

# Parent Information Booklet

Neonatal Unit



## 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 accept premature and sick newborns from our hospital and other maternity units in the Midlands and sometimes from further a field. Our unit is also part of a Newborn Network. The unit has 7 intensive care cots, 7 high dependency cots, 12 special care cots and 5 flats for parents. There are around 450 admissions per year, of which approximately half will be premature babies and half will be babies with other problems such as infection or low birth weight.

## What is a Neonatal Operational Delivery Network?

The Network consists of neonatal units, providing care to premature and sick babies, within the following acute hospital NHS Trusts.

Our unit is part of the Staffordshire, Shropshire and Black Country Neonatal Operational Delivery Network.



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

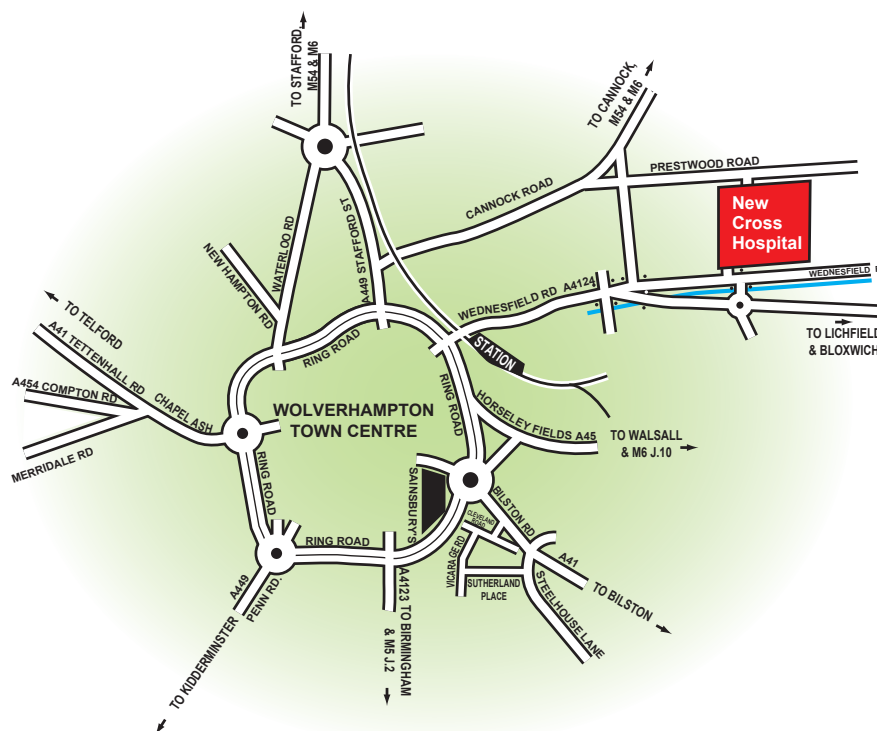
- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility 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.

## There are 5 neonatal units in our network:

Royal Wolverhampton NHS Trust	Level 3
University of North Staffordshire Hospital	Level 3
Walsall Manor Hospital	Level 2
Royal Shrewsbury Hospital	Level 2
Russell Hall Hospital	Level 2

Website: [www.newbornnetworks.org.uk/staffs/](http://www.newbornnetworks.org.uk/staffs/)

## Where to find us?



## Address

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

Website: [www.royalwolverhamptonhospitals.nhs.uk](http://www.royalwolverhamptonhospitals.nhs.uk)

Hospital Telephone number	01902 307999
Bluebell, Tulip, Daisy and Buttercup rooms	01902 694030
Poppy room	01902 695779
Sunflower room	01902 694039
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](http://www.networkwestmidlands.com)

## Where will I be able to park?

Parking is available directly outside of the maternity block, and other designated areas around the hospital. Car parking for neonatal parents is currently free. On leaving the car park, press the intercom, identify yourselves as 'neonatal parents' and then they will raise the barrier to let you out. This can be changed 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.

## 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 parent sticker. The sticker identifies you as a parent to the rest of the staff on the unit.

## When are the visiting times?

The visiting policy has been adapted from the Parents and Visitors Policy developed by the Staffordshire, Shropshire and Black Country Neonatal Operational Delivery Network. It aims to provide consistency for your family when cared for in more than one Neonatal Unit within the network.

The policy has been developed to reflect the UNICEF UK Baby Friendly Initiative that says we should support you to have close and loving relationship with your baby. It will also reflect the infection prevention measures necessary to protect your baby.

This policy is designed with your baby's safety and comfort in mind. If you have any questions or concerns about the policy, please speak the nurse in charge or the unit manager.

- Parents and the baby's siblings are welcome 24 hours a day. Pushchairs are allowed but will be stored in the parents' sitting room
- Parents can nominate a named significant other to visit either with 1 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 2 visitors are permitted at the baby's cot side at a time, including 1 parent
- 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
- 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
- The Trust operates a non-violent and aggressive environment. Anyone not adhering to this request will be removed from the premises.

## 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. Grandparents of babies receiving High Dependency Care can touch baby with the permission of the parents and at the discretion of the nursing looking after your baby. Grandparents are allowed to touch stable babies in special care with the permission of the parent.

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. Infection prevention training will be recorded in the Neonatal Journey booklet and in your baby's notes.

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 food, hot drinks, balloons, cuddly toys or flowers on the unit.

A medical decision may be taken to restrict visiting at times of an infection outbreak. In this event this will be explained to families directly.

## Who are the members of the neonatal team?

There are a range of staff working on the unit. The nursing team on the unit and in the community consists of senior and junior sisters, staff nurses, support workers, student nurses and student midwives. The medical team consists of consultants, senior and junior doctors and advanced nurse practitioners.

The ward manager is available Monday to Friday between the hours of 08:30 to 16:30 for information or to help with any concerns you may have. We have a screening nurse who manages the screening programmes of all newborn babies. A team of breast feeding advisors are available to provide support and information. To support you and your family through your neonatal journey we have parent support volunteers.

The volunteers are parents who have had a premature baby on the unit. They hold a coffee morning once a week on the unit. Finally to complete the team we have receptionists, housekeepers, domestics and procurement staff.



## When do the ward rounds take place?

Each day there are three ward rounds:

**9:00am (10:00am on a doctors teaching day's),  
5:00pm and 9:30pm**

Ward rounds are conducted by the medical staff, and the nurse looking after your baby to assess their progress and treatment. There are a number of neonatal consultants currently working on the neonatal unit. You are welcome to attend and ask questions regarding your baby's condition and care. We ask you to leave the room while the consultant sees the other babies to avoid breaches in confidentiality.

## When does nurse handover take place?

Nurse Handover times are at:

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

At these times parents are asked not to be present to maintain patient confidentiality. Parents can wait in the parents' sitting room next to reception.

This is when your baby's information is shared with the nurse caring for your baby.

## What is quiet time?

Quiet time is 1:00pm – 2:00pm and 5:00pm – 6:00pm. 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.

## What will I need for my baby?

We ask you 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?



We provide parents with an information box. This consists of a box with your baby's photo in and various information leaflets. We also place keepsakes in there, for example your baby's name band. The box also includes a comfort blanket. If you hold a blanket close to your body you can transfer your unique scent to the blanket. Your baby will then be comforted when this blanket is placed next to him/her. After some time your baby's scent will be transferred to the blanket too.

You can then hold the blanket whilst expressing your milk and the scent of your baby may help increase your milk flow.

## What parent facilities are there on the unit?

**Flats** – There are 5 flats available for parents. These consist of a bedroom, shared bathroom and toilet. The nurse looking after your baby will book this for you when available. 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 are reviewed every three days, you may be able to stay on or be asked to vacate to make way for other parents in need. Please do not smoke in the rooms or anywhere else in the hospital. This service is provided free of charge.





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

Once you and your baby are resident in the flat, you have the option of having meals provided for you by the post-natal ward. Mums who are staying during the day to breast feed can also have meals.

**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 and parent support volunteers are 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, you may be asked to pay a deposit.

**Visitors waiting room** – There is a waiting room for parents and visitors to sit and relax. This room can be used to eat or have hot drinks. 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. There is also a chaplaincy department within the hospital who provide religious support and a member of their team will visit the unit from time to time but also at your request.

### **Breast feeding room and breast pump loan systems**



We advocate you express your milk beside your baby's cot side. This will aim to improve your milk flow and give you quiet time with your baby. Each space has its own breast pump and screens are provided for privacy. There is a breast feeding room available if this is not suitable for your needs. Breast pumps are available for loan from the unit if your care was booked in Wolverhampton. You will be asked for a returnable deposit payable to general office before you are loaned a pump. If your baby's care was booked at another hospital a hand pump will be issued to you or we can arrange for you to borrow a pump from your local hospital.

## **What is Family Integrated Care (FIC)?**

Once your baby is stable, we believe that parents can become more involved in their infant's care, assisted by staff when necessary.

In our neonatal unit, preterm babies are cared for by highly specialized staff. While parents are welcome, they may not feel that they can care for their infant as much as they would like to. As a result, they may feel stressed and concerned about their abilities to care for their baby.

The goal of Family Integrated Care is to partner with your nurse and the medical team. This will help you feel more confident and comfortable caring for your infant in the hospital and upon discharge.

## **What other facilities are available?**

**Payphone** – The pay phone is situated in maternity reception on the ground floor. You can use your mobile phones in the parent sitting room and flats only.

**Cash Point** – There are 2 cash point's available in the main hospital building one near to WRVS on the floor above Gregg's and one by the W H 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.

## How will I care for my baby?

Care in the unit is family-centred. Our philosophy is to help parents care for their own baby, however sick or small they may be. Support and information is provided so that parents can achieve this goal. You can ring any time of the day or night. The nurse looking after your baby will update you on their progress when you telephone.

Information about your baby's daily nursing care will be recorded at the bedside. You are free to read these at all times.



However 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 perhaps have some skin to skin contact sometimes called kangaroo care. This is beneficial for mom and dad as well as your baby.

The staff will guide you on what is appropriate for your baby.

## What happens when my baby is ready for home?

When your baby is getting ready to go home, the community 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 will visit you at home for further support.



## 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.

## Further Information

All staff will be happy to answer any further questions and there is a Bliss Family Handbook in your parent information box that will support this information leaflet. Here are a few useful contacts for future reference.

[www.bliss.org.uk](http://www.bliss.org.uk) – premature baby charity

[www.newbornnetworks.org.uk/staffs](http://www.newbornnetworks.org.uk/staffs) – Newborn Network

[www.royalwolverhamptonhospitals.nhs.uk](http://www.royalwolverhamptonhospitals.nhs.uk) — hospital

[www.networkwestmidlands.com](http://www.networkwestmidlands.com) – transport

[www.nct.org.uk](http://www.nct.org.uk) – antenatal support and breast feeding advice

[www.babyfriendly.org.uk](http://www.babyfriendly.org.uk) – breastfeeding support

[www.breastfeedingnetwork.org.uk](http://www.breastfeedingnetwork.org.uk) – breastfeeding support

[www.bestbeginning.org.uk](http://www.bestbeginning.org.uk) – helping parents care for their baby

[www.breastfeedingnetwork.org.uk](http://www.breastfeedingnetwork.org.uk)

[www.familyintergratedcare.com](http://www.familyintergratedcare.com) — FIC

## Glossary

**Premature** – A baby born before 37 weeks gestation.

**Procurement** – A process of purchasing goods and services.

**Levels of Care**

Level 1 – Special Care

Level 2 – High Dependency Care

Level 3 – Intensive Care



## 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.

## 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。