stock premature nappies. You are welcome to bring clothes in for your baby. These must be labelled with your baby's name and taken home to wash. However we have a stock of baby clothes available on the unit, which we wash on the unit.

What are the parent information boxes?



These boxes contain information leaflets and bonding squares for you and your baby. They can also be used by you to keep mementos of your baby's journey. A parent information box will be given to you when your baby is admitted. The nurse will explain to you what is inside within 24 hours of admission.

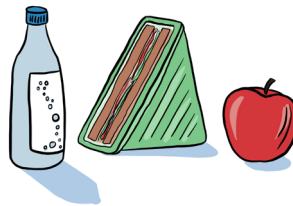
What parent facilities are there on the unit?



Flats – There are five flats available for parents. Two are on the neonatal unit and three on the ground floor. These consist of a bedroom, shared bathroom and toilet. The flats are available if your baby is very sick, you are not living in the local area and in preparation for taking your baby home. The use of the flats is reviewed every two to three days to ensure we are supporting all parents appropriately. This service is provided free of charge.

The hospital has a no smoking policy, no smoking is allowed in the hospital or within the grounds of the site. Please see main reception for further information.

Kitchen – The kitchen is located on the neonatal unit by the flats where tea / coffee is provided for parents only. For safety reasons no children are allowed in this area. There is a microwave and fridge provided for your use.



Hot food is available for parents at set meal times, food vouchers and sandwiches are offered as an alternative from the nurse in charge, this is subject to change.

You are able to have a hot drink at your baby's cotside, we ask that you ensure it is in a lidded non breakable cup and ensure it is not put onto the incubators or any other medical equipment. We can provide you with a lidded cup if you wish, please ask a member of staff.

Parent Information Board – A parent board is provided on the unit with details of daily information, for example, which member of staff is in charge of the unit for that day, when the breast feeding advisor is available. This is situated on the wall by reception.

Parent lockers – Parent lockers are situated in the parents' sitting room. They are for your personal use whilst visiting please ask at reception for a key, we ask that you return the key when you leave so others can also use the locker.

Sitting room – There is a sitting room for parents and visitors to sit and relax. This room can be used to eat. Please do not leave children unattended and ensure the room is kept tidy. On the wall there are parent information leaflets and information on support groups, websites and additional services the hospital provides.

Starlight Room – The starlight room is available for parents proving a peaceful place for quiet thought, private conversations, reflection and prayer.

Expressing your breast milk – Breast milk is especially important for premature and poorly babies due to the protection it offers.

We advocate you express at your baby's cot side, ideally after you have had contact with your baby either skin to skin or touch. This will help to support your breast milk supply. You will be given an expressing log to help you keep track of your expressing and give you advice on what to expect when expressing. Breast pumps are available to use on the unit in each room as well as being available to loan while your baby is in the neonatal unit, if your baby is transferred to a different hospital you will need to return the pump.

What is Family Integrated Care (FICare)?

Once your baby is stable, we believe that parents can become more involved in their infant's care, this should happen at parents pace and supported by staff when necessary.

In our neonatal unit, all babies are cared for by highly specialized staff. While parents are encouraged and supported to be involved with their baby's care they may not feel confident to do so. As a result, they may feel stressed and concerned about their abilities to care for their baby.

Ficare promotes partnership with staff and families. This enables you to become a more confident, knowledgeable and independent caregiver. This will help you feel more confident and comfortable caring for your baby in the hospital and upon discharge.

No matter how small or sick your baby is, you, the parent(s) are the most important people in your baby's life. Staff will involve you in the care of your baby as soon as you are ready. You may feel a little apprehensive about touching your baby at first, but staff will help you to gain confidence. It is very important that you have contact with your baby, using touch, voice and smell. At first it may be a touch or holding their hand through the incubator. Comfort holding is one of many ways for you and your baby to get to know each other. It allows you and your baby to experience loving touch. As soon as your baby's condition allows you will be able to have a cuddle and some skin to skin contact sometimes called kangaroo care. This is beneficial for parents as well as your baby. Together with staff you can make decisions on what is appropriate for your baby.

Baby Friendly Initiative

The Baby Friendly Initiative works to support all families to develop close and loving relationships with their newborn and to understand the importance of this for their baby's development. Our neonatal standards empower parents of sick or preterm babies to take an active part in their care on the neonatal unit. In these ways, the Baby Friendly Initiative is helping to create a "new normal" in health services, where babies, their mothers and families are put at the heart of care. As part of our commitment to achieving the neonatal baby friendly standard you may be asked to complete an questionnaire either during your baby's stay or following discharge, this can be done over the phone.

What happens when my baby is ready for home?

As you approach going home with your baby, we may suggest transferring you and your baby to our Transitional Care ward. This may be because your baby needs some time to establish feeding or to continue with some medication, but they do not need to be on a neonatal unit. Transitional care promotes keeping families together.

When your baby is getting ready to go home, the community neonatal team will introduce themselves. They will provide written information and support you in making the change from caring for your baby in hospital to looking after them at home. There is also an opportunity to stay in the flat with your baby prior to discharge home. After discharge the team may visit you at home for further support.

This may differ if you live outside the Wolverhampton area.

What is The STORK Programme?

STORK – Reducing the Risk of Infant Mortality in Wolverhampton. It is an interactive programme for parents and carers of newborn babies in Wolverhampton. It aims to provide awareness, information and training on aspects relating to reducing mortality in the region.

STORK explores these areas:

- Basic life support for parents and carers
- Advice on how to deal with a choking child
- Recognising when your baby is sick
- Safe sleep
- Weaning
- Healthy lifestyles and referral to the Healthy Lifestyle Team

All families with a baby on the unit will be offered the programme as your baby gets closer to discharge. For more information please ask the nurse looking after your baby.

What other facilities are available?

Payphone – The pay phone is situated in maternity reception on the ground floor.

Cash Point – There are two cash points available in the main hospital building on the floor above Gregg's and one by the WH Smith shop near the East entrance.

Dining Facilities – On the hospital site there are a number of eating and drinking facilities. In the maternity block there is a shop and vending machines that sell snacks, sweets and drinks.

In the main hospital there is a Gregg's bakery and other café areas. See map at the back of this leaflet for locations. Opposite the hospital site there is a leisure complex with a number of fast food outlets, restaurants and retail outlets. Please ask staff for directions.

Feedback







In order to continually review our service, we welcome feedback from parents and families regarding your neonatal experience. This is known as "The Friends and Families Test".

We encourage you to complete this feedback before you leave the neonatal unit. Your feedback will help us support future families.

Please ask a member of staff for the link to the feedback form.

Further Information

All staff will be happy to answer any further questions. Here are a few links you may find useful.

 www.bliss.org.uk Premature baby charity	 www.nct.org.uk Antenatal support and breast feeding advice	 www.babyfriendly.org.uk Breastfeeding support
 www.breastfeedingnetwork.org.uk Breastfeeding support	 https://storkforparents.goodbarber.com	 www.lullabytrust.org.uk
<ul style="list-style-type: none">• You can also search, You and your baby Wolverhampton. Here you will find information and support with feeding your baby		

Contact details

Unit Manager
Neonatal Unit
Maternity Block
New Cross Hospital
Wednesfield Road
Wolverhampton
WV10 0QP
Tel: 01902 694032

Hospital Map



The Hospital is divided into Zones (A to D) please follow the zones on the signage to go to other areas, Maternity is not connected to the main hospital corridor.

Acknowledgement

Illustrations are used from the Chelsea and Westminster Hospital neonatal parent admission booklet '*Your neonatal unit guide – Created by parents for parents*', with consent from Chelsea and Westminster Hospital NHS Trust, Neonatal Intensive Care Unit. London SW10 9NH, UK.

The booklet was developed as part of an Imperial College London PhD project, BUDS (Better Use of Data to improve parent Satisfaction), is supported by Bliss (the National Charity for the Newborn UK) and funded by the National Institute for Health Research (NIHR), the NIHR Collaboration for Leadership in Applied Health Research and Care (CLAHRC) Northwest London and the Chelsea and Westminster Neonatal Intensive Care Unit fund.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。