



Isle of Wight
NHS Trust

Patient Information Leaflet

Neonatal Community Outreach

Produced by:
Maternity Department

Date: July 2017
Review due: July 2020



If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языке, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগিশেন PALS টেলিফোনে ইংরেজি কথা কটে জিজ্ঞাসা করুন এবং সাহায্য করুন

Introduction

Community Outreach is being offered by the Neonatal team to create a smooth transition from hospital to home, enabling earlier planned discharges and improved family centred care.

Whilst in hospital the community outreach nurse will introduce themselves to you and ensure that you have been offered any parent education you need to be able to fully care for your baby/s at home, including feeding advice, meeting hygiene needs, medication, basic life support and the use of any medical equipment required to keep baby safe.

When you are at home the community outreach nurse will visit you and your baby offering the opportunity to discuss how you are feeling and answer any questions. The number of visits will depend on your family's individual needs and will be reviewed with you at each contact.

The nurse will monitor your baby's feeding and growth, including breast feeding support as needed. They can also take any samples as requested by your baby's medical team, with your permission, and offer nursing care of oxygen, medication or feeding requirements.

The nurse can also offer support over the phone with pre-arranged contact times.

How can I contact the Neonatal Community Outreach Team

The phone number for messages is via the main hospital switchboard **01983 524081 ext. 5403**. We will aim to answer this daily Monday – Friday, but it may take 48 hours to respond if the unit is busy.

If your baby is unwell and you require urgent help call **999** or take them to the nearest A&E.

For other advice please ring NICU on **534337**, NHS 111, your health visitor, or your GP.

The neonatal outreach team will always contact you to make an appointment before visiting and all staff will be wearing ID badges. If you have any concerns please ask to see ID or contact NICU to check authenticity before letting people you don't know into your home.

Please contact the outreach team if you will not be at home at the time of your appointment to re arrange a more convenient time or arrange a telephone consultation.

Local Services

Children's Centres

The Bays (Sandown/Shanklin) – 01983 408718/867310

Ryde – 01983 617617

West Newport – 01983 537390

East Newport – 01983 529208

East Cowes – 01983 294701

Cowes – 01983 291719

Ventnor – 01983 857372

West Wight – 01983 756935

Most offer breast pumps on loan as well as meetings and support groups.

Online Support / Information

NICU Isle of Wight Parents Support Group – Facebook parents group.

Isle of Wight Breast feeding support group – Facebook parents group.

National Support Networks – available in “The essential guide to breastfeeding in the Isle of Wight” leaflet.

Register Office

Seaclose Offices,

Fairlee Road,

Newport

PO30 2QS

01983 823233

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If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

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

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 online at: **www.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 PALS Team. If you wish to contact them directly, telephone on **01983 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

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at **enquiries@cqc.org.uk**

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.