

Plymouth Neonatal Intensive Care Unit



Information Booklet

**This leaflet is available in large print and
other formats and languages
Please contact: Neonatal Unit Manager
(01752) 763600**

Plymouth Neonatal Intensive Care Unit
Level 05
Derriford Hospital
Plymouth
PL6 8DH

Intensive Care Nursery
(01752) 245057

High Dependency Nursery
(01752) 763638

Special Care Nurseries
(01752) 763640

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Neonatal Intensive Care Unit
Derriford Hospital
Derriford Road
Plymouth
PL6 8DH
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Photo

My Name is _____

Birth Date _____

Birth Time _____

Birth Weight _____

Gestational Age _____

Neonatal Consultant _____

I had my first cuddle on: _____

I moved out of Intensive Care on: _____

I took my first breastfeed/bottle feed on: _____

I like it when _____

More diary sheets are available for you to write your baby's story on.
Please ask the nurses if you should wish to use these.

Caring for me:

My _____ is very good at changing my nappy.

My nurses have shown my _____
how to clean my mouth.

My _____ can give me
a “Top and Tail” wash.

When _____ gave me a bath I _____

The nurses have taught my _____
how to give me a tube feed.

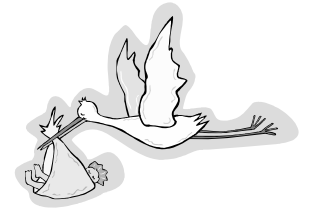
I first opened my eyes on: _____

I feel most comfortable when _____

If I am unsettled, to help me get settled again I like _____

Dear Parents

Congratulations on the birth of your baby and
Welcome to the Neonatal Intensive Care Unit.
(NICU)

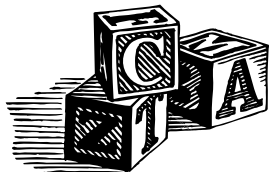


Having a baby can be a very emotional time, particularly if your baby has been admitted to the Neonatal Unit. We understand that this raises many additional questions and anxieties for you. This booklet has been designed to introduce you to the Neonatal Unit and some of the specially trained people who will be helping to look after you and your baby.

We also hope that it will help to answer some of your questions. However all the members of the NICU team are on hand to answer questions, explain procedures and test results. Most of all we are here to listen to you so please feel free to talk to us about your worries and concerns.

In addition to this booklet, there are information sheets relating to specific conditions, equipment, interventions and planning for going home. We hope that you will be able to add these to this booklet to create an information file, which will be as individual as your baby is! Please feel free to ask staff for any information sheets that you would like to add to your folder. (Folders are available to purchase if you would like to)

Neonatal Intensive Care Unit



On the Neonatal Unit, we care for babies who are born earlier than expected, who have become unwell or who need close observation. The unit is divided into three main rooms, your baby may move between these rooms

depending on the level of care that they require.

Intensive Care Nursery and High Dependency Nursery:

Babies who are very small or unwell and need help with their breathing will need to be looked after in these nurseries. Babies who are undergoing assessment after delivery will also be admitted here. There may be occasions when it is necessary to move your baby between these two rooms. We will try to let you know before this happens so you are prepared.

There is space for six infants in each room, each space has all the equipment necessary to care for your baby. Most of the babies in this room will be looked after in an incubator or a hot cot, often with a number of wires attached to a monitor, this is so that we can observe your baby closely whilst keeping him or her warm and without disturbing them too much.

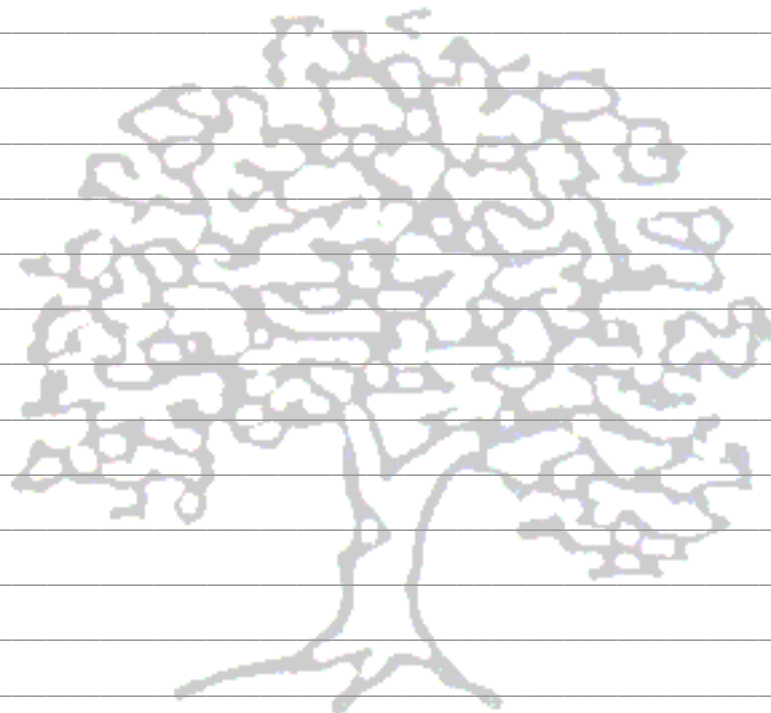
Usually there will be one nurse caring for two or three babies, however sometimes a baby may require one to one nursing and very occasionally may need two nurses to look after him or her.

The doctors will see your baby frequently and will regularly meet with you and talk to you about your baby's progress.

These rooms can often become very busy, noisy and be brightly lit. However we do try and keep the nurseries as quiet as possible, and the lights dimmed during quiet time and night time.

All About Me!

Members of my Family: _____



Other important people: _____

Discharge Home:

The length of time your baby will spend on the Neonatal Unit depends on the reason for admission and the progress they have made. These factors are **individual to each baby**; please discuss discharge planning with the nurses and doctors caring for your baby.



Before your baby is ready to be discharged home, he or she must be healthy, with good temperature control, have an established feeding pattern and be gaining weight well. The majority of babies will be discharged home from TCW when they are well.

For those infants going home straight from NICU there are rooms available for you and your partner to be resident with your baby for a few days. This gives you the opportunity to become really familiar with your baby's little habits and care needs whilst you still have easy access to the doctors and nurses to answer your queries or concerns.

There is an additional information booklet all about "Going Home"

Special Care Nurseries:

Babies will be moved into the special care nurseries when they are progressing well but still require more care than can be given on the Transitional Care Ward or at home. In this room babies will improve their feeding and continue to grow whilst being observed. There is space for 5 babies in each nursery. The nurses in this room may be looking after four or five babies at a time, and you will be encouraged to be more independent in caring for your baby. You will still have the opportunity to meet with your baby's doctors on a regular basis.

Transitional Care Ward:

Babies will be transferred to the Transitional Care Ward (TCW) when they no longer require such close monitoring and observation. TCW has the facilities for you to stay with your baby so that you can establish feeding and really get to know your baby well before going home. The midwives work in teams and there may only be one midwife looking after five to six mothers and babies at a time. You may be in a ward with three other mum's and babies. You will still have the opportunity to meet with the doctors on a regular basis.

The Neonatal Team

Doctors:

The medical care your baby receives will be co-ordinated by one of the Neonatologists (A doctor specialising in newborn babies). We have seven Neonatologists in Plymouth they are:

- Dr Alex Allwood
- Dr Julian Eason
- Dr Julia Lilley
- Dr John Madar
- Dr Nicci Maxwell
- Dr Giles Richardson
- Dr Rima Vaitkute

He or she will be responsible for the overall care of your baby and will meet with you at regular intervals, sometimes even after your baby has gone home. The other neonatologists will also help to care for your baby and make decisions. All of the Neonatologists are supported by a team of doctors called Specialist Registrars, Clinical Fellows and Senior House Officers (SHO's) who will provide the daily medical care.

ANNP's:

In addition to the doctors there is a team of highly trained Neonatal Nurses called Advanced Neonatal Nurse Practitioners (ANNP's). They have undertaken additional training to become competent in what were traditionally doctor's roles, including prescribing medications.

Neonatal Nurses:



There is a large team of specially trained Nursing Sisters, Staff Nurses, Nursery Nurses and Health Care Assistants caring for your baby 24 hours a day.



Help with Travelling Expenses:

If you are on income support and breastfeeding or expressing, you may be entitled to help with travelling expenses. You will be required to fill in a pink form, (SF300) which is available from the cashier's office on Level 7. Opening hours are:

Monday – Thursday	09.30 – 16.30
Friday	09.30 – 16.00

You will be given a visiting card, which must be signed daily by the sister in charge. You will need to keep all bus tickets and petrol receipts.

If you claim income support but are not breastfeeding or expressing you may be entitled to additional help from your benefits office.

If you are not claiming any of the above then you may be entitled to the Patients Voluntary Welfare Fund, this is a charity which offers financial support to cover travelling expenses or overnight accommodation. Please speak to the nursing staff for further details.

Department of Pastoral and Spiritual Care:

The Department of Pastoral and Spiritual Care is available to every one, regardless of faith, for support at what can be an emotional time.

The chapel and prayer room are located on Level 7. The chaplain will also visit the unit from time to time or if specifically requested. They can arrange baptism/naming services or blessings on the NICU if you wish. Should you wish to speak to a member of the spiritual care team please speak to a member of staff.

Where to Eat:

The Greenbank restaurant is located on level 7 of the main hospital. It is open most of the day and serves a wide selection of hot and cold foods, drinks and snacks.



The Mayflower Bakery is situated near the main entrance on Level 6. It sells a wide variety of Sandwiches, bread and cakes, hot snacks and drinks. Eat in or take away.

Monday to Friday	07.00 – 19.30
Weekends	09.00 – 18.00

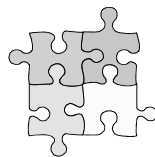
There is also a Newsagents, Fruit & Flower shop, Bodyshop and Barclays Cashpoint located on Level 6.

The WRVS coffee shop is situated on Level 5 near Maternity Reception. It sells a variety of sandwiches, snacks and drinks. There is also a vending machine, which sells snacks and cold drinks.

Monday to Friday	07.00 – 17.00
Saturday	11.00 – 17.00
Sunday	Closed

Information and Resources:

There are various information leaflets in the corridor as you enter NICU. Please help yourself to them.



You will be given information sheets on conditions relevant to your baby as they occur. We hope that you will add these to this booklet to create an information file as individual as your baby is! (Folders are available to purchase if you would like to)

All staff working on NICU will wear a uniform, you can tell who they are by the colour they are wearing.

- | | |
|--------------------------|----------------------------------|
| • Neonatologists | Navy Blue |
| • Other Doctors | Green |
| • Matron | Purple Tunic |
| • ANNP's | Lilac Tunic |
| • Clinical Educator | Burgundy Tunic |
| • Senior Nursing Sisters | Royal Blue Tunics |
| • Nursing Sisters | Light Blue with dark blue piping |
| • Neonatal Nurses | Light Blue Tunics |
| • Nursery Nurses | Yellow Tunics |
| • Health Care Assistants | Green Tunics |
| • Nursing Students | Blue striped Tunics |
| • Transport Nurses | Pink Tunics |
| • House Keepers | Turquoise |

We are a teaching hospital and therefore work very closely with the university. You may see Nursing and Medical students during your stay on the unit. They are here to gain essential experience whilst being closely supervised.

Other People:

During your stay you may see other members of the Neonatal Care Team such as:

- Neonatal Physiotherapist
- Clinical Psychologist
- Family Support Worker
- Infant Feeding Specialist or Dietician
- Specialist Health Visitor
- Social Worker
- Pharmacist
- Radiographers
- Hearing Screening Coordinator
- Ophthalmologist

Visiting NICU

You are the most important people to your baby and we hope that you will feel able to visit as much as you wish to.



Parents may visit the unit at any time, day or night. The Neonatal Unit is locked to protect your baby. Someone will let you in if you press the doorbell and give your baby's name. Please be patient – we will answer the door as soon as possible, but there may be a short delay. The doors at the maternity entrance are also locked at 8.00 pm every evening, if you wish to visit at night you will need to ring the doorbell to the right of the main door.

Washing your hands properly every time you enter the nursery is very important. This will help to protect your baby from infection.

Before you touch your baby you must:

- Remove your watch, bracelets and all rings except wedding ring
- Roll up your sleeves
- Wash your hands and forearms thoroughly with soap and water
- Rinse and Dry
- Leave your sleeves rolled up until you leave the nursery.
- Rub in some alcohol gel before touching your baby.

Please make sure all your visitors do the same.

Visitors of your choice are welcome to visit between 2 and 7pm each day. We ask you to limit the number of people at the cot side to 2 people for short periods of time only. Please explain to your family and friends that they may only visit with you and that we are unable to give them any information about your baby's condition. **Information is only given to you.**

Your baby's brothers and sisters are very welcome to visit and should be encouraged to gently touch their new baby. However, we ask you **not** to bring your children in to the nursery if they have a **cough, cold, tummy upset or other infections** due to the risk of passing it on to your baby and other babies in the nursery.

Parent Facilities:



On the Neonatal Unit there is a sitting room with children's play area and Kitchen facilities. Tea and Coffee is provided. There is a water cooler located outside the high dependency nursery – please help yourself.

We would like to remind you that you are responsible for your children whilst visiting the neonatal unit. Children must not be left unattended in the sitting room.

If you would like to stay overnight with your baby please speak to the nurse looking after your baby or the nurse in charge. There are four bedrooms available to parents. Unfortunately these facilities are limited and priority will be given to families whose baby is very unwell, those who do not live locally and for babies being discharged home from NICU.

SMOKING is NOT PERMITTED within the hospital perimeter.

Please switch all mobile phones off when on NICU.

Car parking:

1 st 45 Minutes	FREE	5 Day Ticket	£24.00
45 mins – 2 hrs	£2.20	7 Day Ticket	£32.00
2 hrs – 3 hrs	£3.30	1 Month Ticket	£96.00
3 hrs – 4 hrs	£4.40		
4 hrs – 6 hrs	£6.60		
6 hrs – 8 hrs	£8.00		

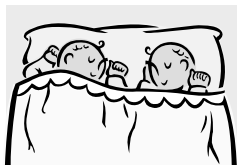
If your baby is likely to be in hospital for a long time, a parking permit for parents can be obtained from the First Parking office in car park A, opposite the main hospital entrance. Please speak to the nurses looking after your baby for more details.

Clothes:

To start with your baby will probably only wear a nappy, this is so that we can observe them very closely. As he or she gets better you will be able to dress him or her. The Neonatal Unit has a large selection of clothes in a range of sizes to fit your baby whilst in hospital. If you would like to bring in your own baby clothes please make sure that you write your baby's name on the label. We will place any of your baby's clothes in the incubator or cot cupboard for you to take home and wash.

There is a selection of clothes for sale between NICU and TCW, please place a donation in the box on the wall.

Quiet Time:



Between 12.00 and 2.00 pm each day all the nurseries try to have "Quiet Time" this is when we close the curtains, switch off the bright lights, reduce the noise level. This is so that babies (and parents!) have a chance to relax. During this time we try not to perform any invasive procedures unless absolutely necessary.

No other children under the age of 14 are allowed in to the nurseries due to the risk of infection.

We will respect the privacy of you and your baby and know that you will do the same for other babies and their families. Please do not approach or look at other babies unless invited by their parents.

Fire Alarms:

The fire alarm is an intermittent or constant ringing – If you hear this alarm please report to the sister in charge or if you are in immediate danger leave by the nearest fire exit. Staff will be able to assist you or give you information.

Regular Events on NICU

Handover:

The majority of the NICU team work 12 hour shifts. In order that your baby receives the best possible care there is a detailed nursing and medical handover Mornings and Evenings between 7.30 & 8.30 each day.



Ward Rounds:



Ward rounds occur twice a day in the Intensive Care and High Dependency Nurseries. Ward rounds in the Special Care Nurseries take place once a day. Times may vary from day to day, so please ask the nurse looking after your baby for more information.

In order to maintain confidentiality, you will be asked to step out of the nurseries during nursing handover and ward rounds. We will call you back in if you wish to listen to the discussion about your baby on ward rounds. However, this time is often used for teaching junior team members. Terms may be used which are unfamiliar to you and discussions may not always relate to your baby. Any decisions made will be explained to you afterwards.

Care of your Baby:

Our aim is to work together with you to provide the best possible care for your baby. However, in some instances it is important that we respond to their needs as soon as they arise. It is therefore possible that some investigations, treatments or changes may be carried out before we have had an opportunity to discuss them with you. These will of course be discussed with you at the earliest convenient moment.

Where possible we will get together with you to plan aspects of care in which you can be involved. As your baby gets bigger and stronger these occasions will increase and you will have more opportunities to change nappies, cuddle and interact with your baby. There is a white

board next to your baby's cot where you can write down the times you expect to visit and any other messages.

Photographs:

When your baby is admitted to NICU you will be given two photographs of your baby. We would encourage you to take photographs of your baby using your own cameras. The flash may startle your baby but will not harm them! (We would not advise the excessive use of flash, as it can be stressful for your baby.) Please take care not to include other babies, parents or staff in your photographs without their expressed permission.



Nappy Changing:

If your baby has been born very early or is very unwell, initially nappy changes will be fairly infrequent and often performed when disturbed for other procedures. As your baby's condition improves, the nurse looking after your baby will encourage you to become more involved. We understand that this may appear "scary" at first due to the wires and tubes your baby may have but with practice you will become an expert!

Toys:

Parents often like to bring in a toy for their baby; you are very welcome to place one small toy in your baby's incubator or cot. You will need to wash the toy before placing it in the incubator and take it home every week to wash; this will help to reduce the risk of infection. Please talk to the nurse looking after your baby as to the most appropriate place to keep the toy! To reduce the risk of loss, please attach a name label to it.

