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ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ فون ਕਰੋ: 01932 723553

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Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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## Transitional Care Unit Paediatrics Department



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### Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email [patient.advice@asph.nhs.uk](mailto:patient.advice@asph.nhs.uk). If you remain concerned, the team can also advise upon how to make a formal complaint.

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# Congratulations on the birth of your baby

Congratulations on the birth of your baby and welcome to the Transitional Care Unit, (TC) at St. Peter's Hospital. We understand that this can be a very emotional and worrying time for you. You are the most important people to your baby and we want your experience of our TC to be as positive as possible.

TC is part of the Neonatal Intensive Care Unit (NICU) not Joan Booker (JB) as we provide additional support for your baby based on individual needs. However, we work closely with our midwifery team and we aim to support you to care for your baby, with the encouragement and advice from the nursing and medical staff of TC.

This booklet is to introduce you to the TC and to explain some important aspects of your baby's admission and care. However all the members of our team are on hand to help answer questions, explain procedures and the results of tests your baby may have had done.

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

We will ask you to complete a questionnaire about different aspects of your baby's care. Whilst these are voluntary and anonymous, they are very helpful for us to monitor and 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.

## The Transitional Care Team

Consists of:

### Doctors:

The medical care for your baby will be supervised by one of our Consultant Neonatologists (senior doctors specializing in newborn babies).

- Dr. Crawshaw  
(Divisional Director for Women's Health and Paediatrics)
- Dr. Heggarty
- Dr. Lawson
- Dr. Leontiadi
- Dr. Martin (Clinical Lead for NICU)
- Dr. Otunla
- Dr. Ponnusamy (TCU Lead)
- Dr. Reynolds

They will be responsible for the overall medical care of your baby during your baby's stay on the TC and attend ward rounds on Monday, Wednesday and Friday mornings. Our Neonatologists are supported by a team of doctors including an Associate

be nominated by you for a WOW award. You can nominate an individual through the trust website, or alternatively ask a member of staff for a form to complete.

## Abbreviations/ Medical Terms

There is a list of abbreviations and medical terms in the Bliss information booklet that you can request.

## Car parking

On site car parking is available but gets busy at certain times of the day. Payment should be made at a nearby machine. If your baby is likely to be in hospital for a long time, parking tickets can be extended - please ask the nurse about current arrangements. Note that penalty charges and clamping fees may be enforced by the Trust which we are unable to reverse.

## Telephone numbers

We welcome you to telephone the unit anytime day or night to be updated about your baby's care and progress. Direct line 01932 723238.

**SMOKING is NOT PERMITTED** anywhere in the Hospital grounds or buildings, and we ask that you respect this rule.

by the Data Protection Act 1998. You have the right to find out what information about you is held on computer and your health records. If you wish to see these records you should make a written request to the Subject Access Officer at St. Peter's Hospital. You are entitled to receive a copy but should note that a charge will usually be made. We endeavour to provide this information to you within 21 days.

## **Consent**

We are responsible to ensure that you are informed and clear about what tests and treatments may be required for your baby. Most of these are routine and you will not be formally asked for consent.

There are other tests or treatments that are normally offered to babies e.g. immunisations, but these will only be done with your verbal or written consent.

## **Feedback**

There is a parent questionnaire for you to complete called "Iwantgreatcare". We are very keen to hear about your stay with us. We hope you will have a very positive experience and will share that with us. Any suggestions you have are equally important so we can continue to improve our service. The trust subscribes to a national WOW award scheme and any member of staff whom you consider to have exceeded your expectations can

Specialist, Specialist Registrars, Clinical Fellows, Senior House Officers (SHOs) and Foundation Doctors who provide the daily medical care.

## **Neonatal Nurses:**

The Lead Nurse for TC is Sister Louise Martin.  
The Deputy Lead Nurse is Deputy Sister Chantelle Teader.

There is a large team of specially trained, neonatal nurses consisting of Nursing Sisters, Deputy Sisters, Staff Nurses and Nursery Nurses who will help you to care for your baby 24 hours a day. The Nurse-in-Charge each shift wears a dark blue uniform and manages the Neonatal Intensive Care Unit (NICU), visiting and communicating regularly with the nurses in TC. Your baby's nurse will change depending on shift-patterns and your baby's needs. The allocated nurse will introduce themselves each shift to fully update and answer any questions you may have.

## **Others:**

You may meet other members of the Neonatal Team who include:

- Midwives
- Hearing Screen Team
- Infant Feeding Team
- Ward Assistants
- Neonatal Family Support Nurse

- Neonatal Community Nurses
- Neonatal Receptionist
- Neonatal Transport Personnel
- Neonatal Unit Housekeeping Team
- Paediatric Pharmacist
- Paediatric Physiotherapist
- Paediatric Dietician
- Radiographer
- Radiologist
- Ophthalmologist
- Neonatal Equipment Engineers

## Transitional Care Unit (TC)

The TC is situated on Joan Booker Ward but remains part of NICU. Babies may be admitted to TC from Labour Ward, JB, Community or transferred from the main part of NICU on the 3rd floor, when they no longer require such close monitoring and observation. TC has facilities for mums to stay in hospital with their babies, to establish feeding and get to know their baby well before discharge. TC is supervised by nurses from the neonatal unit. You will have the opportunity to meet with the doctors on a daily basis or if you have any concerns.

Your baby maybe admitted to TC for various reasons for example;

Babies born 5-6 weeks early or small,  
 Or who may need help to keep warm or feed,  
 Or who require phototherapy (light treatment) for jaundice, and  
 Or who require antibiotics.

There is also an ATM machine in the main entrance.  
 On bank holidays opening times might vary

## Spiritual Needs

The St. Peter's Multi-Faith Centre is on the level 2 corridor in the Prince Edward Wing. The Centre is open from 8.00am - 6.00pm each day. Security staff will unlock it at other times if needed. The Centre includes a Chapel, a Multi-Faith Prayer Room, a Quiet Room and an Ablutions Room for the use of those whose practice it is to observe ritual washing before prayer. The Hospital Chaplain visits NICU regularly and will come to TC on request. Clergy of other faiths are available.

## Family Support

The NICU/TC family support nurse is Sister Jo Willard. The Hospital Chaplin is available to give family support. The birth reflections service gives women and their partners the opportunity to talk about their birth experience discussing it in an atmosphere of trust and safety. Please ask for the leaflet "Birth Reflections".

## Notes and Data

Your baby's medical and nursing records are kept in both paper and secure NHS electronic forms. We have a leaflet about the recording of information. All data is confidential and is protected

You can also leave for an extended time to go for a walk, coffee etc., providing your midwife is in agreement with this, if you are under midwifery care. While you are away your partner must stay to take care of your baby. Unfortunately your baby can not leave the unit and go with you.

### **Ward Facilities:**

- Showers are found just outside the TC door and around JBW.
- Toilets: on the left hand side of TC may be used by visitors.
- There are also male and female toilets just outside the ward entrance.
- Telephones and TV facilities are available in bed spaces 1.1-1.6 only; a charge is made for this service.

### **Fire Alarm**

If the fire alarm sounds please follow instructions from staff.

### **Hospital facilities:**

Aspects restaurant open daily 7am- 3pm  
WRVS shop/café (Abbey Wing entrance)  
Mon-Fri 9.15am-4.30pm, Sat & Sun 1.00pm-5.00pm  
Hospital main entrance:  
Retreat Mon- Sun 0730- 1900  
WHSmith Mon - Fri 0800-1900. Sat -Sun 1100-1600

Each baby will be assessed by the neonatal team before admission to TC. The length of stay depends on your baby's progress. The average is between 3-14 days. Your baby cannot be admitted to TC unless you are resident too.

## **Daily Routine on TC**

### **Handover**

Your baby will be cared for around the clock, but the TC team work in 6-12 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 and Teaching**

Ward rounds occur once a day and usually start in the morning at 09.30 approx.

During these rounds we will often use medical terms which may be unfamiliar to you but decisions and plans made will be explained and discussed with you by the doctor and/or the nurse. We may also use this time for teaching - there may be discussions during this which do not relate to your baby. Please ask for any clarification if needed. If you would like an update with a doctor at any other time please ask the nurse looking after your baby.

## Visiting TC

Partners / husbands, siblings and grandparents may visit:

Between 8am - 10pm. Partners are not permitted to stay overnight (exceptional circumstances may be considered).

The entrance, via Joan Booker, is locked at all times to protect your baby. Someone will let you in if you press the doorbell and give the mother's or baby's name. Please be patient - we will answer the door as soon as possible, but there may be a delay if the ward is busy.

The doors at the maternity entrance are locked between 9pm and 6.30am. For the visiting hours during these times you will need to ring the doorbell to the right of the main door.

Your baby's siblings are very welcome to visit and should be encouraged to gently touch their new baby. However, we ask your Partner, your children and any visitors not to come into the nursery if they have a cough, cold, tummy upset or other infections due to the risk of passing it on to your baby or others. Please discuss with the nurse in charge if you are unsure.

Other visitors of your choice are welcome to visit between 2- 8pm.

No other children (under the age of 16yrs) except babies' siblings may visit.

We ask you to limit the number of people at the cot side to 2 people for short periods of time only. Please explain to your family and friends that we are unable to give them any information about

## Care of the Mother

If you are an inpatient your care will be provided by a midwife from JBW. You can contact your midwife or the TC nurse by using the call bell, initially this will be answered by the TC nurse who is caring for your baby. If you require the midwife the call bell system is left on for the midwife to answer. At busy times there may be a wait. Even if you are an inpatient of JBW the 'no overnight' visiting guideline still applies in TC.

If you have been readmitted or discharged from the ward based midwife you will be under the care of the community midwife, who is based on the ward and will let you know when she needs to see you. If you need to see a midwife at any other time please ask the nurse caring for your baby.

If your baby is ready for discharge before you, you will be transferred back to JBW to continue your care.

Please keep your curtains open unless breast feeding or expressing as we need to observe your baby.

Food and Drink are provided from staff on JBW. Please see ward information about meal times.

Partners can phone to speak to the nurse looking after their baby at any time, the direct line to TC is 01932 723238. We would give out confidential information over the phone to the parents only.

You can leave the unit to go for shower, breakfast etc. please leave your baby in the unit and activate the security alarm on your baby's cot remembering to give the key to the nurse.



## Discharge Home

During your baby's stay on the TC unit you will become increasingly involved with their care in preparation for discharge home. We understand this can be an anxious time for you. You will be supported at home by your community midwife or health visitor and your GP. Occasionally a baby may require additional specialist support, such as tube feeding and they will be managed by our Neonatal Community Outreach Team. Some babies may require longer term follow up in the outpatient clinic and we will explain this to you before discharge.

## Photographs

We encourage you to take photographs of your baby using your own cameras. Please take care not to include other babies, parents or staff in your photographs without their express permission.

your baby's condition. Information is normally only given to parents unless you give us permission otherwise.

Please do not allow your visitors to wander around the unit looking at other babies.

## Infection control

Infection control is very important. Everyone is expected to follow the advice below.



Hand washing is the most important thing that can be done to prevent and control infection in TCU. Please ask visitors at each visit, to remove watches, bracelets and any rings with stones.

Visitors must wash their hands, wrists and forearms, rinse well and dry thoroughly. When disposing of paper towels, ask them to take care not to touch the bin, by using the foot pedal. Apply hand gel prior to touching your baby.

We ask you to make us aware of any members of the neonatal team who are not adhering to this policy.

## Care of your Baby

Our aim is to work together with you to provide the best possible care for your baby. During your baby's stay you will be involved in their day to day care (nappy changing/feeding/bathing etc.). Your baby will be weighed twice a week on Sundays and Wednesdays.

## Breast Feeding

Breast milk is the best milk for your newborn baby. Even when babies are small, we can often give them some milk. We will encourage you to express and store your milk if your baby cannot feed directly at the breast. We will give you a breast feeding information pack which contains advice about expressing your milk and breast feeding your baby. If you experience any difficulties with your breast milk expression or breast feeding, please discuss with the nurse looking after your baby. We work closely with our excellent infant feeding specialist team to support breast feeding in difficult situations.

## Skin to Skin

The nursing staff will encourage you to cuddle your baby. Skin to skin gives a wonderful feeling of closeness and involves having direct skin contact



with your baby by holding them against your chest and enclosing them in your arms to keep them warm. It is a great way to develop an attachment between you and your baby and is good for your baby.

## What to Bring in for Your Baby

We ask you to bring in nappies, cotton wool and nappy sacks. If you plan to bottle feed please also bring in your own bottles, teats (medium flow), ready-to-feed liquid formula and a bottle brush. Your baby should be feeding from the bottle you intend to use at home for at least 24 - 48 hours prior to discharge depending on your baby's gestation at birth.

Please bring in your baby's own clothes, they should be labelled clearly and taken home for laundering. We do have a supply of small baby clothes that you can use.

## Toys

Parents often like to bring in a soft toy for their baby; you are welcome to place one small soft toy in the cot. This should be labelled and taken home for washing at the end of each week.