

Neonatal unit

Welcome to the neonatal unit

Information for parents

Welcome to neonatal care

This is probably not where you hoped to be with your new baby. We are here to help. We are going to give you and your baby the best possible care.

Family integrated care

You are a very important part of your baby's care. We want to make sure that you know what is happening and what you can do for your baby.

You are welcome to be with your baby at any time of the day or night. You can ask what is happening, or how your baby is doing, whenever you want to. We want you to be involved in looking after your baby as much as possible.

Communication

If English is not your first-choice language, we will try to use the language you understand and speak. We will arrange for an interpreter to help us do this.

Ward rounds and teamwork

We would like you to be part of the discussions about your baby.

Every morning there is a ward round where the team visits every baby on the unit and talks about plans for that baby. This happens between 9.30 and 11.30am. You are welcome to be with your baby at this time. We would like you to tell us how you and your baby are doing.

Helpful contact numbers

If you cannot come to the hospital, you can call us to find out how your baby is and what is happening. To protect your privacy, we can only talk to you about your baby, not to friends or to other people in the family.

Useful phone numbers are on the other side of the page:

Winnicott baby unit (St Mary's)

Reception	020 3312 1103
Intensive care	020 3312 6294
Special care 1	020 3312 5059
Special care 2	020 3312 5776

Queen Charlottes Neonatal Unit

Reception	020 3313 5158
Intensive care	020 3313 3174
Special care 1	020 3313 3908
Family support nurse	07810 557818

Further information

We will do our very best for you and your baby.

If you are worried or unhappy about anything, tell a member of staff. We want to work with you to do the best for you and your baby.

Different formats

You can ask a member of staff if you need this leaflet as:

- Easy Read
- large print, Braille or a sound recording

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