NHS
Kingston Hospital
NHS Foundation Trust

of Loving Care

Neonatal Unit

Parents Information Leaflet

Supporting families of pre-term and unwell newborn infants

PARENTS DIRECT LINE TO THE UNIT 0208 974 5390

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www.kingstonhospital.nhs.uk
www.borntoosoon.org.uk
www.londonneonatalnetwork.org.uk

Welcome to Kingston Hospital Neonatal Unit

We aim to provide the very best care and treatment possible for your baby/ babies and welcome any comments you may have. Having a baby on the neonatal unit can be extremely difficult and we will endeavour to care for you as a family.
We will encourage you to be as involved as possible in the decisions and care of your baby and will try to put your mind at ease with any questions or concerns you may have.

Staff available to achieve this are:

- The nurse/ doctor caring for your baby
- Team of Consultants, middle grade and junior doctors
- Three nurse practitioners, Alison, Clare & Raquel
- The nurse in charge of each shift
- Our Neonatal Unit Matron, Marie Richter
- Our Feeding and Family Support Team, Grace Hughes & Sarah Weatherhead
- Our Neonatal Pharmacist, Jess
- Our Dietician, Louisa
- Our Speech and Language Therapist, Lize
- Our physiotherapist, Kelly

Introduction

There are three levels of care that a baby may require:

Intensive care

For Critically unwell babies, those requiring breathing support, continuous monitoring, intravenous fluids and nutrition or supportive drugs.

High Dependency Care

For babies who require continuous observation, oxygen therapy, intravenous fluids and nutrition.

Special Care

For babies who require some support and observation with feeding. Our emphasis at this stage is preparing for discharge, this may be earlier than you anticipate.

If your baby is less than 27 weeks gestation, very small or requires a specialist medical or surgical treatment they may be transferred to another unit. A specialist team of doctors and nurses will come to Kingston and safely perform this transfer.

Most admissions to the unit are unexpected. There are many different reasons for a baby to be admitted to the unit, below are some more common reasons.

Pre-Term

This includes any baby born before 37 weeks gestation. Babies born before 34 weeks gestation are automatically admitted to the unit.

Small for gestational age
These are babies who have grown slowly in the womb. They may be term or pre-term.

Unwell babies
Some term babies expectantly require extra care, treatment or monitoring. This may be due to a difficult birth or suspected infection. Some term babies can develop feeding problems; these babies may also come to the unit for help to get feeding established.

It is important to remember that however small or sick your baby is you can be involved in their care in some way. All major decisions will be discussed with you and your opinions are important to us so we make the right choices together for your infant. As soon as you feel able we will teach you to give as much of the care your infant needs, with our help and support.

Useful Information

Security: The security door at the entrance to the Neonatal Unit is there for the protection of the babies. **Please do not allow people to enter when you open the door,** unless you know who they are. Staff wearing a visible Kingston Hospital photo ID badge can be allowed through.

Hand washing: Everyone entering the unit should wash their hands with soap and water. Soap and water should also be used to clean hands if they are visibly soiled after nappy changing. Disinfectant hand gel can be used at other times e.g. before feeds or before handling your baby.

Visiting times: Parents and siblings can come to into the unit at any time, and we do not consider parents as visitors, but rather as partners in care. Family and friends visiting hours are 2pm until 7pm. Due to limited space, visitors are limited to one per baby with a parent.

To help prevent infection, siblings are the only children permitted to visit; all other visitors must be over 16. If you are in any doubt about visiting please check with the nursing staff, they will be happy to advise you.
RESTRICTIONS MAY BE INCREASED DURING FLU SEASON OR HOSPITAL WIDE INFECTION.

Transport to and from the hospital

Travel information
Rail information The nearest station to Kingston Hospital is Norbiton. Norbiton Station is served by South Western Trains and receives regular services into and out of London Waterloo. Services to Norbiton run on the Kingston Loop and the Shepperton line.
For further information about train times and fares, please see the National Rail Enquiries website or telephone 08457 48 49 50.
Norbiton Bus information From Kingston Hospital forecourt Route no: K2 and K4
From Galsworthy Road Route no: K3, 57, 213 and N213
From Coombe Road (A238) Route no: K2, K3, K4, K5
For further information on bus times and fares please contact Transport for London on 020 7222 1234, 020 7918 3015 (Text phone) or visit www.tfl.gov.uk
Road information Please refer to our website for detailed information on travelling by road.
http://www.kingstonhospital.nhs.uk
If your baby is on the Neonatal Unit, you will be eligible to purchase a 5 day parking permit, for £5 (Funded by Born Too Soon) from maternity reception.

Food and drink facilities

There is a canteen in the main hospital that you can use, open for breakfast and lunch until 1500hrs. Free snack packs are also available – please ask. There is also a coffee shop at the main entrance and a coffee and sandwich shop in outpatients. By Norbiton station there is a local Sainsbury's which is 5 minutes' walk away.

Boots
There is a boots pharmacy on site where they stock nappies and cotton wool which we ask you to provide for your baby.
Facilities for siblings: We have a small collection of toys on the unit for siblings, if you would like art and craft material please ask. There is a small play area outside please ask for directions.

Doctors' rounds: Our Consultants work on a rota covering the neonatal unit for one week at a time.

Every morning the doctors undertake a ward round which is mainly Consultant led. Parents are welcome to be present at ward rounds. You will be provided with head phones and music for you to listen to, due to confidentiality reasons. The headphones can be removed when the doctors are examining your baby.
You can also receive regular updates from the medical team. If at any other time you wish to speak to a member of the medical team please ask the nurse looking after your baby. A time will then be arranged for the doctors on the unit to see you.
Appointments with consultants can be arranged but may not be on the same day as they may have other responsibilities. Every endeavour will be made to see you as soon as possible. A consultant may request to see you if there are significant changes or important investigation results. A request to see you doesn't automatically indicate bad news.

Telephone access: Mobiles may not be used in the nurseries but can be used in the parents' sitting room. If you require a phone we have a pay phone in maternity reception. There is a dedicated phone line for parent enquiries, the number is: 020 8974 5390

Wi-Fi: The hospital has free Wi-Fi if you search for KHFT-GUEST and sign up.

Privacy and confidentiality: We can only give information to parents/ carers. Please let relatives know that if they phone we will be unable to give them any details about your baby's condition. All information about other babies is confidential.
Please refrain from wandering around the nursery looking at other babies, unless you have permission from the parents.
Never touch someone else's baby. If you are concerned about another baby please inform a member of staff or pull the emergency button. An emergency button is located in each of the nurseries; a member of staff will show you where to find them.
You may take photos and videos of your own baby, please be aware of your surroundings. Please exclude information or pictures of other babies.

Parents' room: A sitting room is available for parents, primary carers and siblings to use during visits to the unit. A member of staff will show you its location. It is only a small room due to space restrictions so we ask you not to take visitors into this room for long periods.
For safety reasons, children must be accompanied by an adult whilst using the room.
This room is sometimes needed for private discussions between parents/ carers and neonatal staff. There will be a sign on the door to inform you that the room is unavailable. We apologise for any inconvenience this may cause and thank you for your understanding at these times.
There are kitchen facilities in this room including; a fridge, tea & coffee machine and a microwave. There is a cold-water fountain provided which is near the nurse's station. Snack packs containing sandwiches, crisps and fruit are available for both parents in the food fridge in the milk kitchen. Sandwiches and snacks can also be purchased on site or you can use the restaurant facilities within the hospital.
Only cold drinks may be consumed within the nurseries.

Lockers: Lockers are provided, however, we ask parents to provide a lock when in use to secure their belongings.

Admission

Our unit consists of three nurseries; Pink, Blue, Green and Lilac, our isolation room. As soon as possible after admission we try to take a photo of your baby for you to keep with you. You are also more than welcome to take your own photos when you are present.

The nursing or medical teams will update you on the care your baby is receiving when you visit or phone. For each shift the nursing staff on duty and the room they are working in is displayed on the white board behind the nurse's station. The name of the on call doctors and the nurse in charge of the shift is also displayed here.

On occasions, due to the layout of the unit, the nurses may have to leave the nursery. This will be for a few minutes only, for example to prepare a feed or check medication. Please try not to worry if there is no one in the nursery when you arrive, they will not be far away. The nurses will be listening for the alarms at all times. There is an emergency bell in each nursery, please ensure staff show you where this is.

Kingston is a teaching hospital and at times we may have medical and nursing staff that are undertaking specialist courses. Most of these staff are fully qualified practitioners gaining additional qualifications and they will be supervised by a senior member of staff.

Rooming In

The neonatal unit has a 'rooming in' room which is located close to the unit. It is a facility provided to help build your confidence in caring for your baby independently. It can also help to be near your baby to establish milk supply, and help with bonding. Even if the baby is not ready to come into the room with you, you can be near your baby

and help with tube feeds or do a breastfeed if they are ready for some suck feeds. You can use it for more than one night as room available, and also when baby is almost ready to come home. You can also stay on our comfy recliner chairs that turn into a bed in our rooming in nursery. You may be in there with another mum who is also doing this, but there should be no sick babies on noisy monitors! There will be staff around to answer any questions or offer advice if required. If you do not feel you need to 'room in', you can take your baby home directly from the unit.

Going home

You should prepare in good time for your baby going home by purchasing a car seat and a crib as it is recommended a baby sleeps in their parent's room for at least the first 6 months. The neonatal unit provides parents with a discharge folder which has all the relevant information in for parents to read prior to going home. Please particularly pay attention to the lullaby trust guidance on safe sleep. The neonatal outreach nurse aims to provide care to babies and their families to facilitate a smooth transition home and to empower parents and carers to look after their babies with confidence. Generally, visits will be for a period of 4-6 weeks, depending on need, but can be for longer for babies with complex and ongoing medical needs. The paediatric community team will be involved prior to discharge if this is relevant to your baby.

The role of the neonatal unit consultants

The consultants are responsible for the clinical management of your baby on the unit and are shared by nine consultants. There is also a designated consultant 'on call' at nights and at weekends.
The neonatal unit consultant for any particular week reviews and plans the clinical care for all the sick babies (particularly those requiring intensive care) on a daily basis. This is usually undertaken on a ward round and reviewed later in the day. In addition to this all the consultants meet with the multidisciplinary team on a Monday

morning to discuss the clinical progress of all babies on the unit, this is called 'The Grand Round'.

Chaplaincy

Coping with all the demands of your new baby/babies and the circumstances surrounding their care can be very stressful. Drawing on those inner resources that give you strength and comfort is important. Whatever your background, culture, faith or life philosophy, a Chaplain can come alongside to provide confidential listening, pastoral and spiritual support, or to offer a religious ceremony for you and your baby/babies, and other family members. Our services are available 24/7. Simply ask your nurse to contact a Chaplain via Switchboard. We will come to the Unit to see you and your baby/babies. Continuing support can also be arranged when you are in the hospital. We provide a Chapel and Multi-Faith Prayer Rooms on Level 4 of Esher Wing. You are always welcome to use these areas for space and quiet.

Revd Susan van Beveren
Chaplain

Further Support

www.bliss.org.uk

londonneonatalnetwork.org.uk

pandasfoundation.org.uk