

Integrated family delivered care

Information for parents and families

What is integrated family delivered care?

Integrated family delivered care is the model of family centred care adopted in our neonatal units to support babies and their families.

We want to support you as parents to have an active role in your baby's care from the moment he or she is born. Our aim is to help you to become partners in your baby's care and equal members of the neonatal team in caring for your baby.



The Integrated family delivered care model aims to ensure that parents feel engaged, enabled and empowered to be the main caregivers for their baby. We believe parents are the experts in their baby's care, and even the best medical attention cannot replace your presence and the love you have for your baby. Your closeness, touch, voice and contact are essential to your baby's development.

What does this model of care involve?

This care model is designed to help you feel confident, skilled and comfortable to do the majority of care for your baby as you feel ready and able to do so, with support and supervision of the nurse looking after your baby. Once your baby is medically stable, you may like to consider taking a more active part in your baby's care.



Educate Engage Empower Enable

Parents are encouraged and supported to become active members of their baby's care team and be involved in participation and decision making for their baby on the daily medical ward rounds. They are encouraged to have skin-to-skin cuddles with their baby and to enjoy the benefits of the weekly parent education programme run by our team.

How can integrated family delivered care help me?

Our multidisciplinary team (MDT) has worked with parents whose babies were looked after in the unit, to create a range of useful information including a mobile app, steps to home booklet and daily care plan thanks to funding by Imperial Health Charity.

The mobile app gives you lots of information about neonatal care, and provides a way to help you record the activities that are part of caring for your baby like: expressing milk, feeding and skin-to-skin cuddles, as well as note events, store photographs, keepsakes and memories of your time in neonatal care.

We hope these resources will help you to understand the various aspects of prematurity and the development of your baby and support you to prepare and engage in your baby's early life journey.

How to download the IFDC mobile App?



The app is free to download using the below QR code or by searching 'IFDC' in the app store or play store on your smart phone.

It is available for both Apple IOS (App Store) and Android (Google Play). You can register with your email and create an account for your baby.



For more resources you can check our website: www.imperial-familyintegratedcare.com

Research studies

We know that babies who have a strong bond with their parents have better developmental outcomes and our studies have shown that family integrated care programmes can improve clinical outcomes compared to traditional neonatal healthcare.

Family integrated care programs have also been shown to decrease parental anxiety and depression; increased parent-infant bonding; support breastfeeding and improve infant health including improvements in weight gain and possible reduction in infections.

How to get involved

To learn more about the integrated family delivered care and the resources available, ask any member of the neonatal team, or attend a parent educational session.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at pals@imperial.nhs.uk. The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to express your concerns in **writing** to:

Complaints department
Fourth floor
Salton House
St Mary's Hospital
Praed Street
London
W2 1NY

Alternative formats

This leaflet can be provided on request in large print, as a sound recording, in Braille, or in alternative languages. Please contact the communications team on **020 3312 5592**.

Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM

Department name: Neonatology Published: Feb 2020 Review date: Feb 2023 Reference no: © Imperial College Healthcare NHS Trust
--