

PALS functions include:

- Offer advice and support
- Facilitate quick response to your concerns, typically within 1 to 5 working days
- Visit inpatients on the ward to discuss concerns
- Provide information about the Trust and its services
- Pass on your 'thank you' messages and your suggestions on improving our services
- Refer your concerns to our Complaints Department, as appropriate
- Offer assistance in accessing your baby's records

### Contact details

Lincoln County Hospital 01522 707071  
Pilgrim Hospital 01205 556243  
PALS@ulh.nhs.uk

### PALS opening times

Monday to Friday: 8.00am to 4.00pm

Offices is located in the main reception

If you have any questions regarding this information, or any other matter, please ask a member of staff.

### Additional support

**BLISS** The Bliss helpline is a UK wide confidential telephone service that offers a listening ear, emotional support and information to families whose baby is in or has been in neonatal care.

Telephone: 0808 801 0322 [www.bliss.org.uk](http://www.bliss.org.uk)

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at [patient.information@ulh.nhs.uk](mailto:patient.information@ulh.nhs.uk).

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Issued: May 2019  
Review: May 2021  
ULHT-LFT-2556 Version 3

Excellence in rural healthcare

**NHS**  
United Lincolnshire  
Hospitals  
NHS Trust

# Welcome to the Neonatal Services

Neonatal Services

Lincoln County Hospital - 01522 573604  
Pilgrim Hospital - 01205 445404

[www.ulh.nhs.uk](http://www.ulh.nhs.uk)

**2021**  
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## Firstly welcome to the Neonatal Services and congratulations on the birth of your baby

### Aim of the leaflet

This leaflet is aimed at parents and carers with babies on the Neonatal Unit and in Transitional Care. It aims to give you general information about the unit and transitional care.

Whilst your baby is a patient on the Neonatal Unit, they will be cared for by a team of people. Each day your baby will be cared for by a named nurse whose name will appear on the allocation board outside the nurses office.

We have a wide range of staff who work on the units including neonatal nurses, midwives, nursery nurses, clinical educators, health care support workers, consultants, registrars, house officers and advanced neonatal practitioners also work as part of the medical team in Lincoln.

In addition you may meet other health professionals who visit regularly, such as hearing screeners, dieticians and radiographers. If you would like to speak to your baby's consultant or our ward manager, please ask your baby's named nurse and they will be happy to assist you.

### Ward rounds

There are ward rounds every day on the unit as follows:

- **Lincoln**  
These take place Monday to Sunday at 10.30am and during the morning at weekends.
- **Pilgrim**  
These take place Monday to Friday at 9.30am. Over the weekend they occur in the morning.

This means that you will meet one or all of our consultants during your baby's stay. Please feel free to discuss any fears or concerns at this time. If you are not present at the ward round, the named nurse will fully update you on the plan of care and you can also ask to speak directly with the consultant.

cold beverages, fresh sandwiches, a selection of quality cakes, jacket potatoes and other light bites including paninis and pasties.

Monday to Sunday 8:30am to 6.00pm

### Restaurant

Patients, visitors and staff are all welcome to come, relax and grab a bite to eat at our restaurant. We offer a wide selection of hot and cold meals including a daily special. Our fresh salad bar offers a large healthy selection.

Monday to Friday 7:45am to 7:00pm  
Saturday to Sunday Closed

### Feedback about our services

'Care Opinion' is an independent feedback service that aims to promote honest and meaningful conversations between patients and health services. It believes that telling your story can help make health services better.



Stories relating to United Lincolnshire Hospitals NHS Trust can be found at <https://www.careopinion.org.uk/youropinion?nacs=RWD>

We would like to know more about your experience so we know how we are doing. Your experience counts.

**Visit [www.ulh.nhs.uk](http://www.ulh.nhs.uk) to find out other ways to leave us your feedback**

### Informing us of your concerns – the first step

If you have a concern about the care or treatment you or your baby received, or is still receiving, the first step is to bring this to the attention of staff (you can ask to speak to the manager, if necessary) in the department as soon as possible. If you are unable to get the support you need, then contact Patient Advice & Liaison Service.

PALS is a confidential, on-the-spot advice and support service for patients, relatives and carers.

## Facilities within the hospitals

### Lincoln County Hospital

A shop is located near the main hospital entrance. Patients, staff and visitors can buy a range of ready-to-eat sweet and savoury foods. Also available to buy are gifts, cards, toiletries, clothing, magazines, books and newspapers. There is a free to use cash machine.

Monday to Friday	7.30am to 7.30pm
Saturday	8.30am to 7.00pm
Sunday	8.30am to 4.30pm

### Time Out coffee shops

Time Out coffee shops are located at the main reception, outpatients reception, maternity ground floor and also in the oncology department.

They serve a full range of hot and cold items along with a variety of sandwiches, salads and cakes together with hot and cold drinks.

Opening times:

Main entrance	Monday to Sunday	8.00am to 7.00pm
Outpatients	Monday to Friday	8.30am to 4.00pm
Maternity	Monday to Friday	9.00am to 4.00pm
Oncology	Monday to Friday	9.00am to 4.00pm

**County Restaurant** is situated in the main hospital and is open from 8.30am to 2.30pm daily, Monday to Friday and is closed on Saturday and Sunday.

### Pilgrim Hospital

A shop is located near the main entrance of the hospital. Patients, staff and visitors can buy a range of ready-to-eat sweet and savoury foods. Also available to buy are gifts, cards, toiletries, clothing, magazines, books and newspapers. There is a free to use cash machine.

Monday to Friday	7:30am to 8:00pm
Saturday	8:00am to 7:00pm
Sunday	10:00am to 7:00pm

**The coffee shop** is situated in the main entrance to the hospital; you'll find a coffee shop with a seating area for 60 people. We serve hot and

## Visiting

Parents are welcome to visit their baby any time day or night.

Visiting grandparents, siblings or significant others are welcome between 8.00am to 12pm and 2.00pm to 7.30pm.

Other visitors are welcome between 2.00pm and 7.30pm.

Other children (non siblings) over the age of 12 years can visit (from 2.00pm to 7.30pm). Only two visitors at a time please (including siblings).

The sitting room and bedrooms remain for the exclusive use by our parents. If you or your family and friends are unwell, please check with a member of staff before visiting the ward.

### Car park permit

Free car parking is available whilst your baby is on the Neonatal Unit. Please ask a member of staff who will be happy to assist you.

### Quiet time (12pm to 2.00pm)

The Neonatal unit operates a daily quiet time.

During this time, we dim the lights and keep noise to a minimum. This provides babies with a rest period from the medical procedures and activities experienced throughout the day.

This time also provides you with private time for the opportunity to cuddle your baby and have skin to skin care.

Whilst your baby rests and sleeps please take advantage of this time to rest or take a nap if you would prefer to.

### Telephone calls

There is a direct line for parents who wish to contact the units as follows:

Lincoln Neonatal Unit	01522 573604
Pilgrim Neonatal Unit	01205 445404

Please ask to speak to the nurse looking after your baby for an update. You are welcome to call anytime of the day or night.

Please refrain from using your mobile phone for calls in the clinical areas. You are more than welcome to text or take photos.

## Confidentiality

Please be aware that in order to protect your child's confidentiality we will only give out patient information to parents.

Please be respectful of other babies privacy and dignity by not approaching other cot spaces.

If English is not your first language, please ask a member of staff for details of our interpretation service.

## Infection control

Your baby has recently left the safety and protection of the womb, which is effective in preventing most infections from getting to him or her.

We all carry bugs on our skin, especially our hands, which do not cause any problems to healthy adults. Babies who are born prematurely or who are ill are at particular risk of developing infections. The immune system is immature or stressed and unable to fight off infections effectively. This leaves your baby at risk of contracting infections from you, the hospital staff, the hospital environment and other visitors.

Hand hygiene is one of the best ways to prevent the spread of many infections, including some that pose particular problems in hospital, such as MRSA (Methicillin Resistant Staphylococcus Aureus) and Clostridium Difficile.

On the Neonatal Unit we follow strict rules in order to prevent the spread of infection. We are proud of our low incidence of infection and need your help to continue with this.

- Use the alcohol gel provided at the main doors when entering the unit.
- When going into a nursery it is very important that **everyone** washes their hands. This is vital to stop the spread of infection to your baby and others. All outside coats must be hung on the hooks at the end of the unit by the bedrooms. Please keep valuables with you at all times.

visitor will arrange to visit you at home.

Occasionally your baby may be discharged from hospital whilst still requiring additional needs. If this is the case, you will be visited by a member of our Homecare Team.

## Parent teaching classes

There are a variety of free parent teaching sessions offered by our nursery nurses. All parents are welcome.

## Parent support groups

### Lincoln Neonatal Unit

**Nocton Kangaroo Club** - this is an online support group for parents via our Facebook page. The site includes some inspirational stories and support from former neonatal parents.

Activities such as coffee mornings held at Waddington Children's Centre, walks in Whisby Nature Reserve as well as Summer and Christmas Parties.

Available on the Facebook page or via our website [www.noctonkangaroo.co.uk](http://www.noctonkangaroo.co.uk)

### Pilgrim Neonatal Unit

**Little Snapps** is the Boston parent support group. They meet monthly at the Sure Start centre in Boston and have regular events such as an Easter egg hunt and summer picnic. The group is supported well by past parents and staff from the unit. They also have a dedicated Facebook page.

## Religion

If you would like contact with a religious leader please let us know as we can arrange this for you. They offer counselling and will perform religious ceremonies including Baptism.

you may be asked to leave for a period of time; this may also be at short notice.

## **What is Transitional Care?**

This service has been provided to enable babies with additional needs to be nursed with their mothers on Nettleham Ward in Lincoln or the Neonatal Unit/Maternity ward in Boston. This will prevent admission to the neonatal unit thus alleviating the need for separation and reduce parental anxiety, ensuring you and your baby are discharged home as early as possible.

## **Who works on Transitional Care?**

During your stay you will meet our friendly transitional care team who are a group of specialised neonatal nurses, nursery nurses, health care support workers and medical staff.

Your midwife may also be there to look after you and your baby.

## **How will parents and baby benefit?**

We will support you and your baby during your stay.

You will be encouraged to be actively involved and included in all aspects of care regarding your baby.

Our staff will ensure that you are confident with all new skills required to ensure your baby's stay in hospital is as stress free as possible.

Birth partner and baby's siblings visiting times 9.00am to 9.00pm.

All other visitors visiting times 2.00pm to 8.30pm  
Only 3 visitors allowed per bed space.

## **When you go home**

By the time your baby is ready to go home you will be fully confident with feeding and caring for your baby. Your community midwife/health

- Please remove all jewellery and watches before washing your hands with the exception of a plain wedding band. Please leave them off while touching your baby as germs tend to thrive underneath.
- While it is important for families to visit, sick and premature babies are extremely susceptible to infection. If possible, try to avoid visiting the unit if you are unwell. If in doubt, please speak to the nurse caring for your baby.
- And finally, if you think a member of staff has forgotten to clean their hands before touching your baby (or any equipment attached to your baby) please remind them to do so.

## **Weekly routines**

All babies are weighed on Sunday, Wednesday and Friday in Lincoln and Monday, Wednesday, Friday in Boston.

Routine bloods are taken:

- Monday at Lincoln
- Thursday at Pilgrim

## **Photographs**

You may take your own photographs and video.

## **Toiletries for your baby**

We kindly ask that you supply cotton wool/wipes and nappies for your baby after the first 48 hours. The staff can advise you about nappy sizes.

## **Clothes**

We do have a supply of pre-term clothes you are welcome to use, however, it is perfectly acceptable for you to use your own baby clothes.

## **Staying at the hospital**

You may like to consider staying in the hospital to be near your baby. We have a limited number of rooms available which are allocated and

reallocated each day according to greatest need, as follows:

- To establish breast feeding
- To allow for 'Rooming in' before taking your baby home
- To allow parents to be with their very sick baby

If you would like a room, please make your wishes known to the neonatal unit staff who will do their best to provide for you as soon as a room is vacated. **Please note:** The allocation of rooms is reviewed every day according to the ward's needs.

Meals are provided daily for resident mums; these are ordered via the Healthcare Support Workers.

Visiting and resident parents may use the parents sitting room and make themselves a drink.

## Security

There is an intercom system on the main door into both units. If the buzzer is not answered immediately, please be patient as we may be busy with the babies.

The security measures are in place for your baby's safety, so please help us to keep this a baby safe zone.

**For security reasons please do not let anyone else through the doors with you.**

All members of staff will be clearly identified with a hospital security badge, showing their name and photograph.

If anyone approaching you or your baby is not able to produce this identification, please inform a member of staff immediately.

**Please note: The hospital doors are locked at 10.00pm and reopen at 6.00am**

## Safety

If you are staying in a bedroom with your baby we would ask that you do not leave the baby alone and that you do not carry your baby around, but use the cot provided.

When leaving the unit for any length of time, please inform staff of your

absence. This is to ensure staff are aware of your whereabouts in the event of a fire.

Fire alarm testing takes place:

- Lincoln: every Tuesday morning
- Pilgrim: every Monday 4pm

If you hear the alarm at any other time, please make your way to the nursery with your baby.

## Toys

Your baby may have just one small toy in either the cot or incubator. It must be washed before bringing it in and then weekly thereafter to reduce the risk of cross infection.

## iConnect

We are able to offer the use of Facetime, which will enable mums whose babies are transferred to another hospital shortly after delivery to:

- See their baby
- Meet the staff providing baby's care
- Discuss their baby's care needs

A member of staff will be present with both mum and baby for the duration of the Facetime call.

## Our expectations of you

The parents rooms are provided to enable you to do more for your baby. It is anticipated, therefore, that you will participate in your baby's care both during the daytime and the night time. In order to respect other parents and staff please ensure you are dressed appropriately at all times.

Please show courtesy and consideration to other resident parents by keeping the television volume down and avoiding loud chatter both in the rooms and in the corridor.

Whilst we try and ensure all parents have the opportunity to stay in a room, this is not always possible and if you have a room, on occasions,