



Northern Care Alliance
NHS Group

Welcome to the Neonatal Unit at the Royal Oldham Hospital

An information guide



Welcome to the Neonatal Unit at the Royal Oldham Hospital

We hope you find the following information beneficial during your baby's stay on the Unit. Please feel free to ask any questions at any time, as all our staff are here to help.

Your baby has been admitted to the Unit because he/she has been born prematurely or is unwell. We recognise that this is a very difficult time for you and we know that however small or sick your baby is, that as parents, you are the most important people in their life. We will do everything we can to support you throughout your time on the Unit.

Different members of the team caring for your baby include doctors, nurses, assistant practitioners, students under supervision and advanced neonatal nurse practitioners. We have ward clerks, a data clerk and housekeepers, and our own dedicated cleaning team. We work very closely with the multidisciplinary team and you may also see our neonatal pharmacist, physiotherapist, dietician, speech and language therapist, radiographers, radiologists, hearing screeners, volunteers, breast feeding support workers and family support workers. A display showing the differences in uniforms can be found at the entrance to the unit.

There is always a designated senior nurse in charge of each shift. If you have any queries that cannot be addressed by your designated nurse, then please ask to speak to the shift co-ordinator or neonatal matron.

Doctors are on the unit at all times. You will be updated regularly with your baby's care. Please feel free to ask to see a doctor for extra updates.

The Unit

The unit has 37 cot spaces allocated over 3 clinical rooms.

Room 1 and room 2 each have 9 cot spaces. Babies requiring Intensive and High dependency care are generally allocated to these rooms.

Room 3 is classed as our special care nursery and has 19 cot spaces. Babies requiring special and occasionally high dependency care are allocated to this room.

Whichever room your baby is in, there will always be a designated nurse caring for your baby on each shift. Alongside the name of the nurse, the name of their consultant will be written on the board near your baby's cot space and the nurse will introduce themselves to you.

Infection Prevention

Hand washing is the single most important method of reducing the spread of infection. We will provide you with advice on the correct way to wash your hands.

All premature and sick babies are at increased risk of infection. It is therefore essential that all staff, parents and visitors wash their hands and use the gel provided on entering a clinical area and before handling your baby.

On entering the unit, please remove your coat or outside garment and hang them in the rest room or in one of the lockers provided at the entrance to the unit. Please do not leave any unattended items in your pockets.

To reduce the risk of infection soft toys are not allowed in incubators or cots.

Due to limited space, and for infection prevention purposes, we ask that you only have two people (one being a parent) at the cot side at any one time; for the same reason children under 16 years of age

are not permitted onto the unit unless they are siblings. Please do not visit if you are unwell due to the potential spread of infection to the very vulnerable babies.

Visiting

We have an open visiting policy for parents and grandparents. Visiting times for all other visitors is between 10 am - 10 pm. **We allow two people (one being a parent) at the cot side at any one time.**

To maintain confidentiality, family and friends may only visit when parents are present. Please do not have frequent changes of visitors, particularly in the first few days and also when your baby is unstable.

Quiet Time

To encourage your baby's growth and development, we have quiet time between the hours of 2 pm - 4 pm each day. During this time noise and light is reduced and only essential medical interventions will occur.

We ask that only parents visit during this time - it's an ideal environment for cuddles/skin-to-skin contact and time getting to know your baby.

Handling your baby

At the earliest stage we encourage and promote parent interaction, as this is essential for a loving relationship. At first it may be a touch to provide comfort for your baby. This will progress to shared care giving, to eventually you becoming the main carer.

Staff will guide you through every aspect of your baby's care. This will begin with basic needs such as skin, mouth and nappy care (often referred to as 'cares'). This will progress to you providing as much care as you are comfortable with.

Babies born before 34 weeks gestation have difficulty coordinating their suck, swallow and breathing during feeds. We will therefore feed your baby milk through a tube in their nose leading to their stomach. Babies who are unwell may also be fed this way. We encourage parents to become involved in tube feeding and will provide you with the necessary training and support.

Cuddles or skin-to-skin contact is encouraged as soon as your baby's condition allows. This is especially beneficial for both parents and baby as it helps with bonding. The staff will guide you on what is appropriate for your baby. Initially your baby may only be nursed in a nappy so that we can fully observe them. However when the time is right for them to be dressed we have a stock of baby clothes which we wash on the premises. You can bring your own clothes in but they must be labeled with your baby's name and must be taken home by you to wash. Please provide your baby with a supply of nappies and cotton wool for 'care time'.

Equipment

During your baby's stay on the unit you will notice a lot of different equipment. Your baby won't necessarily need all of this but your designated nurse will explain all the equipment to you. Do not be worried if the monitor's alarm sounds as these are set to alert staff if they go above or below a set limit. They can also alarm when your baby moves. There will be a nurse in attendance in the room at all times.

Breast Feeding

We have a dedicated team to support you in breast feeding and expressing. Please use the breast pumps provided to express close to your baby or we have a designated breast feeding room if you prefer. For mums that have been discharged home, we offer a free two week loan scheme - please ask your designated nurse for more details and a bonding pack when your baby is admitted.

Facilities

Free parking is available for all parents. Please ask a member of staff for details.

If you are establishing breastfeeding/expressing, visiting daily and in receipt of benefits, you may be able to receive support towards travelling expenses. Please ask your designated nurse for a letter confirming that your baby is an inpatient on the unit. This can then be taken to the hospital cashiers' office. Please remember to keep any travel receipts as the cashiers will need to see these.

There is a rest room on the unit with a television, fridge and a kettle to make yourself a drink and provisions are provided. Food may be brought in, but please label it with your name and the date before putting it in the fridge. This room also contains toys and books for siblings who must be supervised at all times.

The hospital restaurant is on the ground floor. Discounted meal vouchers are available from the shift coordinator.

The hospital shop is situated at the main entrance. There is a local Asda and Tesco nearby.

Parent Support

The unit has its own Parent Support Group called SPOONS (Supporting Parents of Oldham Neonates). As well as offering parent support on the unit and at monthly meetings, you can also access them via their online forums. They offer a private parent support group on Facebook, as well as a private Facebook group exclusively for dads.

SPOONS are a registered charity and have funded many items included in your admission box. In this you will receive information, advice and useful items. Milestone cards are also included so you can keep mementoes of the day you had your first cuddle, first got dressed and first bath. There is also one for the day of discharge.

SPOONS also provide a discharge pack when your baby is ready for home.

For more information about SPOONS, please see the notice board in the rest room.

We also have a close working relationship with the Rainbow Trust who offer family and peer support. During school holidays they provide extra sibling support on the unit.

If you feel you would like extra support or someone to talk to away from the unit, we do have a counsellor available who you can contact. Details are provided in the rest room.

Information boards and leaflets

There are various leaflets available throughout the unit, regarding your baby's growth, development and support. Please feel free to take these.

You will also see notice boards that contain information that you may find useful.

Medical ward rounds

Ward rounds start at approximately 9 am and take place several times a day on the unit. You are welcome to stay at the cot side and be involved in these ward rounds.

Nurse Handover

Nurse handovers are 3 times a day at the following times:

7.30 am - 8.00 am; 12.30 pm - 1.00 pm and 8.00 pm - 8.30 pm.

Parents are welcome to stay for these handovers but other visitors may be asked to leave for confidentiality reasons.

Confidentiality

To maintain confidentiality we can only provide you with information about your baby. Please ask family and friends to contact you for information. Please refrain from asking about other babies or looking in other cots or incubators.

Security

The unit is security conscious. Video monitoring is in place at the entrances to the unit. Entry to the unit is gained via an intercom system. The inside door is locked at all times. To gain access ring the bell located at the side of the door and wait for an answer. If staff do not answer the bell immediately, please be patient as they may be caring for your baby.

Parent Accommodation

We have four bedrooms available for parents. They are allocated preferentially to parents who have a very sick baby, parents living outside the area and for parents in preparation for discharge home (rooming in). Rooms are allocated for a maximum of 48 hours. This may be extended on agreement with the neonatal matron or shift co-ordinator.

To comply with Trust policy, you will be asked to sign a 'house rules agreement'.

Prior to Discharge

Please ensure that you register your baby with a GP as soon as possible. Failure to do so may delay discharge.

If you are 'rooming in' with your baby in preparation for discharge, your designated nurse will discuss what support you will receive overnight and provide you with any necessary training. This training will also include basic life support - as we require all parents to receive this prior to discharge home.

We ask that baby's who are 'rooming in' are brought back onto the unit before 10 am for their routine medical examination.

Please ensure that you have an appropriate car seat in preparation for your baby's discharge and that you have been trained on how to fix your car seat into your car.

We have an Outreach Team who undertake visits for some babies following discharge. If your baby is to receive a visit, a member of the team will introduce themselves before you take your baby home. Your health visitor will also make contact with you.

Friends & Family Feedback

Your feedback is very important to us, and we would appreciate it if you would take the time to complete one of our 'What matters to me' feedback forms when your baby goes home. These can be found on the wall near the unit entrance which has a red postbox to put completed forms in. We also take part in the Friends and Family Test which you will be asked to complete regarding your baby's stay on the ward.

Thank you for reading this leaflet we hope that you found it informative.

Unit Details

Neonatal Intensive care Unit

The Royal Oldham Hospital

Rochdale Road

Oldham OL1 2JH

Direct tel no. 0161 627 8151 - please contact us anytime day or night.

Notes

Notes

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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