

Patient Information Leaflet

Welcome
to you and your baby
Neonatal Intensive Care Unit

Produced By: Neonatal Intensive Care Unit

August 2013
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If you require this leaflet in another language, large print or another format, please contact the Quality Team, telephone 01983 534850, who will advise you.

The NICU team consists of a variety of experienced, knowledgeable and dedicated staff.

Consultants, Ward Sisters, Advanced Nurse Practitioners, Staff Nurses, Nursery Nurses, Ward Assistants, Domestic staff and Volunteers. All staff will be wearing ID badges. If you are unsure whom you are speaking with please ask.

Arrival on the Unit

We are aware that when your baby is admitted to the Neonatal Unit it can feel overwhelming, but as parents you have a vital role to play. During your baby's stay on NICU you will be supported and guided. If there is any aspect of your baby's care that you do not understand or you have any questions then please ask a member of the Neonatal Team. You will be given a "Welcome Pack" containing relevant information along with a photograph of your baby. You are encouraged to be involved as much as possible. You will be advised when baby's cares are due so you can actively take part. As with any newborn baby you will be required to provide the following: Nappies, cotton wool and clothes if your baby is in a cot.

Feeding support and advice will be offered whilst you are on the Unit and will be adapted according to your baby's needs and your wishes. Booklets relating to feeding your baby are available. Please ask if you haven't already been given one.

You will be encouraged to visit your baby regularly, interact and be involved. You are welcome to attend Doctor's rounds to discuss your baby's treatment, however once discussed you will be asked to leave the room to respect the confidentiality of other patients. Please remember to SWITCH OFF your **Mobile Phone** whilst in the Unit.

Visiting Times: Visiting is open and we welcome Parents, Grandparents and siblings of the baby. Because of the nature of the unit, visiting is limited to the minimum number of people; this will assist in reducing your baby's exposure to external infections.

Handling of the baby is restricted to parents only and only **2 visitors per bedside** at any one time.

On entering the Unit we ask that you remove all outdoor clothing and WASH YOUR HANDS with the gel/soap provided. If you feel unwell in any way, please contact the Unit so we can advise you on visiting. As you will be spending a lot of time with your baby on the Unit, we have a discount scheme in place with the hospital restaurant for parents. Please ask a member of staff for a voucher.

Facilities for Parents A Parents Coffee Room is available 24hrs a day. It is a place to retreat for a hot drink and also provides a small play area for siblings. This is the **ONLY** place you may switch on and use your mobile phone. The "Quiet Room" is available for anyone needing some time out. A water dispenser is just outside the Parents Coffee Room and a snack machine is located outside Labour Ward. Toilet & washroom facilities are available for visitors to use.

Car Parking Tickets While your baby is in the Neonatal Unit you will be entitled to reduced car parking rates for the first 2 weeks of your baby's stay and free parking thereafter. If you haven't been given a form please ask.

Ferry Travel Scheme Once discharged as an outpatient if it is necessary for your baby to receive further treatment on the mainland; there are certain ferry discounts available to assist you. Forms are available on the unit.

Support Group Coffee Morning:



Coffee mornings are held *every Monday on NICU*
From 11am -1pm

Whether you are in patients, clinic attenders or ex NICU families

Come along and meet other families and share experiences & support.

It would be lovely to see you... NICU nurses

Clinical Information will be collected on your baby. This will assist in providing and improving future services, as well as producing data for research and auditing. All data collected is confidential and anonymous.

NICU direct telephone number is:
01983-534337

Visiting St. Mary's Hospital

By Southern Vectis; Route no. 1 from Newport bus station

By car; A3020 Medina Way/Parkhurst road, PO30 5TG

If you need a taxi:

Ryde Taxi 811111

Amar Taxi 522968

TJ Taxis 520274

Local Services

Children's Centres

The Bays Children's Centre – 01983 408718 / 01983 867310

Ryde Children's Centre – 01983 617617

West Newport Children's Centre – 01983 537390

East Newport Children's Centre – 01983 529208

East Cowes Children's Centre – 01983 294701

Cowes Children's Centre – 01983 291719

Ventnor Children's Centre – 01983 857372

West Wight Children's Centre – 01983 756935

National support networks and website addresses can be found in this leaflet:

The Essential Guide to Breastfeeding in the Isle of Wight

Please ask the nurse or midwife if you have not received a copy.

Register Office

Seaclose Offices,
Fairlee Road,
Newport,
PO30 2QS
01983 823233

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues through NHS interactive available through Sky TV or online at: <http://www.nhsdirect.nhs.uk/>

For Health advice and out of hours GP service please call the NHS 111 service on: 111

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the Quality Team. If you wish to contact them directly, telephone on 534850.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.

Ref: **NICU/WEL/4**