

Congratulations on the birth of your baby

Welcome to the

Neonatal Unit

**WORCESTERSHIRE NEONATAL AND TRANSITIONAL CARE UNITS
WORCESTERSHIRE ROYAL HOSPITAL
WORCESTER WR5 1DD
TEL: 01905 760661**

Information for parents and carers



Welcome to the Neonatal Unit (NNU). Your baby has been admitted to NNU because they require extra observation and support.

The unit accommodates up to 18 babies and has up to 7 nursing staff on duty: 6 qualified nurses (3-4 with a qualification in neonates) and a nursery nurse. There is a doctor 24/7 and a consultant available every day.

When you are admitted to NNU and regularly throughout your stay a member of staff will talk you through the care your baby is receiving. We cannot always say exactly how long your baby will be on the unit as this will be depend on your baby's progress.

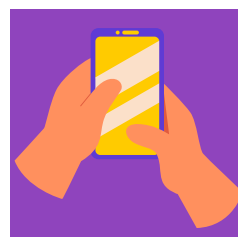
Free public wifi

Go to WiFi settings on your device and select NHS WiFi from the list of available networks. Once connected, select "Create an account", or if you have an account, fill in the details and select "Continue".

If this is your first time connecting, please follow the onscreen instructions to complete registration. Once you are registered and signed in, the landing page will be displayed. You are now able to use our free WiFi service. You will need to reconnect every 24 hrs.



Our neonatal unit introduction
<https://bit.ly/WorcesterNeonatal>



There is a 3D interactive tour of our unit:
scan the QR code on the right to view.

What happens when your baby is admitted

We understand having a baby on the neonatal unit is a worrying and frightening time for families. We want to reassure you that we are here to advise and support.

Involving the family in the care of their baby is very important to us and we see this as a partnership.

Your baby may be placed in an incubator to keep them warm. They may have breathing and feeding tubes in their nose or mouth. They will be attached to a monitor so we can closely observe their breathing and heart rate.

There are 3 stages of care on the neonatal unit.

We refer to these as Intensive care, High Dependency care, and Special care.

Your baby may experience one of these, or all three. All stages of your baby's care will be discussed with you throughout your stay with us.

We also have a Transitional Care unit which is located on the Postnatal ward. You and your baby may be transferred to this area prior to discharge so you can build up confidence in caring for your baby while still having support from the staff.

You may be discharged home with additional support from our Neonatal Community Outreach Team. If this is the case you will be given more information about this service prior to discharge.

Parents, Carers and Siblings

Parents and carers are welcomed and encouraged to be with their baby for as long and as often as they are able to. Siblings are also welcome at any time.

Please speak to your allocated nurses on how we can support you to be with your baby. In certain circumstances, it is possible for another person to be nominated in place of a parent. Please ask your nurse for more details.

Protecting baby from infection



A premature baby is more vulnerable to infections. What may be a minor infection to you may become a major health issue for your baby. Because of this, we ask that you follow our infection control procedures closely for the health and safety of your baby.

- Take coats/jackets off at the door.
- Aim to be "bare below the elbow" when on the unit – roll long sleeves up, and remove watches and jewellery that may harbour infection.
- Wash your hands thoroughly on entering/leaving a room and before touching your baby.

If you have a cough, cold, or any other signs of infection we ask that if possible you do not come in, or if you do, keep a distance from your baby.

Please discourage other family members from visiting if they are unwell.

Extended Family & Friends Visiting



The early days and weeks are an important time for you to bond and get to know your baby. Babies are susceptible to infections and need a calm quiet environment.

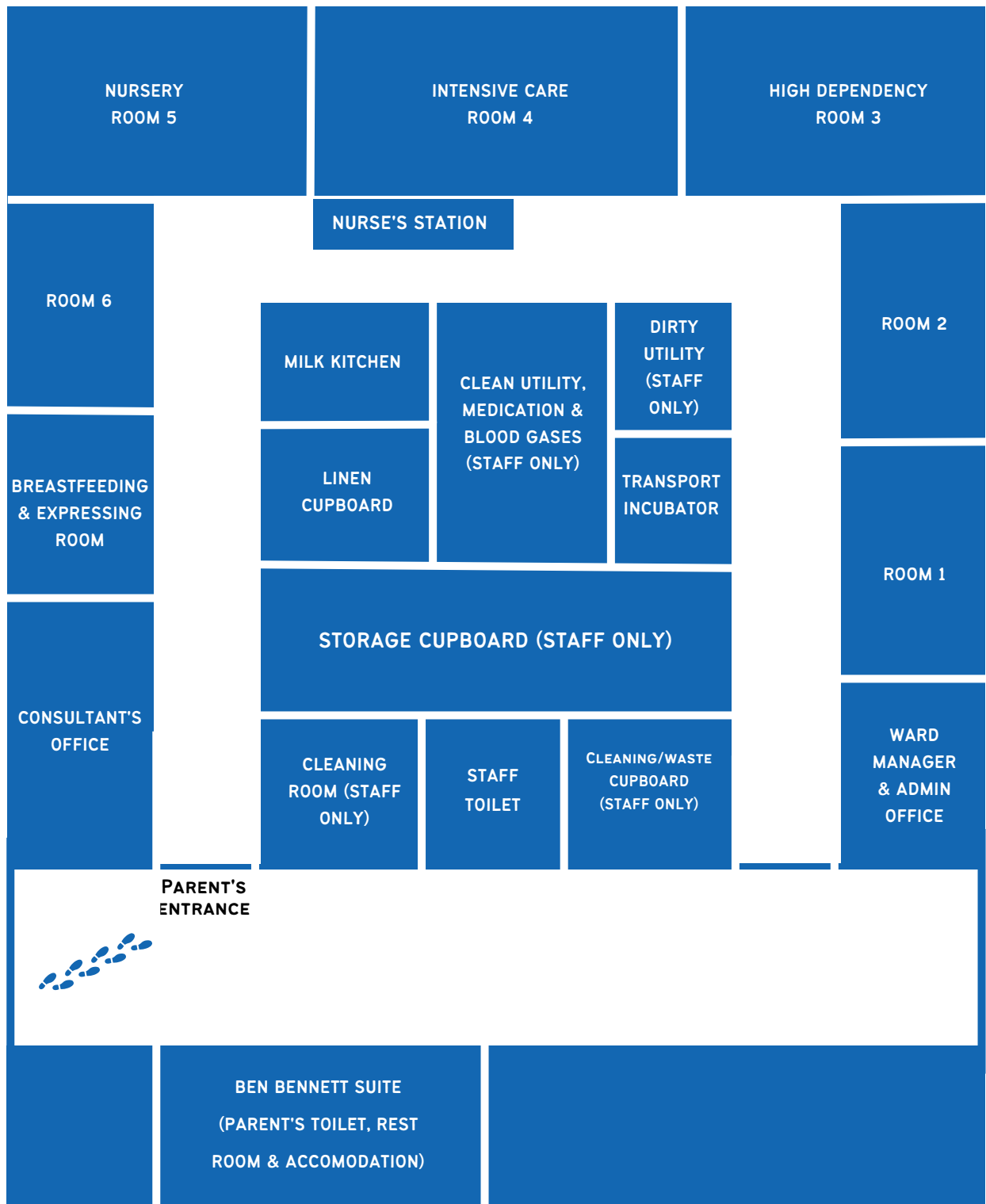
Other visitors must be aged over 18 years and be accompanied by one of the parents. They may visit between 13.00 – 19.00 hrs.

We recommend only 2 people at the cot-side at any one time. (Siblings are not counted).

Please read and complete the 'Extended Family & Friends Nomination' form for more information.

It is advisable that only parents cuddle and touch their baby during the early days to support parent to baby bonding and reduce risk of infections.

Neonatal unit layout



MAIN
CORRIDOR



Welcome to the world, little one.

It's been waiting for you.

Food and drink



Free meals are available for all Mothers. The meal trolley is on the Postnatal ward at 12.15 pm and 5.30pm. Sandwiches are available at all other times – please ask a member of staff for assistance.

Hot drinks/water hot drink making facilities are available in the feeding room, a cold water dispenser is on the unit. Hot drinks must have a lid if taken into the rooms.

Parent's and carer's sitting room There is a small sitting room for families opposite the main neonatal door (Ben Bennett suite). You are welcome to use this to make a drink and eat your meals. There is also a fridge and a microwave available for you to use, and a toilet and shower.

Hospital Restaurant The hospital has a restaurant on the lower ground floor. It is open 7.30 am – 7.30 pm Mon-Fri. There are also vending machines outside the restaurant and in the corridor at the main entrance.

WRVS shop This is situated in the main entrance atrium. It is open 8 am – 5 pm on Mon-Fri and 10 am – 4.30 pm on weekends.

Costa Coffee There is a Costa Coffee outlet at the main entrance. Open 7 am – 8 pm on Mon-Fri and 7.30 am – 7.30 pm on weekends.

Parking



The Trust provides **free parking** for you whilst your baby is being cared for on the Neonatal Unit. Please ask the nurse caring for your baby for a form for you to complete to access this.

Travel Costs



Some parents and carers may qualify for help with travel costs to and from the hospital. You may be eligible if you (or your partner) get Universal Credit, Income Support, or Income-Based Jobseeker's Allowance. You may also qualify if you have an NHS Tax Credit exemption certificate or if you are on a low income. Please ask a member of staff for a leaflet with further information.

Accommodation



Parents'/carers' accommodation is available to all. Priority is given to parents or carers whose baby is very sick, have an excessive distance to travel or have transport issues.

We have a parents'/carers' flat on our neonatal unit. One room has a double bed and the second room has a double pull-out sofa bed. The second room can also be used as a quiet room. A buddy bed (a chair that can be used as a bed) is available for a parent to stay next to their baby in a side room if available and appropriate.

There is a toilet, shower and kitchenette available for your use.

Alternatively, there are local hotels nearby:

A Premier Inn at junction 6, on the M5, and another in Worcester city centre. There are over 50 hotels in Worcester. Details of these can be found on the internet.

Noise and light



The neonatal unit should be a calm and peaceful place where your baby can get better and grow so that they can be discharged home as soon as possible.

Please talk quietly whilst you are in the unit and encourage your visitors to be quiet too. Phones should be kept on silent where possible or have a very low ring volume. Whenever possible, we ask for calls to be taken outside of the neonatal unit.

You will notice that we turn the lights down whenever possible. This helps to provide a calm environment for babies. Preterm babies find bright lighting stressful and it can disrupt their sleep and rest.

We aim to have a 'protected rest time' each day where we try not to disturb the babies. You are especially encouraged to give skin to skin care during this time as your baby will experience a deeper undisturbed sleep.

Feeding your baby



All babies benefit greatly from receiving their mothers breastmilk. This is especially important for babies born early or sick. Your breastmilk helps protect your baby from infection and preterm complications, and will also help your baby's brain, eyes and gut to mature and develop. Breast milk is seen as part of their medical treatment.

We recommend that you start to hand-express milk for your baby within an hour of birth. You will be given a hand expression pack either before your baby is born or as soon after delivery as possible. If you have not received one, please ask the nurse or your midwife for one.

After the first couple of days when your milk starts to flow, we have expressing pumps available for you to use. We loan out hand-held breast pumps free of charge. They are available to use for the duration of your baby's stay on the neonatal unit. We ask that these are returned prior to your baby's discharge.

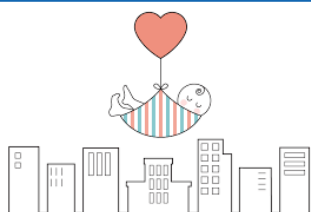
We are here to support you with however you choose to feed your baby whether that be breast or bottle feeding.

You will find lots of useful information in the feeding room on the unit, and staff are always available to help and advise.

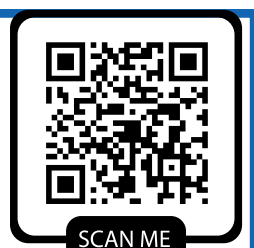
Donor expressed breast milk



If you have given birth to a very small or preterm baby you may not always be able to provide enough of your own breast milk at first. Donor-expressed breast milk (DEBM) may be the preferred alternative milk if there is not enough of mum's own breast milk to meet baby's needs. If your baby's consultant feels this is the best alternative milk, they will discuss this with you and will need to gain your consent. DEBM is donated from mothers who have been fully screened and their milk is pasteurised and frozen until needed.



The benefits of colostrum
for the sick or preterm baby
<https://bit.ly/benefitsofc>



SCAN ME

Skin to skin



Whether you are breast or bottle feeding, you and your baby will benefit from spending time having skin-to-skin contact often called "kangaroo care". Skin-to-skin contact keeps your baby warm, regulates their heartbeat and breathing, and even helps with growth and brain development. It stimulates the production of mothers breast milk and encourages baby's breastfeeding cues. It makes you both feel calm and reduces the production of your stress hormones.

HOW TO: When you are relaxing in the chair, undress your baby leaving just the nappy on, and hold your baby upright on your bare chest and place a blanket to cover you both. Do this for as long as you can, but at least once a day.

We encourage skin-to-skin with all babies, even those requiring the support of a breathing machine.

Skin to skin care can be given by both parents/carers and siblings too - this helps families bond with their baby.


The benefits of skin to skin and kangaroo care for premature babies - video
<https://bit.ly/skin2skinbenefits>



Please bring in....



We understand that **you were not prepared when you had your baby early**, so we provide everything you need for the first few days. After this, please bring in nappies, nappy sacks, clothing and cotton wool balls/pads. If this is a problem for you, please speak to staff in confidence. Thank you!

A decorative graphic featuring a small butterfly on the left, followed by a trail of yellow dots and a dashed line that curves upwards and to the right.

May you touch fireflies and stars, dance with fairies, and
talk to the man in the moon.
May you grow up with love and gracious hearts and
people who care.

Daily ward rounds



Your baby will have their care assessed by a consultant, senior doctor or an Advanced Neonatal Nurse Practitioner (ANNP) every day whilst they are receiving intensive care or high dependency care. Once your baby no longer requires intensive care or high dependency care your baby will be moved into special care, where they will be reviewed by the medical team every day except Tuesdays and Thursdays when they will be reviewed by the nurse in charge.

We would like you to be present on the ward round whilst your baby is being assessed and examined.

Family-integrated care is very important to us, and we encourage parent-led ward rounds. As a parent/carer, you know your baby best, and this is your chance to tell medical and nursing staff about your baby and ask any questions you have and discuss the plan of care. Taking part in a parent-led ward round is completely voluntary.

If you hear confidential information at any time which is pertinent to another baby/family on the unit please be respectful and do not discuss or share with anyone else.

Different health professionals work as a team on the neonatal unit. You will see different people involved in the care of your baby, with staff coming and going on different shifts. You will probably get to know some of the staff, but it can feel confusing at first to know who's who, and what their job role is. Scan the QR code to find out more about the staff you will meet and their roles.



Bliss
for babies born
premature or sick

Introduction to a neonatal unit
<https://bit.ly/BlissNeonatal>

Siblings



Having a baby on the neonatal unit not only impacts the infant and the parents but the wider family too. Siblings may experience changes to their routine and the time a parent is able to spend with them. These changes can cause an emotional response. The emotions siblings may experience include sadness, worry, anger and confusion.

The **Sensory Beginnings** website has some useful recommendations about how to support your other children with having a baby sibling on a neonatal unit.

- Prepare them for the unit environment. Discuss what it may look or sound like.
- Describe what they can do whilst with their sibling. Read a book, draw a picture or have a cuddle
- Plan with the neonatal team who can support siblings being involved with their baby brother/sister.

For more ideas scan the QR on the right.



Noah's Star charity supports families of premature and sick babies within the West Midlands Noah's star. Go to www.noahsstar.co.uk



Support offered:

- Sibling support
- Play and stay groups
- Wellbeing support for families
- Fun family days and activities

We can provide a selection of books and toys for siblings while they are on the unit. Please ask a member of staff if you wish to use them.



Pastoral care and religious support



We have a Clinical Psychologist available to support you on your neonatal journey, please ask a member of staff if you would like to be put in touch with her.

Our chaplaincy service provides emotional and spiritual support for parents, carers, and siblings. You do not have to be religious to use this service and they provide help and emotional support whatever the circumstances. They offer:

A listening ear | Confidentiality | Acceptance | Support | Religious services | Prayer rooms (always open) | Religious scriptures | Space | Ritual washing facilities

The service is 24 hour on-call for urgent situations.

Registering your baby



**All births must be registered within
42 days of the child being born.**

There is a register office close to the hospital (5 minutes walk away). You need to make an appointment first. Book your appointment here by using the QR code or going to: <https://bit.ly/registerabirth>



Registering with a GP



You do not currently need a birth certificate to register your baby with the GP Practice; all you need to do is:

- Call your GP practice and tell the receptionist that you wish to register your baby with the GP; or
- Contact your practice online and follow the process.

Any information required to register the baby with the GP will be in your baby's red book, so have it handy when making the call or online application for details required. The red book is usually kept with your baby on the unit.

West Midlands Neonatal Network

We are part of the West Midlands Neonatal Network. This means that if your baby needs more intensive care or we are struggling for cot space, we might transfer him or her to another neonatal unit in the West Midlands (on rare occasions outside of the West Midlands Network). If there is a unit closer to where you live it may be possible to transfer. If your baby needs to be transferred we will discuss this with you first. For more information please visit <https://www.wmnodn.org.uk/> or scan the QR code to the right to go directly to the site.



Feedback



Your feedback is important to us. It helps us to improve our service and your experience. There are several ways you can let us know what you think about your experience on the NNU:

- Friends and family test - there are cards at the entrance to the neonatal unit. You may also be given one to complete by a member of staff. Please leave it by the ward clerk's desk or hand it back to a member of staff. Your responses are anonymous unless you would like us to know by writing your name on the form.
- Leave a review on NHS Choices: <https://bit.ly/IWAHTreview>
- We have a Star of the Month award. If you would like to thank a member of staff, use the QR code or link which can be found on posters all around the unit.

If you have a concern please ask to speak to either the Nurse in Charge, the Ward Manager or the Neonatal Matron in the first instance. If you feel the concern is not resolved you can contact PALS for further support.

- PALS (Patient Advice & Liaison Service). Contact us if you have a query or need advice. We can help you sort out any concerns you may have about the care we provide. Call PALS on 0300 123 1732 or email: wah-tr.PALS@nhs.net

Financial support



Having a baby on the neonatal unit can have significant additional financial implications for the family such as travel expenses and time off work.

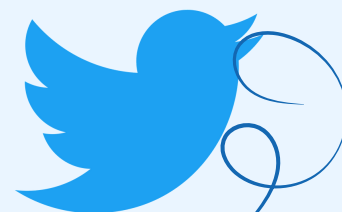


There are charities offering financial support to parents receiving neonatal care. To find out what grants and benefits you may be entitled to visit: <https://www.familyfund.org.uk/support> or scan the QR code above.

Find us on social media



Scan the
QR code



More information



There are parent/carer information folders in each room, which provide more detailed information about our neonatal unit. Our staff are always happy to answer any questions you may have.

For more information please follow the links
or scan the QR codes below:

**NEONATAL PAGE ON
WORCESTERSHIRE ROYAL
HOSPITAL WEBSITE**



www.worcsacute.nhs.uk/neonatal-unit



**WORCESTERSHIRE ACUTE
HOSPITALS TRUST WEBSITE
for general information**

www.worcsacute.nhs.uk

**NEONATAL JUST GIVING
PAGE FOR DONATIONS TO
SUPPORT OUR UNIT**



www.justgiving.com/campaign/The-Worcestershire-Neonatal-Unit-Fund



OUR MISSION STATEMENT



Worcestershire Neonatal Unit

Our mission is to create an environment where babies receive excellent care and families feel supported by the staff during their stay on our unit and at home with our Community Outreach team.

Our Values

- **Family integrated care** - we believe in always involving family: supporting, encouraging, and teaching parents and carers to care for their premature babies, with assistance and advice from our highly-qualified neonatal nursing and medical staff.
- **Evidence-based care** - we give evidence-based care which follows the latest neonatal guidelines.
- **Excellence** - we never aim for anything less than excellent care in our environment, for both babies and families. Our nurses and medical team are highly skilled and trained in neonatal care.
- **Compassion** - our staff are aware of what families are going through and demonstrate compassion and understanding, taking the time to talk with parents and carers about any concerns they have.
- **Respect** - we respect parent's and carer's choices and decisions on their baby's care, which will be based on the information that they receive from us.
- **Honesty and Clarity** - we believe in being honest and open with all parents and carers and will discuss and explain all treatment and care in terminology they can understand.

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