



East Suffolk and
North Essex
NHS Foundation Trust

Parent's Information

Welcome to
The Ipswich Hospital Neonatal Unit

Baby's name:



Framlingham Neonatal Unit
Ipswich Hospital, Heath Road, Ipswich IP4 5PD

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Welcome to The Ipswich Hospital Neonatal Unit

Every effort is made on the Neonatal Unit to ensure that your baby receives the best possible care. Our aim is to ensure that as new parents, you are involved in the care of your newborn baby, and have the confidence and skills to give him or her the best start in life. You have a vital role as your baby's parents – you are a very important part of our team!

Baby's information

My name is:

My parents like me to be called:

Hospital number: NHS number:

My date of birth: / / Gestation at birth:

My birth weight: Nationality:

Type of delivery:

Hospital where I was born:

My parents' names:

My brothers' / sisters' names:

Who may visit me:

Admitting nurse: My consultant:

Additional information about me:

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Congratulations on the birth of your baby!

Dear family,

Welcome to the Ipswich Hospital Neonatal Unit. We appreciate that this is a very difficult time for you. Having your baby admitted to the Neonatal Unit is always a bit of a shock. Whether your baby has been born prematurely or needs neonatal care for another reason, it is always helpful to find out as much information as you can. Having a good understanding of what care your baby requires will also help you cope with this difficult situation. This information booklet is a guide for all parents, to help you through your baby's journey on the Neonatal Unit, to give you a better understanding of the situation you are in and to try to make a very stressful time a little easier.



The Ipswich Hospital Neonatal Unit provides intensive care, high dependency and special care to pre-term and sick newborn babies. The Unit has two intensive care cots, three high dependency cots and 13 special care cots. We have two nurseries on the unit as well as two separate isolation cubicles, a six-bedded bay for mothers and two parent rooms. We also provide a Transitional Care service, which recognises mothers as the primary care givers for their babies with care requirements in excess of normal newborn care, but who do not require neonatal admission.

When the decision is made that your baby requires admission to the Neonatal Unit, you should have the opportunity to discuss the reasons why with a Neonatal doctor.

In an emergency, you might not see a doctor until your baby has been stabilised on the Neonatal Unit. However, a midwife or nurse will keep informed about your baby's situation.

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The Neonatal staff are there to help and support you at all times. If there is anything that you do not understand or you are worried about, **do not hesitate to ask**, as staff will be happy to explain what's happening as many times as needed.

The Neonatal Unit is situated next to the maternity block (entrance 7 or 8). There are security doors to enter and exit the Unit for the safety of your baby.

Our telephone numbers are:

Reception desk: 01473 703070

Intensive Care/High Dependency Nursery: 01473 702723

Special Care Nursery: 01473 702719

Hospital Switchboard: 01473 712233

Please avoid phoning during handover times at 7:30–8 am and 7:30–8 pm.

Parent access and visiting policy

We have unrestricted access for parents and siblings, so please be with your baby whenever you wish. All other visitors are only permitted during visiting hours – for our current visiting times, please contact the unit directly or speak to a member of staff. Visitors should be accompanied by you or your partner, unless you have completed the parents care plan and have given other individuals permission to visit without your presence. You may be required to book time slots for other visitors during busy periods, to avoid overcrowding in the nurseries.

There is a security system in place which requires everyone entering and exiting the Unit to request access. All visitors should be identified to the staff at the door. **Please be careful not to let anyone in with you who you do not know.** Delays in staff answering the door buzzer may occur during busy periods so please be patient.

The user group supports the Trust's policy of zero tolerance of violence or abusive behaviour. Please treat all visitors, families and staff with courtesy and respect.

Due to restricted space in the nurseries, we ask that only two visitors be at the cot side at any one time, including parents. If you have other children, you may visit as a family at the discretion of the shift leader. Children should not be left unsupervised, under any circumstances, in any area of the Unit. If you have more than one visitor, they may wait in the waiting area at the entrance of the Unit. Please do not allow your visitors to wait in the corridor.

Infection control

We ask that you are compliant with current hospital COVID-19 guidelines. Please do not visit the Neonatal Unit if you have had a diarrhoea and/or vomiting bug – allow 48 hours before returning.

To minimize the risk of infection, children under the age of 12 years old – other than your own – are not permitted. This also applies to relatives or friends who have coughs, colds, cold sores or other forms of infection.

On entering the Unit, we request that all visitors remove their outdoor coats and hang them on the coat hooks provided, taking all valuables with them. Lockers are available at the entrance for your use. **All visitors must wash their hands with soap and water at the sink when entering the nursery.**

Privacy and noise

In order to maintain each baby's privacy, visitors are asked to refrain from approaching the cots and incubators of other babies, unless invited to do so by the parents. Noise levels and movement in the nursery should be kept to a minimum so that babies are not unnecessarily disturbed.

You are welcome to telephone at any time of the day or night for an update on your baby's care. Information will be given to parents only. A security number will be provided for you to confirm when you call the unit for information.



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Mobile phones

Mobile phones are allowed on the Unit but we ask that they are kept on silent mode and are not used in the nurseries for calls and text messages. Please use the parent areas for mobile phone use. If you are bringing a phone charger into the hospital, it will need to be safety tested before you can use it – please speak to a member of staff for this.

The Neonatal team

The Neonatal team consists of:

- medical staff: consultants, registrars and junior doctors
- nurses: nurses who are qualified in Neonatal specialty, special care trained nurses, nursery nurses, healthcare assistants and the Neonatal Outreach team
- a wider multidisciplinary team that visits the ward on a weekly basis consisting of: physiotherapists, radiologists, pharmacists, dietitians, the Hearing Screening team, and student nurses and student midwives on placement as part of their training.

As parents, you are entitled to private discussions with staff regarding your baby's care. To arrange a one-to-one meeting with your baby's consultant or the ward manager please speak to the nurse in charge of the shift.

Ward rounds and handover

Ward rounds are carried out daily and are led by the consultant on call or an experienced registrar. You are welcome to stay with your baby while the team is discussing his or her care.

You may be given the option to remain in the Nursery during ward round and handover, providing you agree to wear headphones and listen to music via your phone or iPod whilst other babies are being discussed and examined. We ask that you do not interrupt the ward round or handover while other babies are being seen, as these distractions may mean that vital information is missed. If during these times, you overhear any information about other babies, we ask that you respect other families and **do not** repeat it to **anyone**.

Security

To ensure safety for you and your family, we ask that you never leave your baby unattended outside of the nurseries. If you are resident in one of the parent rooms, please return your baby to the nursery before leaving the unit for any reason. You should inform the member of staff, with whom you leave your baby, of your whereabouts (for safety reasons in the event of a fire). All members of staff will be wearing an Ipswich Hospital identity badge. Any person not in possession of a badge should be asked to identify themselves and this needs to be confirmed by a member of the Neonatal Unit staff.

Your baby should be wearing two identity bracelets at all times (or have these inside their incubator). Please do not remove these until after your baby has gone home. If you find that your baby is not wearing two bracelets, please inform a member of staff immediately.

Consent

If your baby requires any procedures, investigations or treatment, you will be asked to give verbal or written consent. In normal (non-urgent) circumstances, consent must be given by the person with legal 'parental responsibility'. The medical team will explain everything to ensure that you fully understand what you are consenting to.

Parent information

There are information boards for parents around the Unit displaying information about our service and topics of interest to support parents. There are also Parent Information folders situated in the kitchen with lots of helpful information. If you require information about any part of your baby's care, just ask any member of staff.

As parents, you have permission to look at your baby's nursing notes which will be in a folder at your baby's cot side. It is preferable that you discuss any information with the nurse caring for your baby to avoid any misinterpretation. To have access to your baby's full medical notes (yellow folder) you will need to arrange an appointment with your baby's consultant.

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Fire policy

Your baby's safety is of paramount importance and in the event of an emergency, the Neonatal staff will inform you of what to do. The hospital fire alarms are tested every Wednesday morning.

Smoking

Ipswich Hospital and its grounds are no smoking environments. Ipswich Hospital has been tobacco-free from March 2017, in response to guidance from Public Health England. Parents and visitors who smoke are asked not to visit their babies until at least 30 minutes after they have had a cigarette.

Car parking

Ipswich Hospital supports initiatives to encourage patients and visitors to travel to the hospital by the most sustainable means of transport. We therefore would encourage you, where possible, to use public transport. Ipswich Hospital can be accessed by several bus routes which can be found on the following websites:

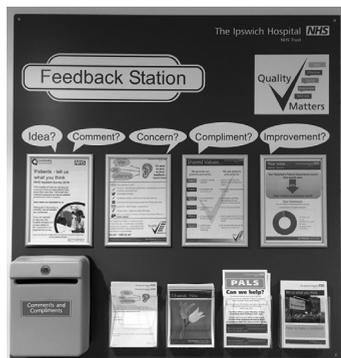
- First Eastern at www.firstgroup.com
- Ipswich Buses / Park & Ride at www.suffolkonboard.com

Bus timetables can be found at the hospital reception areas.

Car parks are available on the hospital site for parents and visitors and parents can park for free if their baby is admitted to the Neonatal Unit. Your car registration plate number must be input into our ParkingEye (ipad) system at reception every 24 hours for you to qualify for free parking.

Compliments and complaints

If you have any suggestions, complaints or concerns regarding the Neonatal Unit, nursing or other issues, please make this known to a member of staff immediately, as we can often resolve issues for you. Alternatively, you can ask to speak to the ward manager or one of our lead nurses who will be happy to speak with you.



We are always looking for ways in which we can improve our service, and would appreciate all parents completing a feedback form prior to discharge. A suggestions/compliments box is situated outside the parent kitchen if you have anything that you would like to offer during your stay.

Patient Advice and Liaison Service (PALS)

PALS is available to help with any concerns you may have if you do not receive a satisfactory response from the Unit staff.

The service can be contacted on **01473 702693** or free phone **0800 328 7624**.

ESNEFT website

Most of the ESNEFT hospital policies and procedures are available on the hospital website, however, if you would like to view any documents or require any other information regarding the service or care provided, please speak to a member of staff.

A virtual tour of the Ipswich Neonatal Unit is available on the ESNEFT website.

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Facilities for parents

Parent rooms

We have space on the unit for up to ten mothers to stay at any one time. Our parent bay has six beds for mothers and we have two single parent rooms where mothers and fathers/two parents can stay together. We do have to prioritise these rooms depending on the needs of the babies. While you are resident we ask that you adhere to the visiting policy. There may be occasions that we need to ask you to vacate the room for another parent's use.

Toilets

Mothers may use the toilet and shower facilities by the parent rooms, by the cubicles and in the parent bay. Other visitors should use the facilities at the Unit entrance – these are wheelchair accessible.

Kitchen

Meals are provided for resident parents in the kitchen area. A menu is provided on the unit each morning to order your meals for the day.

You are welcome to use the kitchen facilities where beverages and bread for toast are provided for parents only. A fridge and microwave is also available for you to store and make your own meals if this is preferred. It is the responsibility of the parents to keep this room clean and tidy.



Feeding room and milk kitchen

The breastfeeding room is situated behind the reception desk and is available for you to express breast milk or to feed your baby. We have several electric breast pumps that you can use when you are with your baby, and a kit for this will be provided. This room is for mothers only please. We encourage you to express by your baby's cot side wherever possible. The curtains can be closed around you for your privacy.

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The milk kitchen is located opposite the feeding room. There are facilities to store your breast milk and to sterilize your equipment. Tanks for sterilising are provided by the unit, however, we ask that you provide your own bottles for feeding. It is the responsibility of the parent to change the sterilizing tank solution daily.

Quiet room

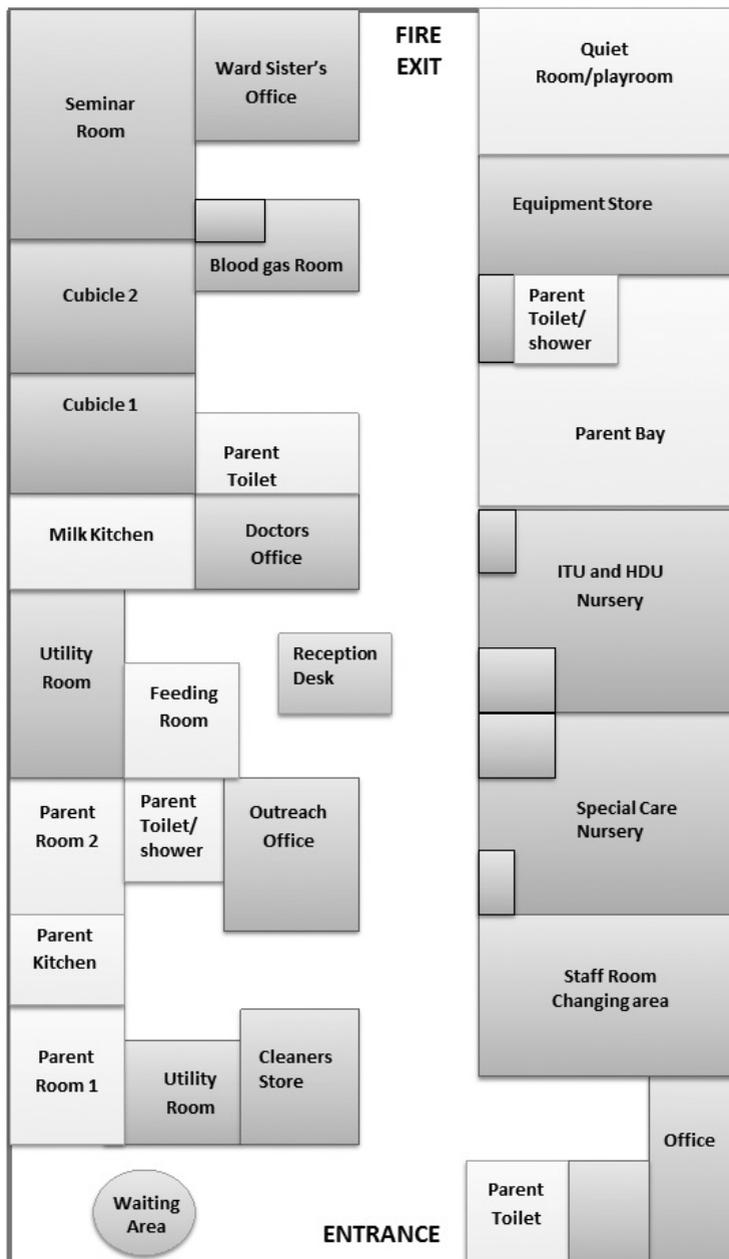
This room is used for consultation between paediatricians, nurses and parents and should not be used as a general sitting area. It is located at the far end of the unit on the right-hand side. There are also books and toys in the quiet room for siblings to use. Please do not leave your children unattended.

Alone time with your baby

We encourage you to spend as much time as possible with your baby. As your baby's condition allows, we will try to facilitate time for you to spend 'alone time' or family time with your baby away from the nursery. This is dependent on the observation and monitoring your baby requires.

If you have any concerns about cleanliness or hygiene, please bring them to the attention of the shift leader as soon as possible.

Ipswich Hospital Neonatal Unit floor plan



The Neonatal Unit philosophy

Our philosophy is based on the belief that, wherever possible, a mother and her baby should be together. When separation is necessary, the environment within the Neonatal Unit will be as welcoming and relaxed as it can be, encouraging the promotion of bonding and family-centred care.

We endeavour to give the highest possible standards of professional care and expertise so that optimal outcome for the baby is achieved, in an atmosphere where parents feel valued, supported and involved.

We aim to protect the baby from harsh stimuli, to minimise distress and offer appropriate opportunities for play and stimulation.

We aim to prepare family members for when the baby will go home so that they feel confident in looking after him or her.

We aim to make the baby's stay as short as is necessary while making sure baby has the professional care and attention needed.

Our staff are encouraged to continue to develop their skills and knowledge, and the Unit supports and values the dedication involved.



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Family Integrated Care

Family Integrated Care (FIC) is an approach to your baby's care which encourages you, as new parents, to be fully involved in the care of your baby. The goal of Family Integrated Care is to facilitate a partnership between yourselves as parents and the Neonatal nurses. The nursing team aims to:

- ✓ promote parent-baby interactions;
- ✓ encourage parent-baby bonding and attachment;
- ✓ support and empower you as new parents;
- ✓ support parent participation in your baby's care needs to the best of your ability; and
- ✓ help you to feel comfortable and confident in caring for your baby.

We encourage you as parents to spend extended periods of time with your baby on the Neonatal Unit, interacting with your baby, gaining knowledge, skills and confidence, so that you can be fully involved in the care of your baby. As parents, you are the most important people in the care of your baby. Your baby will greatly benefit from your care and attention, and as you grow more and more confident in the neonatal environment, we will encourage you to participate more and more in your baby's care, gradually reducing our nursing supervision.

The nursing team will encourage you to:

- ✓ talk about your baby's care needs and establish a plan of care together;
- ✓ learn and be involved in daily activities such as nappy changing, feeding, mouth care, top and tail, bathing, developmental care etc;
- ✓ to have skin-to-skin contact with your baby, comfort your baby when they show signs of distress and to recognize these cues;
- ✓ be involved in feeding your baby – learn to tube feed, support you with expressing milk, encourage you to organize and prepare feeds; and
- ✓ participate in doctors ward rounds – talk about your baby to the doctors, update them with any changes, be involved in any decision making or changes in your baby's care.

Caring for your baby on the Neonatal Unit

The skills checklist for parents on pages 18–20 has been designed to assist you as new parents to become fully involved in your baby's care and to become confident in looking after your baby.

What you will need

While your baby is on the Neonatal Unit, you will need to provide nappies, cotton wool and cotton buds for use in your baby's care. You are also required to provide clothing once your baby is nursed in a cot. You can leave a blanket and one pre-washed soft toy in your baby's incubator or cot, but you will need to take these home to wash them at least once a week. If your baby is bottle feeding you will need to provide bottles (a sterilising tank will be provided for you on the Unit). Please bring in your own bottles as early as possible so that your baby can get used to the teats.

Letting your baby rest

It is important for your baby to rest, as he or she needs to save energy in order to grow and become stronger. Long periods of rest are encouraged between care and feeds, especially if your baby is having procedures done. The nursing team will teach you how to comfort your baby with containment holding. You will find that your baby calms very quickly. You will also be encouraged to perform skin-to-skin or kangaroo care with your baby. This is an extremely positive experience for both you and your baby. **The Unit has a protected quiet time every afternoon to encourage rest.**

Feeding your baby

However you choose to feed your baby we will support your decision. We would, however, stress that breast milk is the best for your baby, and even if you are not planning to breastfeed in the long term, it would benefit your baby to receive your milk in the short term. Please ask for assistance from Neonatal staff if you require any information about feeding your baby. The Neonatal Unit has information leaflets on your chosen feeding method and there is also information in the Parent Information folders located in the kitchen area.

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Baby hygiene and daily care

The nursing team will encourage you to become involved in your baby's hygiene and care needs from your very first visit. You will be shown how to perform mouth care, nappy changes, washing your baby (top and tail), umbilical cord care and many other skills. Please use the checklist over the page as your guide for learning skills.

Storytime

We encourage parents to talk to or read to their baby every day to aid bonding and attachment. There is a supply of children's reading books in the quiet room which you can borrow, or you are welcome to bring in your own.

Parentcraft Trolley

Whilst your baby is on the Ipswich Neonatal Unit, you will be provided with a notebook for you to keep a 'My Neonatal Journey' diary. This is intended as a keepsake for you and your baby. The Parentcraft trolley in the main corridor has lots of supplies to assist you in adding to your diary.

Please do not hesitate to ask for assistance if you need it. The Neonatal Unit staff are always there to help and support you.



Learning to care for your baby on the Neonatal Unit: Skills Checklist for Parents

Important information	Date	Competent
Introduction and tour of the Unit		
Information pack for parents		
Visiting your baby		
Infection control measures		
Confidentiality, security and safety		
Visiting policy for other visitors		
Baby hygiene and daily care		
Mouth care		
Nappy changes		
Top and tail washing		
Cord care		
Bathing		
Temperature control		
Changing saturation probe and leads		
Developmental care		
Comfort holding/recognising stress cues		
Kangaroo care/ skin-to-skin		
Quiet time		
Sucrose/Pain relief		
Use of a dummy/soother		

Important information	Date	Competent
Feeding		
Feeding intention breast/bottle		
Consent for formula milk type:		
Consent for donor milk		
Breastfeeding pack		
Hand expressing information		
Safe use of breast pump and equipment provided		
Storage of breast milk and labelling		
Defrosting and warming breast milk		
Breastfeeding advice		
Bottle feeding advice		
Nasogastric tube feeding competencies		
Cup feeding advice		
Cleaning and sterilizing equipment: pump, bottles, teats, dummy/soother, cup etc		
Making up formula feeds from powder		
Use of own bottles prior to discharge		
Medication		
Explanation of medications from doctor/nurse		
Explanation of how and when to give medications		
Obtaining a prescription for medications from your GP		
Immunisations		

Important information	Date	Competent
Preparing to take your baby home		
Staying in the parent bay/parent room		
Basic life support teaching		
Safe sleeping positions		
Discharge health promotion		
Medical discharge check		
Car seat challenge		
Blood spot screening (Guthrie)		
Hearing screening		
'Red book' Child Health Record completed		
Follow-up appointments		
Introduction to the Neonatal Outreach team		
Transfer to another hospital		
Medical team discussion		
Information about new unit and directions		
Information about ANT team		
Other		

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Expressed Breast Milk Record

- ✓ If your baby is not yet breastfeeding, aim for 8–10 expressions in 24 hours.
- ✓ Let a member of staff know if you notice that your milk supply is decreasing or if you have any discomfort in your breasts.
- ✓ Show this log to your baby's nurse regularly so we can work together to ensure you receive the support you need for expressing.

	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7
Date:							
Midnight							
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 noon							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							
TOTAL:							

Diary for Parents

For you to document important information (staff will also write here at your request).

Diary for Parents

For you to document important information (staff will also write here at your request).

Going home: Advice from the Neonatal Unit

When your baby is feeding well and gaining weight steadily, and providing that he or she has no continuing medical problems, a date will be set for your baby to be discharged from the Neonatal Unit. The most important factor is that you, as parents, are ready and happy to take your baby home. You can use the parent checklist in this booklet as a guide to help you feel confident in taking care of your baby. The thought of going home with your baby can be very daunting for some parents, especially if your baby has been in hospital for a long time. Discharge from hospital is a planned event and you will be given plenty of time and notice to discuss this with the Neonatal team, with plenty of opportunities to ask questions.

We will give you the opportunity to stay on the Neonatal Unit with your baby for several nights, if you haven't already done so, so that you and your baby can get used to each other.

Breastfeeding

Breastfeeding has many important health benefits for you and your baby. You should have received lots of advice and support from both the midwives and the Neonatal team to assist you with effective breastfeeding. All babies are different and establishing breastfeeding can take a while. Your baby's progress will depend on their maturity, development and any underlying medical conditions. If you require any further support with breastfeeding, please ask a member of staff who will be happy to help.

Expressed breast milk (EBM)

Whilst your baby is on the Neonatal Unit we advise that your EBM is stored in the fridge for 48 hours only, (this is because of the higher risk of infection to premature babies). Once your baby is discharged from the hospital, your EBM can then be stored in the fridge for up to five days, as recommended by the Department of Health. EBM can be stored in the freezer for up to six months but should be thawed in the fridge and used straight away once defrosted. It can be warmed by standing it in a bowl of warm water. **Always** check the temperature of the milk



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on the inside of your wrist before feeding your baby. **Never** warm milk in the microwave as this causes 'hotspots' which can burn your baby's mouth.

Formula feeding

If you are formula feeding your baby, it is important that you know how to sterilise your equipment, prepare feeds and feed your baby. If you are unsure, please ask a Neonatal nurse for some guidance. Formula feeds should be made up as you need them. Powdered formula should be made up with boiled water and cooled for no longer than 30 minutes. You can cool the milk by holding it under cold running water. **Always** check the temperature of the milk on the inside of your wrist before feeding your baby.

Before your baby was discharged home from the Neonatal Unit they were having:

Formula: Amount per feed:

Frequency:

Measure formula feeds accurately and follow the instructions on the tin. When your baby starts to finish the bottle every feed, start making up the feeds with an extra 30mls. Do not expect your baby to finish the bottle every time. It is best to continue using the milk they were used to on the Neonatal Unit, unless otherwise advised.

Sleep

It is quite normal for your baby to want to sleep and feed frequently in the first few months. You may find that your baby finds it difficult to keep the same sleeping pattern at home as they had in hospital, due to the different environment. Eventually your baby will settle into a routine and adjust to the new surroundings. The Department of Health recommends that you always place your baby on their back to sleep with their feet to the foot of the cot/crib. Never place anything around their heads while they are sleeping such as toys or blankets. It is suggested that you take the opportunity to rest whilst your baby is sleeping.

Temperature control

To check that your baby is not too hot, place your hand onto their chest. Your baby should feel warm but not too hot. The room temperature should be maintained at 18–20°C to keep baby comfortable. Be careful not to place your baby's cot/pram next to a radiator or in a draught.

If your baby seems very hot, try removing clothing and recheck him or her shortly afterwards. If they feel too cold, try adding an extra layer of clothing and rechecking shortly afterwards. If removing or adding clothing does not improve your baby's temperature, please seek medical advice.

Travelling

It is very important that your baby is securely strapped into a suitable car seat when travelling by car. The car seat must be fitted into your car according to the manufacturer's instructions. The Neonatal team can advise you on how to comfortably and safely secure your baby into the car seat but they will not be able to fit the seat into your car. Therefore, please familiarise yourself with your car seat and practise putting it in and out of your car before taking your baby home.



Medication

Your baby may be discharged home on medication which is usually given with their feeds. The Neonatal team will explain each medicine to you, show you how to draw them up and how to give them. You will be given a supply of medicines which should last 28 days. Any further supplies should be obtained via a prescription from your GP.

The medications your baby is having are:

..... mls times a day
..... mls times a day
..... mls times a day
..... mls times a day



Follow-up appointments

If your baby was born very prematurely or had some complications while on the Neonatal Unit, an appointment will be made for 6–8 weeks’ time for your baby to be seen in the baby clinic at the hospital. This is a good opportunity for you to discuss your baby’s progress and any concerns you may have. This appointment should be sent out to you by post.

An appointment has also been made for:

on: / /



The Neonatal Outreach team

The Neonatal Outreach team are experienced nurses based on the Neonatal Unit at Ipswich Hospital. Their aim is to work in partnership with you as parents to support you and your baby at home after discharge from the Neonatal Unit.

The team will assess your baby's needs and identify whether they can offer you any further support or assistance in your transition to caring for your baby at home any easier for you. They will arrange to meet with you on the unit prior to discharge to discuss your baby's needs, and will make a care plan to support you at home. Not all babies will require Outreach Team support.



Community midwives and health visitors

Your baby's care will be followed up by your community midwife and your health visitor once your baby is discharged from the Neonatal Unit. They will be notified once your baby is discharged from hospital and a summary of your baby's Neonatal Unit stay will be sent to your GP. You will also be given a copy of this letter to keep in your Child Health Record (Red Book) for your own information.

You are welcome to invite your community healthcare workers into the unit to see you and your baby if you wish.

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Chaplaincy

The hospital chaplains support people of all faiths and provide a 24-hour on-call service. The hospital Chapel is situated in the North Zone of the hospital and is open day and night for quiet prayer and contemplation. They can be contacted through the hospital Switchboard on **01473 712233**.

Parent support

BLISS

Website: www.bliss.org.uk

Email: ipswichbliss@gmail.com

BLISS Helpline: 0808 801 0322

A charitable organisation for babies born too small, too sick and too soon, offering a wide range of information and support for families.

Facebook pages: premature babies Ipswich nicu (UK)

Ipswich Hospital Neonatal Unit (NNU) Support Group

These facebook pages are closed groups set up by parents who have had babies on the Ipswich Neonatal Unit, to share their experiences, offer advice and to support other families. Please request access via Facebook.

Perinatal Mental Health Support

Suffolk Wellbeing Service

Website: wellbeingnands.co.uk

Helpline: 0300 123 1503

East of England Operational Delivery Network

Policies and procedures for neonatal care

Website: www.eoneonatalpccsicnetwork.nhs.uk

Breastfeeding support

Ipswich Hospital breastfeeding coordinator: **01473 703052**

For more information on groups in your area visit www.breastfeedingnetwork.org.uk

Suffolk health and children's centres

For more information visit www.suffolk.gov.uk/childrenscentres

Financial support and advice

We recognise that having a baby on the Neonatal Unit brings a lot of extra expenses including travel costs, extra child care costs etc. If your baby has to stay on the Neonatal Unit for a longer period of time, you may be entitled to some financial support – please speak to your health visitor for more information.

You can also contact Citizens Advice for further support and advice, go to www.citizensadvice.org.uk

Restaurants and shops at Ipswich Hospital

Opening times and facilities may vary. Please see the ESNEFT website for details.

Courtyard Restaurant (Just Eat)

Sells hot and cold food and drinks. On weekday lunchtimes, there is a specialist baguette and pizza bar. Hot and cold desserts and snacks are also available.

Location: North Zone

Opening times: Monday–Friday, 7.30 am–4.30 pm (including Christmas Day and Boxing Day). Closed at weekends.

Deli Marché

Specialises in sandwiches, snacks and drinks.

Locations: South Zone and Outpatients Reception Areas

Opening times: Monday–Friday, 7.30 am–5 pm. Closed at weekends.

Costa Coffee

Specialises in sandwiches, snacks and drinks.

Location: South Zone Reception Area

Opening times: Monday–Friday, 8 am–8 pm, weekends 9 am–5 pm.

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WH Smith / Marks & Spencer

Sells newspapers, magazines, soft drinks, food, cards and gifts.

Location: South Reception

Opening times: Monday–Friday, 8 am–8 pm, Saturdays 8 am–7 pm,
Sundays 9 am–6 pm.

Location: Outpatients Reception Area

Opening times: Monday–Friday, 8 am–5.30 pm. Closed at weekends.

The Stock Shop

Sells ladies' clothing and accessories.

Location: South Zone Reception Area

Opening times: Monday–Friday, 9.30 am–5.30 pm, Saturdays 1 pm–5.30 pm,
closed Sundays.

WRVS Tea Bar (Women's Royal Voluntary Service)

Sells small snacks and drinks.

Location: Woolverstone Wing

Opening times: Monday–Friday, 9.30 am–4 pm

There is a cash machine (ATM) situated in the South Reception WH Smith.

If you require this information in a different format or language, please speak to a member of staff.

How to find the Neonatal Unit (Framlingham Ward):

Enter the hospital building at the Maternity entrance (8) or Antenatal Clinic entrance (7) and follow the signs to Neonatal Unit (Framlingham Ward).

If you would like the full Ipswich Hospital map please go to

www.esneft.nhs.uk/your-visit/information-for-visitors/getting-here/ipswich-hospital/ or pick up a printed copy at the Maternity reception.

With thanks to the families who have given permission for photography.

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