

# Newborn Care Centre: Key Information

March 2023

## Welcome to Newborn Care

We are one of the largest Neonatal Intensive Care Units in NSW and care for close to 1,000 sick and preterm babies from NSW each year. We bring to you a multidisciplinary team comprising of Medical, Nursing, Allied Health, Administrative and Cleaning staff, all working together to provide you and your baby with the best care in a respectful and compassionate way.

Our motto has always been delivering the right treatment to the right baby at the right time by providing the right information to parents and working in partnership with families. We always strive to improve the quality of care we provide to babies and families by active listening and constant review of our results. We invite you to join our health care team as we partner together to provide the best care for your baby. Please take the time to read this factsheet and ask any questions you may have, so that we can best support you through this difficult time.

## Parenting in the Newborn Care Centre

As a birth mother, you may still be an in-patient on the postnatal ward. Please know that your baby is receiving the very best possible care in the Newborn Care Centre (NCC), and that your own recovery is essential to you being able to provide physical and emotional support to your baby during their hospitalisation. There is no expectation that you are at your baby's bedside 24/7, please give yourself grace and allow yourself the time to rest, both on the postnatal ward and when you are discharged.

For some, your personal circumstances may not allow you to visit as often as you would like. The doctors and nurses in the NCC will communicate with you when your presence is essential and when it is encouraged. Either parent can call our main phone number on **93826160** 24/7 to speak with the team.

## Hand Hygiene

While your baby is in the NCC, he/she is at significant risk of infection. To help decrease the spread of germs, we must all take special care. Hand hygiene is the MOST effective ways to prevent the spread of germs. In NCC we use both soap & water and alcohol hand sanitizers to help remove and kill germs on your hands, wrists and arms.

Each time you enter and before going to your baby's bedside:

- Remove all jewellery from the elbow down
- Hang your coats/jackets on the hooks on the wall behind the big metal trough sink
- Follow the hand washing guidelines posted on the wall above the sink
- Wash hands with soap and water, paying special attention to cleaning under your nails and between your fingers
- Dry your arms and hands with a paper towel

Remember to re-wash your hands every time you enter the NCC.

Once you have washed your hands on entry, you should then use alcohol hand sanitizer when at the bedside before and after you touch your baby:

- Apply one squirt of pink alcohol hand sanitizer in the palm of one hand and work the scrub from fingertips to elbow
- Rub until completely dry
- Do not rinse off

In the interests of your baby and all those in the Unit, please also remember to wear a mask.

## Mobile Phones

- Please wipe your phone with a sanitising wipe provided beside the sink on entry to NCC.

- Try not to touch or hold your phone when you are holding your baby. Your baby deserves 100% of your attention while you are holding them, and it is important to use both hands to support your baby.
- Text rather than talk. If you must talk, please take the call outside NCC or in the family waiting room. Remember to wash your hands again upon re-entry.
- Set your phone to vibrate or a soft tone so as not to disturb other babies and families. Taking pictures or videos of your baby is encouraged. Your baby's nurse will be happy to take a photo of you with your baby if you wish.
- Use hand sanitizer whenever you touch your phone to prevent spreading germs that might be on your phone to your baby.

## Visiting Baby – Parents

We encourage you to spend as much time as possible with your baby. Research tells us spending time with your baby leads to improved bonding and helps your baby to settle. We offer 24-hour visitation to parents.

For the protection of your baby, the NCC is a locked unit. When you arrive, the receptionist will let you in, or you can use the intercom to get admission outside of office hours. Please do not visit if you are unwell. Please do not visit if you have a fever, cough, runny nose, sore throat or any other viral symptoms e.g. diarrhoea. This is for the safety of your baby and all other babies in the NCC.

For parents' and baby's safety we do not allow parents to sleep at the bedside. We request that you respect other families in NCC by not sleeping in the family lounge or waiting room either. Please speak with your social worker or the in-charge nurse if you have any questions. We encourage you to phone for updates on your baby whenever you wish, and especially if you are unable to visit or attend during medical rounds.

Our main phone number is **93826160**. When you call please ask for the nurse taking care of your baby. Please use your baby's first and last name and if you know the bed space your baby is in that is very helpful. Please try not to call during nursing shift change 7:00-7:30am and 19:00-19:30pm.

Please be aware that you may from time to time receive a call from a nurse or doctor in the NCC. This will typically show as 'No Caller ID'. We ask that you keep your phone with you and unsilenced when you are away from the NCC so that you can take these calls.

## Visiting Baby – Family and Friends

***Due to infection control, visiting is currently restricted to parents and grandparents only. Visiting rules may change during your baby's time in the Unit - Please follow the most up to date guidance as provided by staff in the Unit.***

### ***When restrictions lift:***

- Two people may visit the baby at any one time, and one of these people must be a parent. [NOTE: this is also applicable to grandparents – one grandparent and one parent at a time]
- Non-sibling visitors must be at least 16 years old.
- As with all visitors, siblings must be free of illness. Please be especially prudent given the prevalence of infectious illnesses at daycares and schools.
- Parents may nominate up to 4 support people/close family allowed to visit baby without parents present. There is a form to fill out with the nominated individual's information, which is added to your baby's notes. All normal visitor rules apply to these nominated people. Any other visitors must be accompanied by one of the baby's parents.
- Information will not be given over the phone to family and friends, only to parents.

Please be aware of these rules as a visitor to the NCC:

- Do not visit if you are unwell. Please do not visit if you have a fever, cough, runny nose, sore throat or any other viral symptoms e.g. diarrhoea
- Do not bring food or drinks (other than water) into the NCC
- No flowers are permitted in the NCC – please consider this before your visit
- No non-parent visitors are permitted between 7:00-7:30am (shift change), 8.30-10.30am (ward rounds), 13:00-15:00pm (quiet time) or 19:00-19:30pm (shift change)

Upon entering the NCC and before going to the baby's bedside:

- Remove all jewellery from the elbow down
- Put your coats/jackets on the hooks opposite the handwashing sink
- Follow these hand washing guidelines posted at the big metal trough sink:
  - Wash hands with soap and water, paying special attention to cleaning under your nails and between your fingers
  - Dry your arms and hands with a paper towel

- Please wipe down your mobile phone with a sanitising wipe and use sanitiser spray after handling your phone when inside the NCC
- Please turn your phone to silent to avoid disturbing the babies

## Facilities

NCC has capacity to care for up to 44 babies. The unit is divided into 3 different baby care areas. We take babies from our local area but also babies from across the State requiring specialist care.

- Level 3 is our 16 bed intensive care. Babies in this area require breathing support and/or need a higher level of care. In this area, one nurse will care for one or two babies, depending on the baby's needs.
- Level 2 is our 18 bed special care nursery. We have some stable babies on breathing support in this area and more stable growing babies. In this area we have one nurse to 3 or 4 babies.
- Level 1 is our transitional care. In this area, babies and parents are getting ready to go home. Parents are encouraged to spend more time with their babies, establishing feeding and ensuring good weight gain. In this area we have the total capacity for 10 babies with two nurses to care for them.

Inside the NCC we have:

- A breast milk expressing room that you can use to express breast milk while in the NCC if you do not wish to express by the bedside.
- A parents' lounge where you can take some time away from the bedside to eat. There is a small fridge, microwave, coffee and tea making facilities and a TV. Please remember, no eating or drinking hot drinks at your baby's bedside.
- Across the hall from the parents' lounge there is a bathroom with a shower.
- Next to this is a room with two beds you can use for a nap. You can book in 2 hour sleep blocks during the day. To book this room for a nap please put your name and times you would like to use the room on the white board on the door. You may need to request clean linen – one of the nurses can advise housekeeping staff.
- Two rooming-in suites (Blossom corner) are available to be booked before your baby is discharged. This facility will be discussed with you closer to the time.

## Shift Change

NCC nursing staff typically work 2 x 12-hour shifts. Shift change-over occurs every day from **7:00-7:30am** and **19:00-19:30pm**, when the nurse coming off shift will give a report on your baby to the nurse coming on duty. If you are visiting your baby during shift change, please keep in mind that important information is exchanged during this time and interruptions can be distracting. Please refrain from asking questions or calling the NCC until the report is completed, however you are welcome to provide additional details and context to the nurse coming on-shift once the change-over is complete.

As part of our family-integrated model of care, parents are usually the most well-informed single point of contact for their baby and have most detail on their history.



*Nurses in the NCC conducting a shift change handover*

## Quiet Time

Quiet time is **13:00-15:00pm** daily and is a designated time each day when babies have the opportunity for 2 hours of uninterrupted sleep. During this time no treatments, x-rays or procedures are undertaken unless absolutely essential. Lights are dimmed and noise levels are kept to a minimum. During this time parents may complete an uninterrupted cycle of kangaroo care or sit quietly by the bedside. No other visitors are allowed in the NCC.

Quiet time is hugely valuable for your baby, as it promotes deep sleep, supports physiologic stability and encourages growth and repair of brain tissue.

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*Should you wish to discuss any aspect of this information please send an email to [portal@royalwomen.org.au](mailto:portal@royalwomen.org.au)*