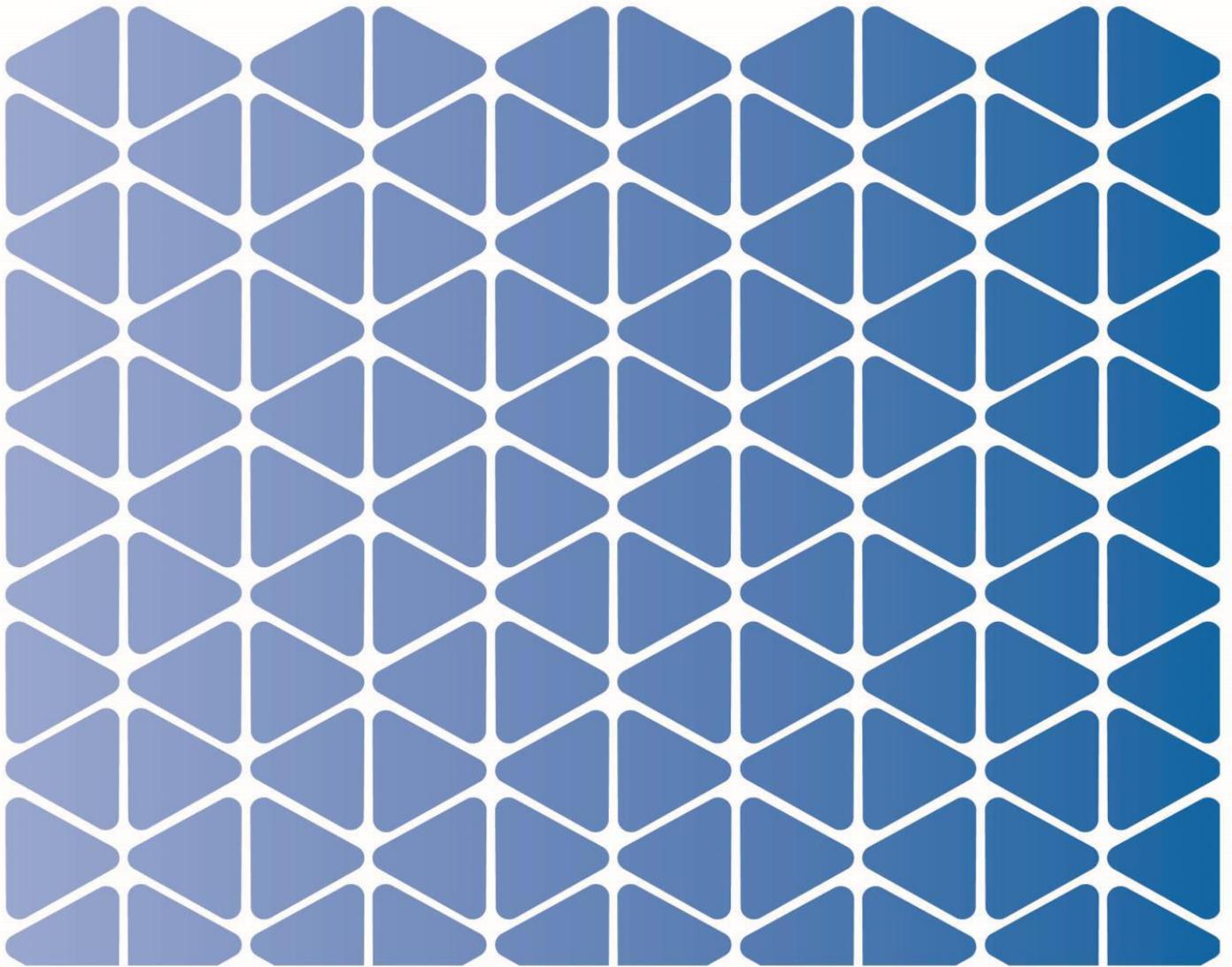




PATIENT INFORMATION

**WELCOME TO THE NEONATAL
UNIT**



Welcome to the Neonatal Unit!

Your baby is on the unit because he/she requires additional care. The staff are all here to care for you and your baby.

Here is some useful information:

- There is a buzzer/doorbell system to enter the unit. You will be asked to confirm your identity. Please don't allow others to follow you through the door.
- Parents and visitors are asked to wash their hands and apply hand gel before touching the baby.
- Outside coats and hats must be hung on the hooks provided just inside the door, this includes fleeces worn as outside garments. This is to prevent our vulnerable patients from infection.
- Once well enough, your baby will require a daily 'top and tail' wash or bath. Please ask the nurse caring for your baby for support and guidance. Please supply water wipes, appropriate size nappies and nappy sacks for your baby/babies. We will support you in learning to perform various tasks for your baby.
- Visitors may be asked to vacate the room/unit if a procedure needs to take place. Please be patient with us.
- Doctors ward rounds start at roughly 09:00 every day. You are encouraged to be present for your own babies review.
- Most babies require medication during their stay on the unit. Medication rounds happen at set times and randomly throughout the day. You will notice that the nurse will wear a red tabard reading "Do not distract, drug administration". Please avoid asking non-urgent questions at this time.
- Mothers are encouraged to express their breast milk. There are breast pumps available for your use in our designated expressing room. We also have a limited number of portable breast pumps that you can loan to take home whilst your baby is an inpatient. Ask your nurse about this. Please make sure that you label expressed milk with the babies **name, date and time that it was expressed** and hand to staff for safe storage. Fresh refrigerated breast milk expires after **48 hours**; frozen milk once defrosted expires after **12 hours**, and if placed straight into the freezer, expires after **3 months**.
- Ask your nurse for our Bliss handbook for more information about what investigations you can expect your baby to have whilst on the neonatal unit.
- Concessionary car parking permits are available. Please ask your nurse about this.

Quiet Time

There are periods of 'Quiet Time' between 12:00-13:00 and 16:00-17:00 daily. During this time rooms are darkened, procedures are avoided and lullaby music may be played to your baby/babies.

This allows the babies time to rest. This is a good time for you to have kangaroo care with your baby. Ask your nurse about this.

Visiting Times

**Parents:
24 hours a day/7 days a week**

**Other visitors:
12:00—19:00 daily including weekends**

There must only be two visitors at the babies bedside at any time, one of whom must be one of the parents. Please can additional visitors wait in the main corridor.

Children under the age of 16 are not permitted to visit the unit unless they are siblings of the baby; this is for infection control purposes. Children must be supervised at all times.

In special circumstances, these times may be adapted. Please discuss this with the nurse in charge of that shift.

Other useful information

Restaurant opening times

07:30—19:00

Monday—Friday

08:00—12:00

Saturday

Vending machines are located outside the restaurant

Costa Coffee

07:30—20:00 Weekdays

10:30—19:00 Weekends

WRVS Shop

08:00—20:00 Weekdays

10:00—20:00 Weekends

Download patient information app:

From South West Midlands Maternity and Newborn Network for useful information.

Available for iPhone and Android.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.