Welcome to the Neonatal Unit

Patient Information

Royal Albert Edward Infirmary
Welcome to the Neonatal Unit at Royal Albert Edward Infirmary

Helpful information about our Unit:

Lead Nurse: Julie Armstrong
Telephone Number: 01942 778504
Email: Julie.armstrong@wwl.nhs.uk
Lead Consultant: Dr Christos Zipitis

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<th>Total number of Cots</th>
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<td>Number of Intensive Care Cots</td>
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<td>HDU Cots</td>
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<td>Special Care Cots</td>
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Ventilation
We provide short term ventilation as well as Continuous Positive Airway Pressure (CPAP)/Synchronised Intermittent Positive Airway Pressure (SIPAP)

Continuous Positive Airway Pressure (CPAP)
We accept all CPAP dependent babies. We accept all babies on CPAP, whether they are on full CPAP or weaning off.

Long Term Total Parenteral Nutrition (TPN)
We provide long term TPN

Parents Facilities
Our Unit does provide facilities for parents. We have a parent room which has 1 double bed and en-suite facilities.

Parent Accommodation off the Unit
The parent accommodation is based on the unit itself.

Parent Sitting Room
We have a parents sitting room with a TV and children’s toy area.

Parents Kitchen
Unfortunately, we do not as yet have a parent kitchen on our Unit.

Visiting Policy
The baby's parents can visit their baby at anytime during day and night. Other visitors can visit 14:00pm – 16:00pm and 18:00pm – 20:00pm. We do ask that the baby has no more than 2 visitors at the cot side at one time and parents must accompany visitors.

Sibling Visiting Policy
We welcome siblings at all times on our Unit.

Other children Visiting Policy
We do not allow any other children onto the Unit under the age of 16 except for siblings. This is to
| **Transitional Care Facilities** | The parents room for “rooming in” prior to discharge. |
| **Visiting limitations**        | We have no visiting limitations for parents. We may ask you to step outside during some clinical or emergency procedures. |
| **Breast Feeding/Pump**         | We have a breast feeding room, for mothers to express and we also loan out breast pumps to all mums. |
| **Developmental Care**          | We ensure that all babies have quiet time when possible (in between busy ward rounds and cares). We have incubator covers and ensure we minimise lighting and sound when possible. We use developmental aids such as boundaries and nests and encourage skin to skin touch. |
| **Partner Facilities on the Maternity Unit** | Unfortunately there are no facilities for partners on the Maternity Unit, due to the busy nature of the Unit. |
| **Cares**                       | This refers to the basic personal hygiene of the baby e.g. nappy changing and mouth care etc. |

**Address and Contact of:** Royal Albert Edward Infirmary  
Wigan Lane, Wigan  
WN1 2NN

**Telephone Switchboard:** 01942 244000  
**Fax:** 01942 822042

**Car Parking**
Car parking is available on a Pay and Display basis. It applies to all cars including disabled areas. The cost is:

- Up to 1 hour £1.00  
- Over 1 and up to 2 hours £2.00  
- Over 2 and up to 4 hours £3.00  
- Over 4 hours £4.00

Cost of parking is subject to review.

There is a concession for long term patients/visitors of £2.00 for each and every 24 hour period, providing the visitor acquires a concessionary pass from either the security department or the relevant ward and that the pass is clearly displayed in the vehicle windscreen.

Parents are able to obtain a parking pass, please speak to staff on the Unit for details.
Local Bus Companies
http://www.arrivabus.co.uk/default.aspx

http://www.gmpte.gov.uk/

Please note, the bus timetables above are provided by GMPTE and their accuracy is not endorsed by Wrightington, Wigan and Leigh NHS Foundation Trust. You are advised to check the timetables with the bus companies prior to your journey.

By Train
GMPTE http://www.gmpte.gov.uk/

Virgin Trains http://www.virgintrains.co.uk/

By Coach
National Express http://www.nationalexpress.com/home/hp.cfm

The links above are to external sites whose content, availability and information which they may provide are subsequently beyond our control. We accept no responsibility for these and further site links we may make available.

Location
The Neonatal Unit is situated in the Royal Albert Edward Infirmary, Level 3. It is signposted from all entrances. If you are unsure of its location, please ask at the volunteers help desk located near front entrances to the hospital.

The Neonatal Unit
Having your baby admitted to the neonatal unit, can be a very worrying time for you. Your baby may need to come to the neonatal unit for a number of reasons for careful monitoring. This information booklet is to give you an idea of the types of treatment your baby may need and how we will help you to look after your baby whilst they are on the neonatal unit.

One in eight babies in the UK is born premature or sick, that is 80,000 babies a year.

Bliss
2008
There are various reasons why babies are admitted to the Neonatal Unit.

- Respiratory (breathing) support
- Infection-requiring antibiotics
- Extra monitoring for any other reason
- Some babies with neonatal jaundice
- Congenital Abnormalities-
- Birth trauma
- Prematurity

The length of time your baby will stay on the Neonatal Unit will depend on your baby's needs. Most of the babies on the Neonatal Unit are here because they were born weeks before they were due. Doctors use different terms to describe the babies on the Unit:

- **Term**-babies born at more than 37 weeks in the womb
- **Premature**-any baby that is born before 37 weeks
- **Moderately premature**-any baby born between 35-37 weeks
- **Very premature**-babies born between 29-34 weeks
- **Extremely premature**-born between 24-28 weeks.

Bliss 2008
There will be a number of people looking after your baby. The main carers will be:

- Neonatal nurses
- Doctors
- Consultants

The ward manager will manage the team of:

- Sisters
- Neonatal staff nurses
- Auxiliary nurses
- Ward clerk
- Domestic staff

Other staff will help manage your baby’s care these include:

- The Hearing Screening Team
- Ophthalmologist who may come to the Unit to check your baby’s eyes
- Pharmacists, who will take care of the medicines your baby has
- Radiographers, who may come to do a scan on your baby or take an x-ray

**The Staff**

Here are some of the staff that work on the Neonatal unit. We are all very friendly and we are here to look after your baby and support you as parents.
Sometimes the Paediatrician and the nurses will have to come round to the delivery suite or delivery theatre to assess your baby straight from birth. You may see us arrive in a group. Please do not worry; we are here to assess your baby.

You may see a piece of equipment like this, this is called a resuscitaire and we will use this to assess your baby when he/she is first born. It is a bed with an overhead heater to keep your baby warm. Some babies may need extra help with their breathing. Other babies may need some oxygen by mask or ventilation.

We will then take your baby round to the Neonatal Unit in a transport incubator. This is to ensure your baby stays warm and so we can give oxygen or breathing support if needed on transport to the unit.
It is very important that when you come to see your baby on the neonatal unit that you use the alcohol gel on entering the unit and then in the nursery you wash your hands at the sinks before contact with your baby. This is extremely important to prevent infection as your baby is particularly vulnerable.

It is important that parents visit their baby but we advise that you do not visit if you are feeling unwell. Please contact the unit and speak to the staff before visiting the unit as all babies on the unit are particularly vulnerable and any infection poses a risk.

**The Neonatal Unit**

Going onto a Neonatal Unit for the first time can be a very scary and daunting experience. It is probably very different to anywhere you have been before. It will be very high tech and your baby will be surrounded by lots of machinery and monitors. The staff will be available to support you as parents and to answer any questions you may want to ask.
The neonatal unit is split into three sections. When your baby arrives, he/she will be in one of three rooms depending on the care they need.

**Intensive Care**

**High Dependency**
The Nursery

Equipment
Your baby may have a machine which monitors his/her heart rate, breathing rate and oxygen levels. This can be unnerving because there will be lots of figures on the screen and the monitors may alarm. This is just to ensure the nurses and doctors can closely monitor your baby. The staff will respond to the alarm quickly, the alarms are sensitive to the babies movements, but you will soon get used to recognising a ‘normal’ alarm noise and ones in which your baby needs more help.
When your baby arrives onto the unit, he/she will usually be nursed in an incubator, like the picture below. This is to keep your baby warm, as your baby may need to be kept exposed so that we can assess your baby or give treatment such as phototherapy. Premature babies need help maintaining their temperature, so they will need to be nursed in an incubator until their skin matures.

**Bonding with your baby**

If your baby is in an incubator, this doesn’t mean that you cannot touch your baby, as long as you wash your hands, you will be able to hold your baby’s hand or even do cares for your baby.

It can seem like a barrier if your baby is surrounded by monitors but it is important for you to have contact with your baby, through touch and talking to your baby, this will help bonding and the staff will support you in this. Premature babies do not like loud noises, bright lights or being handled, however being involved in cares and something called ‘containment’ holding, in which you can gently hold your baby by ‘cupping’ your hands and holding your hands very still on your baby. This can help comfort your baby and make them feel settled.

Depending on your baby’s condition we can assist with ‘skin’ to skin’ or ‘Kangaroo’ care which involves holding your baby with his/her skin against your skin, this is done by holding your baby against your chest. Both mums and dads can do this and it is an excellent way to feel close to your baby. Research has found that it helps to regulate the baby’s heart rate, help with bonding and help mum’s milk supply.
Your baby may need to stay in an incubator for some time but the nurses will show you how to care for your baby.

You may find that the nurses make a ‘nest’ for your baby which allows your baby to feel secure and mimic the womb. We use incubator covers and sometimes close the blinds to reduce light. We try to have quiet times in between cares and ensure that the environment is as quiet as possible so that your baby can rest and reduce stress to your baby.

Your baby may need to be nursed on a ventilator to help them to breathe. This will involve him/her having a tube in their airway which will be attached to a machine.
Your baby may need help with their breathing and may need to be on a machine called CPAP/SIPAP. The SIPAP machine is shown below:

CPAP helps with your baby’s breathing by delivering air into your baby’s nose to keep the lungs partially inflated. A hat is used to secure it in place, like the picture below. If your baby does need this treatment, the doctors and nursing staff will explain the reasons for this treatment in more detail.

Your baby may not be able to feed straight away and so may need an oro-gastric tube or naso-gastric tube, (a tube which goes down the nose or mouth into their stomach).
We attach a syringe in which the milk can pass down the tube as shown below:

You may find that your baby has an IV drip, in which drugs or fluids can be given to your baby if they are not feeding. You may find that he/she has a line in their hand or foot and often has a cushioned board and bandage to secure in place.

Your baby may have observations done on a regular basis. This will include the nurse documenting the baby’s heart rate, breathing rate, oxygen saturations and temperature. Your baby may have leads on his/her chest or a probe on their hand or foot.
Babies often need regular blood test to monitor their condition. Most of the blood can be obtained from a heel prick sample.

**Breast Feeding Room**

We have a breast feeding room in which mums can express either by using breast pumps or hand expression. We have a variety of pumps and the room is very private. The staff are available to help and advise you and will support you through this process.
Parents facilities
We have many facilities for parents, these include a parents room which has a TV and couch for you to take a rest break.

It also has a play area for younger children and we also have a selection of DVDs for the older children.
Parents Room
When your baby is ready for discharge we have a parents room in which you can stay with your baby overnight, so that you can have the support of the staff for your first night alone with your baby, which can be daunting for new parents.
Parents support group

We have a parent support group for all of our parents. After your baby has been on the unit for some time, with the support of the staff, it can be very exciting but daunting going home with your baby.

The parent support group meets

Monday’s:- 13:30pm -15:00pm every fortnight

Bryn Sure Start Centre
Downall Green Road
Bryn
WN4 0DL

The group gives all parents the chance to speak to one of the neonatal nurses and the other parents who have also had babies who have been on the neonatal unit.

For more information please contact:
Staff Nurse Neonatal Unit
01942 778504
Research

Research is undertaken to add to the existing scientific knowledge on a particular subject. There are a number of staff within the Trust who conduct Research studies. It is possible that during the course of your treatment you may be asked to take part in a research study, however, you do have the right to refuse, and this will not affect the care that you receive.

Your NHS Number, Keep it Safe

Every person registered with the NHS in England and Wales has their own unique NHS Number. It is made up of 10 digits for example 123 456 7890.

Everyone needs to use the NHS Number to identify you correctly. It is an important step towards improving the safety of your healthcare.

Always bring your NHS number with you to all hospital appointments or quote it if you need to telephone the hospital for any enquires. This will allow staff to check that they have the right patient details by checking this against your NHS number.

To improve safety always check your NHS Number on correspondence the NHS sends to you.

Ways of finding out your NHS Number

If you do not know your NHS number, contact your GP or local Primary Care Trust. You may be asked for proof of identity, for example a passport or other form of identity this is to protect your privacy.

Once you have obtained your NHS Number write it down and Keep it Safe.

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Data Protection

The Trust will endeavour to ensure that your information remains secure and confidential at all times. The Data Protection Act 1998 explains how personal information should be processed and this applies to all information whether held on paper or electronically on computer systems. We must ensure that all personal information is processed fairly, lawfully and as transparently as possible so that you:

- Understand the reasons for us processing your personal information
- Give your consent for the disclosure and use of information where necessary
- Gain trust in the way we handle your information
- Understand your rights regarding the right to request access about the information we hold about you.

The Caldicott Guardian, who is a senior health clinician, has the role to ensure we meet the highest standards for handling personal information at the Trust.

For further information regarding data protection, please read our leaflet called “Protecting Your Data - How we use your health records” or visit the Information Governance pages on the Trust website.
Patient Relations

The Patient Relations Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers. We will do our best to help you to resolve any concerns you may have about the care you received. We can also give you information on the services provided by the Trust.

If you have a concern or there is a problem, the best way to get it resolved is usually to tell someone there and then. On a ward, talk to the sister or charge nurse on duty. In a clinic, talk to the receptionist or one of the nursing staff. If you want to talk to a senior manager or to someone who has not been directly involved in your care and treatment, we can usually arrange this during office hours. You can also ask to speak to a member of the Patient Relations Department.

Staff in any ward or department will be able to contact a member of the team for you or you can telephone 01942 822376. The Patient Relations Department is open Monday to Friday between 9:00 am and 4:00 pm. Outside of these hours there is an answer-phone service.

If you wish to make a formal complaint you can telephone or write to:

The Patient Relations Manager
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN
Telephone: 01942 822376

This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773106.