Welcome to the Neonatal Unit – Diana Princess of Wales Hospital

Neonatal Unit
Women & Children’s Services
Diana Princess of Wales Hospital, Grimsby

This leaflet has been designed to give you important information about the Unit.
Information for patients and visitors

Introduction
We understand that this is a very worrying time for you and that you may be feeling frightened and confused about your baby needing "special care". Please read through this booklet, which has been written to help you understand a little about the care and treatment your baby needs.

Why does my baby need to be here?
Babies come to the Unit because they have needs or problems that require close observation and specialised treatment. However, most importantly your baby needs the love and contact of his/her family.

What is the Unit like?
Entry to the Unit is via an intercom system. Once inside the Unit you will notice how warm it is, this is important because it helps small and poorly babies keep their temperature within normal limits. You will soon become used to the heat and wearing loose, thinner clothing whilst visiting will help.

There is a water fountain for your use. The Unit can appear quite frightening and noisy at times due to the amount of medical equipment that is often required to care for the babies. Each time you visit you will become more familiar with the environment and the equipment that your baby needs will be fully explained to you. Do not be alarmed when monitors go off. They are set to go off if they go above or below a set limit and are often set off if your baby moves. A member of staff will attend to your baby if the alarm goes off.

Who will be looking after my baby?
Your baby will be looked after by doctors and nurses who work as a team to give your baby the expert care needed. Your baby will be seen every day during a ward round by a Consultant and their team. We welcome your attendance at these rounds. Occasionally we may ask you to leave the room during a ward round after seeing discussing your baby. The reasons we may ask you to leave are because of patient confidentiality, your own safety or to prevent infection. Please speak to a member of staff if you have any questions about this.

If you are unable to attend the ward rounds please speak to the nurse looking after your baby who will update you on any change in your baby’s care. If you would like to see your baby’s Consultant outside of the ward round, please discuss this with your baby’s nurse who will arrange an appointment for you.

On the Unit we have a number of nurses who have completed advanced training and have specialist skills in the care of babies. These nurses are called Advanced Neonatal Nurse Practitioners (ANNP) and they can perform investigations and treatments that normally would be carried out by a doctor. The ANNP’s work alongside the medical and nursing team.

On each shift your baby will be given a named nurse who will care for your baby during that shift. The nurse will introduce themselves to you at the earliest opportunity. Sometimes your baby’s named nurse may be a junior nurse or student, but a senior nurse will always oversee the care given to your baby.
Family Centered Care

Family Centered Care aims to include parents and carers in the baby’s care by encouraging them to work in partnership with doctors, nurses and other hospital staff whilst your baby is in hospital. You can expect to be consulted regarding your baby’s care, be part of the team and feel that your opinion counts. You will be supported in providing care for your baby if you choose to do so and you will be kept informed of your baby’s progress, treatment and condition.

What can I do to help?

There are lots of ways that you can help and be involved in your baby’s care. When you visit you will be encouraged to touch and talk to your baby. They will soon recognise your special voice and touch and when you feel ready you will be shown how to wash and change your baby.

You may like to leave your baby a special small toy or two to stay with them by the cot or outside the incubator. Please ensure that these are suitable for babies and are washable. You are welcome to bring in baby clothes for your baby to wear; however the Unit does not accept any responsibility for loss or damage to these items. We would also request that you provide nappies, cotton wool and any creams you may need to use for your baby.

Next to your baby’s cot side, there is a message board, which can be used by staff and parents alike, to share information and leave messages. Please feel free to use this facility.

Infection Control

Hand hygiene is very important in the prevention of cross infection on the Unit. At the entrance of the Unit is an alcohol hand rub, which has been provided for use by visitors entering and leaving the unit. We also recommend you and any of your baby’s visitors clean your/their hands before and after any physical contact with your baby, especially before and after feeding your baby or changing his/her nappy. When you visit your baby the nurses will show you how to clean your hands with either liquid soap or alcohol rub. If you bring your baby’s siblings to visit please ensure you clean their hands as appropriate.

Staff will perform hand hygiene at the point of care. The Trust participates in the ‘clean your hands’ campaign so if you have any doubts as to whether a staff member has cleaned their hands before touching your baby, it is OK to ask them.

Outside clothing must be removed before entering the nurseries and cloakroom. Facilities are provided for this purpose. However, please note that valuables are left at the owner’s risk, and the Trust will not accept responsibility for the loss of such items.

In your baby’s best interest we ask that if you or a member of your family, or any other potential visitor has any infection, please telephone and ask the staff whether visiting is acceptable. Small babies can be particularly prone to infection and being in contact with people suffering from coughs, colds, cold sores, diarrhoea or vomiting can affect their recovery. Visitors who have experienced diarrhoea and/or vomiting should be free from symptoms for 48 hours before visiting the unit. Anyone who has been in contact with a child with a childhood infectious disease should seek advice from the unit in relation to whether visiting is...
acceptable. Visitors should not touch any baby other than the baby they are visiting.

**Visiting arrangements**

- Parents and siblings may visit at any time
- Please note siblings visiting the Unit must be supervised at all times
- Visiting times for significant family/friends may visit between 2-4pm and 6:30–8pm. They must be accompanied by yourself or your partner at all times
- Apart from siblings, children under the age of 10 are not permitted to visit

**For privacy and confidentiality please refrain from looking into other cots and incubators on the Unit.**

For the safety of your baby and to allow the nurses and doctors to carry out the necessary care your baby needs, please restrict your visitors to 2 per cot side, e.g. 1 parent and 1 visitor. There is a sitting room available where additional visitors may wait. Occasionally we may ask you to leave the room, for example if sterile procedures or X-rays are being carried out.

**Photographs/Videos**

You are welcome to take as many pictures of your baby as you like. However you must not include any of the other babies and if there is a possibility that a member of staff might appear in the picture then you must ask their permission.

**Mobile Phones**

You and your visitors are requested to ensure that mobile phones are switched off in the hospital, except in designated zones as they can dangerously interfere with the function of hospital equipment.

**What happens if I am discharged from the ward, but my baby has to stay on the Unit?**

Within the Unit there are 4 flats with en-suite facilities available, one being suitable for disabled use. If you are discharged from the ward, it may be possible for you to be resident in one of the flats if they are available. Priority will be given to those parents who have extremely sick babies, are breastfeeding, or whose babies are awaiting discharge.

Whilst resident in the flat the Unit will provide tea, coffee, milk, sugar and breakfast cereals for parents. The use of a kettle and microwave are available in a shared kitchen. All items placed in the fridge must be clearly marked with your name, date and time. Other parents may use these facilities if visiting for long periods. Mothers who are breastfeeding/expressing milk are entitled to free meals if they are resident in one of the Unit’s flats.

Please note food and hot drinks must not be taken into the nurseries.
Information for patients and visitors

Hospedia (formerly Patientline) is installed in 2 of the resident flats. It provides a free 24 hour radio service and also a television service for a fee. Cards to use the service can be bought from the vending machine in the main reception area of the main hospital building or on the maternity floor between Holly and Blueberry Wards.

Spiritual Arrangements
The hospital chaplain visits the Unit on a regular basis and is available to speak to any parents should they wish. Please ask nursing staff if you wish to speak to a chaplain or a representative from another denomination or faith. The hospital chapel is situated on the ground floor of the main hospital building.

Social Worker
Illness and family disruption often creates special problems. If you wish to see a social worker please ask your named nurse.

Restaurants & Cafes
There are a variety of restaurants and cafes available within the hospital. Please check with staff regarding opening times.

Parking
The Trust operates a pay and display system. Car parking charges are displayed next to the payment machines. If your baby has been on the Unit for over 7 days, it is possible to obtain a parking permit for parents’ use only whilst your baby remains on the Unit. Please ask a member of nursing staff for further information.

Additional Information
If you require any additional information please do not hesitate to speak to a member of medical or nursing staff on the Neonatal Unit on 01472 875254.

Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.
Information for patients and visitors

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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we care, we respect, we deliver

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk