

Parent information booklet

Special Care Baby Unit



Patient information leaflet

Welcome to Special Care Baby Unit (SCBU) at the Royal Surrey County Hospital NHS Foundation Trust. We are located on level G, opposite St. Catherine's Ward.

The booklet will introduce you to our unit and help explain some important aspects of your baby's admission and care.

About SCBU

We are a Level One Special Care unit with a capacity of 12 cots. We are part of the South East Coast Operational Delivery Network (**SEC ODN**).

We provide neonatal care for babies equal to and over 31 weeks gestation, or birth weight equal to or over 1000g. We have 12 cots which consist of 4 high dependency and 8 special care. We are able to provide short term ventilation until transfer to a specialist centre can be arranged. This includes intubation/ventilation and Active Cooling via Tecotherm.

Our philosophy

The Philosophy of our unit encompasses an evidenced-based approach to neonatal care and encourages personal and professional development of staff.

We aim to provide an optimum standard of care within a safe and caring environment for every baby that is admitted to SCBU.

To the best of our ability, we will meet the total, individual needs of the baby and his/her family. Both parents and families are encouraged, with support, to be involved in all aspects of their babies' care during their stay on SCBU.

Neonatal Nurses

We have a team of specially trained neonatal nurses consisting of Nursing Sisters, Staff Nurses and Nursery Nurses caring for your baby 24 hours a day. The Nurse Manager wears a dark blue/navy uniform. The Nursing Sisters and Staff Nurses wear dark pink tunic and navy trousers. Nursery Nurses wear light pink tunic and navy trousers. Your baby's nurse will change depending on shift patterns and your baby's needs. The allocated nurse will introduce herself each day. She will be able to fully update you when you visit and answer any questions you may have.

Doctors

We have a team of doctors including Paediatric Consultants, Associate Specialist, Specialist Registrars and Senior House Officers (SHOs). The medical care for your baby will be supervised by one of our Paediatric Consultants. He or she will be responsible for the overall medical care of your baby and will meet with you at regular intervals, sometimes even after your baby has gone home. The other Consultants will also help to care for your baby and make decisions.

You may meet other members of SCBU who will include: Ward Receptionist, Neonatal Data Co-ordinator, Ward Assistant and Housekeeping Team.

Other Health Care Professionals who will/may also help care for your baby include: Paediatric Pharmacist, Paediatric Physiotherapist, Dietician, Ophthalmologist, Radiographer, Maternity Support Worker, Hearing Screeners, Breastfeeding Advisor, Midwives.

You may also see Nursing and Medical students during your stay on the unit. They are here to gain essential experience whilst being closely supervised.

The two main nurseries in SCBU

High Dependency



The majority of babies are admitted to the High Dependency Room for initial assessment and management. Any baby requiring medical interventions, such as intravenous fluids and/or respiratory support will be nursed in this room.

Low Dependency



The Low Dependency nursery is where babies are cared for when they no longer need to be in High Dependency, and when they need to grow and establish suck feeds prior to discharge.

Isolation Rooms



We have two rooms for babies returning to the unit from other hospitals. These rooms are also used as overflow rooms when the other nurseries are full.

The daily routine on SCBU

Handover

The SCBU team work 12-hour shifts. In order that your baby receives the best possible care, there are detailed nursing and medical handovers in the morning and evening every day. During handover, medical details about your baby are passed onto the incoming team.

Ward rounds

We encourage the parents/carers to be present during ward rounds which occur daily between 10.00 and 12.00 for High Dependency babies. All other babies will be examined by our Registrar daily and will be seen by the Consultant on Mondays, Wednesdays and Fridays. If your baby needs medical attention, he/she will be seen without delay by one of our experienced Specialist Registrars. We will often use medical terms which may be unfamiliar to you, but decisions and plans made will be explained to you afterwards by the doctor and/or the nurse. If you would like an update with a doctor please ask the nurse looking after your baby. For privacy reasons, you will be asked to leave when the doctors see and update the parents of the other babies in the room.

Visiting SCBU

Parents and siblings are welcome on SCBU at all times. We promote 'Family Centred Care' and we will encourage you to participate in the care of your baby as much as possible. We will try to arrange the baby's care to be given when you are present, e.g. nappy changing, top and tail washing. The nursing staff will support and assist you in caring for your baby. In order to do these cares, we will ask you to provide cotton wool balls and nappies.

Shortly after your baby's admission to SCBU, you will be given a photograph of him/her. You may of course take your own photographs during your visit. Flashlights are not harmful to the babies.

Friends and relatives may visit between the hours of 3pm and 6pm. Visiting outside these hours is at the discretion of the Nurse in Charge. No person under the age of 16 will be allowed onto the unit unless it is the baby's sibling. There is a limit of 3 visitors per cot side (including parent/s or carer/s) to avoid overcrowding of the nursery. This is also to enhance developmental care of our babies. One parent must be present with visitors. You may be asked to restrict family visiting for various reasons. If this or any problem is causing you concern, please speak to the nurse caring for your baby or the Nurse-In-Charge.

Please refrain from visiting SCBU if you have cold sore, rashes, flu or any signs of infection including diarrhoea or vomiting in the last 48 hours. Please keep siblings at home if they have a cough, cold or sore throat in order to reduce the risk of infection on the unit.

Parents are encouraged to be present during ward rounds in the morning. Parents may be asked to temporarily leave the cot side when their own baby is not being discussed on the round, in order to protect patient confidentiality. Parents and visitors may also be asked to temporarily leave the room if there's an emergency admission/procedure, to allow staff to provide patient care, and/or during the shift handovers.

Please respect the privacy, dignity and confidentiality of babies and their families by keeping all mobile communication devices in silent mode. Please avoid taking calls in the nursery.

Infection control

Hand washing is the most important thing that can be done to prevent and control infection in SCBU. Please use the alcohol hand gel that is available opposite to the call buzzer at the entrance to SCBU. At each visit, please remove watches, bracelets and any rings with stones. Upon entering the nursery, please wash your hands, wrists and forearms with soap and water, rinse well and dry thoroughly. When disposing of paper towels, take care not to touch the bin just use the foot pedal. Apply hand gel prior to touching your baby. Alcohol gel is to be used in conjunction with hand washing. Germs that are harmless to adults can cause problems for very young babies.

If any member of your family has an infection, cough, cold, diarrhoea, rashes or vomiting, please discuss with the Nurse-In-Charge before visiting.

Outdoor jackets should be removed upon entering the unit and hung on the coat hooks provided.

Weekly parking ticket

Weekly parking tickets can be purchased for seven days and can be used as often as needed during this time. They are available from the parking office, situated in the main foyer on level B, and currently cost £20.50. Please ask a member of the team to complete the parking form before buying your weekly ticket. Please see the poster in the parents' kitchen for daily charges.

We have been given 6 free of charge parking permits for parents use. Please note that as there are only 6 permits, these will be allocated on a first-come-first-serve basis, and have been primarily obtained to support mothers who are breastfeeding, or who have babies requiring high dependency/intensive care. Please ask the Nurse-In-Charge if one is available for you to use.

Security

The entrance to SCBU is locked and parents and visitors can only gain access after a member of staff has released the doors. To gain access, please press the intercom button on the left of the main doors. To leave the unit, please press the green button on the left of the doors. Please do not allow anyone to follow you through the security door.

Please be aware that when you press the entrance buzzer, we may not be able to respond immediately as there will be times when we are unable to leave the babies/parents. Please be reassured that we will acknowledge the buzzer as soon as we are able. If however, we have not responded within a couple of minutes, please do press the buzzer again.

Please keep all valuables with you at all times. Alternatively, we have coin-operated **Parent's Lockers** – for you to keep your valuables safe during your visit to SCBU. The locks are able to take both the New and Old £1 coins.

Facilities for parents and visitors

We have a small play area within the Low Dependency Room for siblings.

Parents' Kitchen



We have a kitchen for parents to use whilst their baby is on SCBU. It comes equipped with microwave, hot and cold water dispenser, refreshments, dishwasher, television with DVD viewing facilities and a fridge.

Please note that these facilities are for parents/carers and siblings use only and not for other visitors. For health and safety reasons, please do not bring hot drinks into any of the nurseries.

If you wish to bring your own food in, please label it before putting it in the fridge.

Please note that any expressed breast milk you bring in should be given to SCBU staff. Your expressed milk will be stored in our ***Milk kitchen***.

Whilst you are rooming in with your baby prior to discharge, you will need to bring food in with you. Food is not provided once you are discharged from the maternity ward.

Food and drinks can be purchased in the front hall from M+S and Costa, or alternatively in the restaurant on level A, or at St Luke's Pantry in St Luke's reception on level B. Please see parent's notice board in the parent's kitchen for opening times.

There is also a vending machine next to the general outpatient appointment desk on Level B for hot drinks and confectionary.

The Jubilee Room



We have a private room for use during important/sensitive conversations, counselling and/or expressing breast milk. We encourage mums who wish to breastfeed to express milk next to their baby's cot side to encourage milk production. We have a privacy screen available, just ask a member of staff if you wish to use it. However, if you wish to express in privacy, the **Jubilee Room** is available.

We have male and female toilets in the unit for parents and visitors.

The Jago Suite

We have a shower room for parents who are rooming-in with their babies. This is complete with shower, toilet, basin and baby changing facilities for siblings of our SCBU babies.

Baby bonders



As part of our family centred care, we provide a set of 2 baby bonders for babies born under 35 weeks, 1 for mum and 1 for your baby. These soft snuggly comforters have been lovingly made by a volunteer especially for mothers and babies on SCBU. The idea is for you to keep them close to you, especially when expressing, and then swap it with your baby, so you feel close to each other even when you have to be apart. Please ask a member of staff if you would like a set of these 'baby bonders'.

When your baby is ready to go home...



Your baby's discharge will be planned carefully and discussed with you. In order for your baby to go home, he/she needs to be feeding well (breast/bottle), putting on weight and maintaining his/her own temperature in a cot. Please note that this may be before your baby's original due date.

We have two **Rooming-In** rooms for you to stay with your baby/babies prior to discharge. Rooming-in gives the parents the opportunity to adapt to what it will be like when their baby will be at home, and get used to being close to them at all times with SCBU nurses still close by. The rooms were refurbished in 2013 in order to create a more relaxed environment for parents and to enhance patient experience.

The nursing team will give you a leaflet about **Rooming-In**, explaining what you need to bring in, when you can leave the room, what to expect from SCBU staff, etc.

SCBU newsletter

We produce a quarterly newsletter on matters/developments in SCBU. We have space for a parent's column and if you have an empowering story of your experience on SCBU, please speak to one of the nurses or the editor, Practice Development Sister Fiona England.

Parents club



We have parents' club called *Positive Touch*, a support group run by parents and staff from SCBU. They provide support to parents and families who have had babies on the unit. The group donates money solely to SCBU and acts as a support network for issues, woes and milestones that only SCBU graduates and their parents will understand.

Positive Touch provides tea/coffee, snacks for the Parent's kitchen, baby diaries and sibling packs. They hold a monthly coffee morning from 10:00am till 11:30am at the Queen Elizabeth Park Centre, Railton Road, Guildford, GU2 9LX (in the room next to the cafe).

They hold an Annual Summer picnic and an annual Christmas party.

SCBU leaflets, FFT and parent evaluation forms

SCBU have a range of leaflets available to you which explain more your baby's journey through SCBU from admission to discharge.

We may ask you to complete Friends and Family Test (FFT) cards and/or some questionnaires about different aspects of your baby's admission. Whilst these are voluntary and anonymous, they are very helpful for us to monitor how we are doing and how we can improve our service. We are always grateful if you can find some time to complete them. We are here to provide a high standard of medical and nursing care for your baby, and also to listen to your worries and concerns.

SCBU operate a number of communication clinics for relatives with the Senior Sister, Matron or Medical Team. If you would like to discuss the care of your baby, please speak to the Nurse-In-Charge or Ward Receptionist to make an appointment.

Complaints

For complaints, here at the Royal Surrey County Hospital Foundation Trust, we pledge that: 'We will be open and conduct a thorough investigation into any complaint or incident to reassure you, your family and carers that any lessons learnt will help prevent recurrence. We will acknowledge, apologise and explain when things go wrong'. We take raised concerns seriously and always aim to resolve issues locally within SCBU. However, if you wish to raise concerns via the Patient Advice and Liaison Service (PALS) and Formal Complaints, please see guidance below:

How to raise a concern via PALS and complaints

The PALS and Complaints Services may be accessed by: Calling into the PALS office on level B, letter, e-mail rsc-tr.pals@nhs.net, telephone 01483402757, through a member of SCBU staff, via the Trust's website, via Foundation Trust Governors or The Independent Complaints Advocacy Services (ICAS). PALS office is open Monday–Friday between the hours of 9am and 3pm.

The procedure for dealing with raised concerns or complaints which occur in the evening and/or weekends is that if immediate assistance

is required, a member of SCBU staff will bleep the Site Nurse Practitioner (SNP). The Site Nurse Practitioner (SNP) will attempt to resolve the situation but, if necessary and appropriate, they may refer to the relevant on-call clinician/manager or the PALS Manager the next working day.

Our pledge to babies and their families on SCBU

Baby

We will:

- Only admit you to SCBU if your care can't be provided on the maternity ward
- Care for you in incubator or cot to meet your needs
- Ensure you are looked after by staff specifically trained to work with premature and sick babies
- Help you feel comfortable and safe
- Promote your developmental wellbeing
- Plan for your discharge from the day of admission

Parent

We will:

- Talk to you about your baby's condition and treatment
- Answer any questions in a way you can understand
- Listen to your views
- Involve you and your family in decisions about your baby's cares
- Encourage you to participate in the care of your baby from comfort holding to feeding and changing nappy
- Respect your wish to breast and/or bottle feed your baby and provide appropriate support required

- Have your baby out for cuddles and skin to skin/kangaroo care
- Keep you informed of your baby's progress
- Allow you and baby's siblings to visit at any time during the day/night

Travel information

RSCH is located in Guildford, approximately 10 minutes from the M25 via the A3. The hospital is just a few minutes off the A3. You should exit the A3 for the Hospital, University, Cathedral & Research Park.

There are frequent train services to Guildford station. It is also on the main line between London Waterloo & Portsmouth, with Reading & Dorking connections. From the train station it is possible to travel to the hospital either by bus or taxi.

There are regular bus services to the hospital directly from the Guildford Friary Bus Station and the rear entrance of Guildford Railway station along Guildford Park Road.

Buses are: Arriva No.4/5, 16/26, 17/27

Notes

Contact details

Special Care Baby Unit

Telephone: 01483 464834 (direct line)

01483 571122 **ext** 4701 / 6378 (via switchboard)

PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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