

## Neonatal Critical Care Service

### Introduction

The Neonatal Unit in University Hospital, Coventry, provides a range of tertiary care services to premature and sick babies in Coventry, Warwickshire and beyond.

The unit is a designated level 3 unit, and as part of the West Midlands Neonatal Operational Delivery Network, we have close links to Birmingham, Worcestershire, Hereford, Nuneaton and Warwickshire Hospitals.

We take pride in the services we provide for babies and their families, and in 2019 this dedication was rewarded as we became the first unit in the Midlands to achieve full Neonatal UNICEF Baby Friendly accreditation.

The Neonatal outreach team are hosted by UHCW, we aim to work towards an earlier discharge for premature and term babies who require nasogastric tube feeds, home oxygen and home phototherapy by providing specialist support in the community - enabling babies and their families to be cared for together in their home environment.

The team comprises of experienced and specialised neonatal nurses and a senior neonatal nursery nurse, who will work with each neonatal unit in the three hospital sites in the Health and Care Partnership (HCP) to ensure all families and babies have a smooth transition from hospital to home. Our focus is on family integrated care, delivering neonatal special care services at home, educating parents and families, reducing hospital stays and improving patient and parental experience.

The team is fully supported by the Local Maternity & Neonatal System (LMNS) and NHS England & NHS Improvement.

### Guidance for Patients

When your baby is ready for discharge from the unit, you will feel a mix of emotions, as this is an exciting but anxious time. As a team we will prepare you for this in advance of the discharge date, so that you feel ready and confident to take your baby home.

There is a regular “Home Time” session that takes place on the unit, where a member of the team will discuss the discharge process with parents and talk through any concerns/questions you may have.

You will also be given a “Home Time” pack prior to discharge, which includes information regarding support in the community, such as Health Visitor information, support groups, Children’s Centres and other sources of information.

It may be that your baby needs ongoing medical care at discharge, such as oxygen or tube feeding, and this will all be carefully planned by the team in advance of discharge.

You will be given the opportunity to care for your baby in Transitional Care, where you will stay overnight with your baby, and attend to all their needs with the support of nursing staff, until your baby is medically ready for discharge, and you feel fully equipped to take your baby home.

Babies requiring ongoing medical care at home will be supported by members of the community teams, including Health Visitors, Community Children’s Nurses and General Practitioners, Physiotherapists and Occupational

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Therapists, as well as having follow up appointments with a Neonatal Consultant that has been involved in your baby's care on the unit.

We appreciate that having a baby on the Neonatal Unit is an incredibly stressful and emotional time for you, and we therefore try to offer as much support for families as we can. Please see below a list of support services available.

## BLISS & UHCW VOLUNTEERS

We have BLISS and UHCW volunteers who visit the unit regularly to sit and chat with parents about their baby's journey and any concerns they have. Parents find this helpful as the volunteers themselves are parents who have previously had a baby on the unit, so they are relatable and a great source of emotional support.

Please find the BLISS website link underneath for more useful information and support resources:

[www.bliss.org.uk](http://www.bliss.org.uk)

## COFFEE MORNINGS

The unit holds coffee mornings for past and present parents each month, where parents can sit and chat over coffee and cake. This is held in the Faith Centre. Please ask a member of staff for more information on dates and times.

We also take pride in celebrating World Prematurity Day on 17<sup>th</sup> November every year. More information on this becomes available nearer to the date.

## LISTENING SERVICE

The unit can provide parents with an early signposting/listening service.

The service provides the opportunity to signpost early to appropriate services for example; health visitor, family fund, social care or perinatal psychology, and other support that will be available once home. Any parent can be referred who will benefit from early signposting to additional support services in the hospital setting or the community.

Please speak to a member of staff who can refer you to this service at any time.

## THE CHAPLAINCY

You can request to speak to a Chaplain who is always ready and willing to listen and talk with you in confidence. They offer their services for all faiths and religions, as well as those with none.

The Chaplain's office can be found in the Faith Centre on the Ground Floor, West Wing.

The Faith centre has individual prayer rooms and always remains open. Or you can simply visit here for some peace and quiet away from the unit.

## BEREAVEMENT TEAM

We have a dedicated bereavement support team should you require their support. Please ask a member of staff for more information and contact details.

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## SUPPORT FOR SIBLINGS

We provide a support group named 'ZigZags', for siblings whose baby brother/sister is currently on the Neonatal Unit. We recognise that they also need attention and support through this confusing time. The support group offers time away from the unit for siblings to play, and it also gives them the chance to ask questions and learn about what is happening with their sibling should they want to talk about it.

## SOCIAL MEDIA

We have a private support group on Facebook for parents of preterm/term babies who have spent time on our unit. It gives parents the opportunity to share their stories and experiences and help other parents who may currently be on the Neonatal journey. This can be found on Facebook by searching 'UHCW NICU'

## SUPPORT FOR DADS

We offer support sessions for Dads on the unit, run by one of our male Neonatal consultants, in which dads can get together and discuss anything they wish and to provide support to each other. Please ask a member of staff for more details regarding these sessions and when they take place.

There is also a Facebook group set up specifically for dads of a premature/or sick baby that has spent time within the UHCW Neonatal environment. Please feel free to share your posts and experiences as a dad on the group and help to support our fellow dads who are currently experiencing having a baby being cared for on NICU. You can find this group by searching on Facebook for 'UHCW NICU DADS GROUP'.

You can also visit [www.dadsmatteruk.org](http://www.dadsmatteruk.org) for additional information and support.

## V-CREATE

We can provide parents with regular videos and photographs of their baby currently on the unit, through our V-create system. This is a digital NHS-approved video messaging service, which allows parents to see their babies when they cannot be with them. Please visit the V-create website below for more information on this service: <https://www.vcreate.tv/>

## CONCERNS AND COMPLAINTS

Please feel encouraged to raise any questions/concerns with the Nurse or Doctor caring for you baby, at any time. If you still feel your concern has not been answered or resolved adequately then you should raise this further with the Nurse co-ordinator, Manager, Modern Matron or a Consultant.

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### What should I do if my baby's health is deteriorating or you have any concerns?

If you have any concerns following the discharge of your baby, as per your discharge pack you will be given a point of contact. Alternatively you can phone any of the numbers outlined below for advice.

If you have any serious concerns of an emergency nature we would advise you to phone 999.

### Contact Us

We are happy for you to phone us with questions at any time.

There is always somebody here to help. Please find our contact numbers listed below.

Neonatal Unit Reception	02476 966 673
Neonatal Intensive Care Unit	02476 966 668
Neonatal High Dependency Unit, (HDU 4)	02476 966 670
Neonatal High Dependency Unit, (HDU 5)	02476 966 671
Special Care Baby Unit, (SCBU 1)	02476 966 671
Special Care Baby Unit, (SCBU 2)	02476 967 316
Transitional Care Unit	02476 967 316