

How can I help reduce healthcare associated infections?

Infection control is important to the well-being of our patients and for that reason we have infection control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections. We ask that you, and anyone visiting you, use the hand sanitiser available at the entrance to every ward before coming in to or after leaving the ward. In some situations hands may need to be washed at the sink using soap and water rather than using the hand sanitiser. Staff will let you know if this is the case.

www.buckshealthcare.nhs.uk

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Stoke Mandeville Neonatal Unit Parent information

Patient information leaflet

If you require a translation or an alternative format of this leaflet please call the Patient Advice and Liaison Service on 01296 316042

Safe & compassionate care,

every time

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Translation Services

Translation of this leaflet into an alternative format is available.

If you require a translator please either call PALS on 01296 316042 or speak to a member of staff who will be able to arrange this for you.

Chaplaincy

Your family's right to have your cultural values and beliefs recognised is acknowledged. There is a hospital Chaplain available or you are welcome to bring your own faith leader in if you would like to do so.

Stoke Mandeville Hospital, Buckingham Community Hospital, Thame Community Hospital
01296 316675

Wycombe Hospital
Amersham Hospital
Marlow Community Hospital
01494 425072

Welcome to Neonatal

Our Philosophy

“Partners in care, sharing your journey through the Neonatal Unit, helping you and your family along the way by delivering safe and compassionate care every time.”

Your baby has been admitted to the Neonatal Unit because they have been born prematurely or unwell, and we recognise that this can be a worrying time for parents and families. The neonatal nursing team are here to support and reassure you, as well as providing you with peace of mind that your baby is receiving the very best of care. We hope this parent pack will provide you with useful information for you to refer to during your baby's stay.

Parents are encouraged, with support, to participate in all aspects of their baby's care, including skin to skin care. Please provide nappies and cotton wool for your baby. Clothes, blankets and a soft toy are optional.

Unit Phone Numbers

Reception – 01296 316113 or 01296 316115

Cygnets Nursery – 01296 316183

Duckling Nursery – 01296 316147

Gosling Nursery – 01296 316146

Please ask relatives not to phone the unit as we are unable to give out any information to them.

Please note your baby may move nurseries and also cot spaces within nurseries. Please ensure you note which nursery your baby is in so you can speak to the appropriate nurse if you phone the unit. Nurses are available to update you about the care of your baby at any time but should you wish to speak to a doctor they are available on the ward round every morning from 09:30 onwards.

Infection Control

Infection control is important for the health and wellbeing of everyone so that we can reduce Healthcare associated infections. For this reason we have infection control procedures in place.

All people coming onto the unit should wash their hands with soap and water, dry them thoroughly and then use the hand gel. Outside coats should be removed and left on the pegs provided before entering the unit.

Visitors should ensure they are well and free from infections to avoid the babies becoming unwell. We also advise you to limit the number of visitors if your baby is unwell.

Your baby is special and cuddles are precious, so to reduce the risks of infection please consider saving cuddles for parents only, especially when your baby is requiring Intensive or High Dependency Care.

Please be aware that all babies on the unit will have routine weekly swabs taken on a Wednesday. Babies also get weighed twice per week on Wednesdays and Sundays. Babies on the unit are usually weighed at 'cares' time when parents can be present whilst we do this, unless there is a medical reason why your baby needs to be weighed sooner.

Parking and Travel

Parking at the Hospital

Parents are entitled to a discounted weekly parking ticket at the cost of £20. To access this you will need to speak to the security desk in the A&E entrance where a weekly ticket will be issued.

Buses

There is an Arriva bus service available regularly from Wycombe bus station to Stoke Mandeville Hospital.

Bus Service Numbers: 55, 62, 300, 4, 9, and Park & Ride PR1.

Compliments and Complaints

If you have any issues whilst on the unit please feel free to discuss this with the Nurse in Charge of the shift or Matron for Neonates

Alternatively you can contact PALS (Patient Advice Liaison Service) who will be happy to deal with your comments.

Contact: 01494 734958 / 01296 316042

complaints@buckshealthcare.nhs.uk

PALS@buckshealthcare.nhs.uk

Friends and Family Test

Our Neonatal Unit participates in the Friends and Family Test. This is a test which shows how well we are doing and whether you would recommend us to someone you know. You should receive a postcard at discharge to complete if you would like to.

Confidentiality

All baby records are held on a confidential computer system.

Please respect the privacy of the other babies and their families by not passing on any information that you may overhear when you are visiting the unit.

In some exceptional circumstances you may be asked to leave the unit if certain procedures are being undertaken.

Consent

Whilst your baby is on the Neonatal Unit he/she may need to undergo some tests, procedures or investigations. Wherever possible discussions will take place with you prior to this happening. However, in some circumstances and in the best interest of your baby this may not always be possible. We will endeavour to keep you fully informed at all times.

Visiting

We have a policy of open visiting for parents, however please do not visit if you are unwell. We encourage quiet time for the babies 12:00-14:00 when lighting and noise are kept to a minimum.

Siblings may visit after quiet time (from 2:15pm) if free from illness/sickness. No other children under 18 years are allowed on the unit.

Open visiting from 2:15pm – 7pm.

Three visitors are permitted per cot space at any time, one of which must be a parent. We have a small sitting room available for parents and their visitors to use.

We kindly ask that you and your visitors do not touch anyone else's baby, and remain with your baby only when visiting.

When visiting the unit a bell is situated at the front door. Please be patient with us if it is not answered immediately as we may be busy dealing with your baby. When coming onto the unit we ask that you do not let anyone else in, so please ask them to ring the bell too. This is to ensure we always know who is on the unit, and for security purposes.

Bliss

Bliss Head Office
2nd Floor
Chapter House
18-20 Crucifix Lane
London SE1 3JW

Tel: 020 7378 1122



Tommy's

Nicholas House
3 Laurence Pountney Hill
London
EC4R 0BB

Tel: 020 7398 3400

Fax: 020 7398 3479

Email: mailbox@tommys.org

Tommy's

We provide information
and fund research into
miscarriage, stillbirth
and premature birth

The Twins and Multiple Births Association - Tamba

Lower Ground Floor & Studio
Hitherbury House
97 Portsmouth Road
Guildford
Surrey
GU2 4YF

Tel: 01483 304442



Support for Parents

BURPS – Baby Unit Relatives and Parents Support

BURPS is the unit's support group that was set up in April 2000 by parents that have had a baby on the Neonatal Unit at Stoke Mandeville Hospital. Their aim is to provide support to parents who have a baby on the unit while they are going through a difficult and often bewildering experience. They are a registered charity and fund raise to provide equipment to supplement that provided by the NHS. They have monthly meetings on the unit and always welcome new members. To contact them, please see below

Website www.burps-smh.btck.co.uk

Email burps-smh@hotmail.com

Facebook <https://www.facebook.com/Burps.SMH>

For donations, please visit their My Donate page at:

<https://mydonate.bt.com/charities/burps>

Thames Valley and Wessex Neonatal Network Parent information App

Search "TVWNODN" on the app store available for both iPhone and Android phones.

Feeding

We encourage and support breast feeding and an admission to the Neonatal Unit does not prevent successful breast feeding.

If your baby's condition does not allow you to breast feed straight away then support is available with expressing and we also have breast pumps for you to use on the unit throughout your baby's stay.

If you choose to bottle feed then we have a variety of formula milk available.

Breast pump hire/purchase

While on the unit we have electric breast pumps and privacy screens available to use so you can express next to your baby or alternatively we have a room available exclusively for expressing.

We have manual breast pumps available to purchase for £20 each. Alternatively, an electric breast pump may be hired at a discounted rate from Medela (details below).

Please quote discount code NICU30.

Phone Number: **0161 776 0400**

E mail: www.medela.co.uk

Breastfeeding Clinics

Aylesbury – Monday and Thursday 10am – 1pm

01296 315799

Wycombe – Tuesday and Friday 10am – 1pm

07798 520 830

Please call before attending one of the above clinics.

Parent Facilities

On the unit:

There is a kitchen area for parents on the unit to make tea, coffee and hot chocolate (visitors can use facilities for a donation of your choice).

There is a small sitting room available for parents to relax and use whilst visiting their baby on the unit. Siblings can also use this room whilst being supervised by an adult.

Mobile phones - Please have mobile phones on silent, if you need to make or receive a phone call please step outside the unit to respect other parents and visitors. Taking photos of your baby and sending text messages are acceptable.

Within the Hospital:

- Small café in the entrance to Claydon wing (where the Neonatal Unit is located) which provides hot drinks and snacks. Mon-Fri:10:00hrs-17:00hrs
- Vending Machine available outside the Neonatal Unit.
- Main canteen located in the main entrance of the hospital. Open daily: 07:00hrs-19:45hrs
- Costa Coffee is in the entrance to A & E.
- Open Mon-Fri 07:30-19:00, Sat-Sun: 10:00-17:00
- A Cash Point is available at Asda or in the entrance to the Spinal Unit where there is also another restaurant. Open Mon-Fri: 09:00-17:00, Sat-Sun: 11:00-18:00
- WH Smith is located opposite the main canteen Open Mon -Fri: 08:00hrs-18:00hrs)
- No smoking anywhere on the hospital site or car parks.

Discharge

“Rooming In”

Prior to discharge you will be invited to “room in”, this will be when your baby is feeding well, maintaining their own temperature in a cot and gaining weight.

We have 2 “rooming in” rooms available for parents to stay overnight and care for their baby/babies, which is usually offered for one or two nights prior to discharge.

Whilst “rooming in” meals will be provided for mothers, please ask a member of staff for a menu if you wish to use this service. Alternatively there is a fridge and a microwave on the unit which parents are welcome to use. Please place a label on your food and drinks with your name and the date. Feel free to bring in takeaways.

Some babies will be followed up by the Community Neonatal Nurse once they have been discharged home. You will meet your Community Nurse during your stay on the Neonatal Unit if you need to be followed up.

Please register the birth of your baby within six weeks, an appointment is needed to do this, you can make an appointment by calling:

Aylesbury-01296-382581 Wycombe- 01494-475200

Or online at: www.buckscc.gov.uk/registration

Please ensure that your baby is registered with your G.P. surgery as soon as possible and prior to discharge. To do this you must visit your G.P. surgery with your birth notification form from delivery.