



# Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

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Chief Nurse

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Ref: FOI/2025/11007

Date Received: 13<sup>th</sup> August 2025

Response Due: 11<sup>th</sup> September 2025

Date: 2<sup>nd</sup> September 2025

Dear Sir/Madam

With reference to your request for information received on 13<sup>th</sup> August 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**I am writing to request information under the Freedom of Information Act 2000 regarding the implementation and evaluation of Family Integrated Care (FiCare) within your neonatal services. Please could you provide the following:**

- 1. Confirmation of whether Family Integrated Care (FiCare) is currently implemented in your neonatal unit(s), and if so, the date of initial implementation.**  
FiCare is implemented on our Neonatal Unit, the initial implementation date was in 2018.
- 2. Copies of any internal policies, protocols, or guidance documents relating to FiCare.**  
The Trust does not have an official FiCare policy, however we have policies for neurodevelopment and positioning which fall under this category.
- 3. Details of any staff training programmes or materials used to support FiCare delivery.**  
FiCare training is rolled out on the child health study days via PowerPoint presentation, all staff on the unit attend this training annually.
- 4. Details of any staff training programmes or materials used to support FiCare delivery relating to older siblings.**  
Staff training is a PowerPoint presentation presented by our practice educator at the child health study days. The doctors also receive the same presentation on their induction to the unit. This is attended

yearly. There is a section on support for siblings, we also have a SPOONs volunteer, that will visit the unit and provide support to parents and siblings.

**5. Any audit reports, evaluations, or outcome data relating to the effectiveness or impact of FiCare on neonatal care or family experience.**

In September 2023, the Trust had a network assessment for FiCare Accreditation, and we obtained the green award, the accreditation report is attached above along with the certificate. In September 2024, we have a revisit, and we continue to maintain those high standards. The feedback from parents was noted and the changes have since been implemented on the unit.

**6. If FiCare is not currently implemented, please indicate whether there are plans or discussions underway to introduce it.**

N/A.

**In addition (and if relevant), please could the Trust provide information on its policies or regulations regarding parental and sibling access to babies receiving neonatal care:**

**1. Are both parents and siblings permitted to spend time with babies in neonatal care units?**

Yes, it is open visiting to both parents and siblings to the babies. Even during quiet time 2pm-4pm.

**2. Are there any time restrictions or limitations on how long parents or siblings may spend with babies in neonatal care?**

Parents and siblings are encouraged to spend as much time with their babies as possible, we have facilities to help support this, such as providing free car parking, free meals including a hot tea, kitchen facilities, a shower, lockers and zed beds (if parents wish to sleep at the cot side). There is a parents room available for parents to room in prior to discharge.

**3. Does the Trust have any policies to ensure that babies from multiple births (e.g. twins, triplets) receive equal parental contact time compared to singleton babies?**

The Trust/Unit has an open visiting policy to both parents, no restricted access.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMI, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111