

Neonatal Unit/ Special Care Baby Unit

NHS

Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust



Neonatal Services

Your baby's consultant is:

Direct telephone number:

Doncaster Royal Infirmary: **01302 642696**

Bassetlaw Hospital: **01909 572228**

Introduction

In this leaflet, we have included information about the services and facilities we offer in the Neonatal Unit at Doncaster Royal Infirmary (NNU) and the Special Care Baby Unit at Bassetlaw Hospital (SCBU). If you have any questions or concerns about the care of your baby, please talk to the staff caring for your baby. A section at the back of the leaflet has been left for you to write down any questions you may have. Further information about our hospital sites can be found on the following website- www.dbh.nhs.uk

Provision of Neonatal Services across the Trust

To enable us to provide services to meet the needs of all babies within the areas served by the Trust, there are times when babies requiring special care nursing need to be transferred between Doncaster Royal Infirmary and Bassetlaw Hospital. If this affects you and your baby we will inform you of this as soon as possible.

Medical care

The consultant responsible for the care of your baby will see him/her the day after admission, earlier if needed. There are regular consultant ward rounds when your baby's plan of care will be discussed with you. However, during this ward round, to maintain confidentiality for all families, we may ask parents to leave the nursery while we are discussing other babies' care. Please speak to the nurse caring for your baby about the days and times of the ward rounds. If you wish to speak to your consultant at any other time, please let the nursing staff know and an appointment will be made for you. A doctor assesses the babies every morning. We welcome parents to be present. Again, we may ask you to leave the nursery briefly while staff are discussing other babies' care.

Visiting

While visiting, we ask parents and visitors to respect other families' privacy and not look at or comment on babies other than their own. This request has been included in this leaflet at the suggestion of other parents, who have spent time in the Neonatal or Special Care Baby Units. You may visit at any time up until 8.00pm.

Family Services

For security reasons, visitors will only be allowed in the Units with the parents present, or by prior arrangement with parents and staff. Open visiting for parents 24 hrs after 8.00pm.

Noise can adversely affect pre-term infants. For this reason, we ask that only two visitors per baby are present at any one time, other than parents. If NNU or SCBU are busy, we may have to reduce this number. Brothers and sisters are welcome. We have play areas and a small selection of toys and videos. While children are in a play area, they are the responsibility of their parents.

To limit the risk of bringing childhood infections into the unit, we ask that children under 14 years, who are not brothers or sisters, do not visit.

Risk of Infection

Ill newborn and premature infants are extremely susceptible to infection, which can be life threatening. Therefore if any member of your family and friends become ill, please ask them not to visit. If you yourself are ill, please speak to the nurse caring for your baby regarding you visiting. Although we do not wish to prevent you from seeing your own baby, in order to protect all babies on the unit, it may be appropriate for you not to visit for a few days “don’t visit if you have a fever, sneezing, diarrhoea, runny nose, cough, vomiting. Stay away until you are at least 48 hours symptom free. A cleansing hand gel is provided on the Units for you to use. However, you are still required to wash your hands before handling your baby.

Babies are routinely screened for infection when they are admitted to the unit, and once a week after this for the duration of their stay. If you wish to discuss this in more detail, please speak to the member of staff caring for your baby.

Caring for your baby

If you wish to dress your baby in his/her own clothes, we ask you to wash the clothes yourselves. Nappies and cotton wool are provided. However, if you wish to bring your own in for your baby, please feel free to do so.

Weighing babies

We weigh babies twice a week, if they are well enough.

Facilities for parents

We have kitchen facilities in both units for parents to use. Tea, coffee and milk are provided. Breakfast, lunch and supper are also provided for resident mums. Vouchers are available for partners of resident mums to use in our dining rooms. This entitles you to a meal at staff prices.

Family Services

We have facilities for parents to stay. There is often more demand for this facility than we can accommodate. Therefore, priority is given to mums and dads of acutely ill babies and those babies who need to establish breast feeding before going home. If you are resident, we may ask you to give up your room for another family. This is based on the needs of all the babies in the unit and we hope you will understand if this affects you. At DRI NNU please fill in the residency board at the front desk when entering or leaving the Unit. Staff need to know who is present should there be an emergency that requires the Unit to be evacuated.

The NNU at DRI hold a monthly support group for parents of babies who are currently on the unit or who have previously been cared for up to the age of 2 years. All parents are invited to come along to have a drink and a chat with staff and other parents. Details of dates and venues are displayed on the unit.

Concessionary car parking

The trust has introduced a concessionary parking permit system that offers reduced parking charges to parents or guardians of babies on the units. A single payment for the maximum daily parking tariff gives you a permit for 7 days parking. The nurse caring for your baby will be able to give you a signed form to complete.

Help with NHS travel costs

You may be entitled to claim a refund under the Healthcare Travel Costs Scheme of the cost of travelling to hospital, if you receive certain benefits/allowances. Please speak to the nurse caring for your baby for more information.

Smoking

Smoking can directly affect your baby's health. This can occur even if you smoke outside as smoke clings to your clothes. Our hospitals are smoke-free. If you are a smoker, you may only smoke off the hospital site.

If you would like any help or advice on giving up smoking, please speak to a member of staff.

Property

We do our best to take care of your property but regret we cannot be responsible for items that are not handed to your nurse for safe keeping.

Use of mobile phones

The staff will photograph your baby on admission to the unit, after the birth. This is to allow mothers and families to have a print of their child with them throughout their stay on the units. This print belongs to the mother of the baby, and she is free to take it with her when she leaves the units.

These pictures are essentially “instant prints” (like Polaroid print). We do not store a digital copy of your baby’s picture. Thus the print will be the only copy available to you.

If you want to photograph your baby on your mobile phone or camera it is important that:

- You only photograph your own baby & family
- You respect the privacy & dignity of other babies, staff and visitors by ensuring that you do not get them in your pictures.
- You do not photograph the names of other babies or any medical notes or other information on the unit.
- You do not shoot any video on the unit, as private conversations relating to the treatment of other babies may be recorded at the same time.

Although you may take pictures of your child on your mobile phone, please do not send these pictures to any social networking sites until you are outside of the nursery, as this may interfere with medical equipment.

Sharing information

Nursing and medical staff have a duty to share information with other agencies about the welfare of all children, if necessary.

If you need to discuss this further, speak to the nurse caring for your baby.

Recording information on your baby’s care in the Unit

We collect information about all the babies we look after. Further information about the use of medical information is found in a booklet, Your Health Record, which is available from staff.

Why do we need this information?

We use the information we collect to help us:

- gather accurate details about the care of sick or premature babies in units across the North Trent region
- monitor neonatal care and make sure it is always up to date
- plan and develop services for you and your baby

Family Services

- produce reports that highlight areas of good practice that we can share across the region.

What information do we collect?

We record:

- the name and NHS number for you and your baby
- your postcode
- your baby's date of birth
- your baby's birth weight
- how many weeks pregnant you were when your baby was born
- your baby's condition and treatment
- how many babies you have had
- where your baby was born
- the hospitals where your baby was cared for.

Who collects the information?

Staff in the Units collect the information. It is then stored on a secure computer database.

When will we collect the information?

Information is updated regularly throughout your baby's stay.

How will we collect the information?

We collect the information from the medical notes and nursing records.

Who will see the information?

There are strict regulations controlling access to personal information, in line with the Data Protection Act (1998). By law, everyone who works for the NHS must keep all personal information confidential.

Can I see the data collection form?

You can see a copy of the information we have about you and your baby. To do this, please talk to the nurse in charge, who will liaise with your consultant about your request.

Can I request that my baby's data is not collected?

If you decide that you do not want any details about your baby to be used for healthcare analysis, you can contact the Network Lead or Network Information Lead using the numbers below.

How can I find out more?

You can contact: **01226 433774**

Network Lead or Network Information Lead

Yorkshire and Humber ODN-Neonates

The Mount

Glossop Road

Broomhill

Sheffield

S10 3FL

Tel-0114 3053608

Patient Experience Team

The team are available to help with any concerns/complaints you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

The contact details are:

Telephone: 01302 642764 or 0800 028 8059

Email: dbth.pals.dbh@nhs.net

Please use this section to write any questions down you wish to ask the staff.

A large rectangular area with a blue border, containing 20 horizontal dotted lines for writing questions.

