



## Welcome to Heartlands Neonatal Unit

**Building healthier lives**

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## Welcome to the Neonatal Unit

Congratulations on the birth of your baby. Please make yourself at home during your stay on the Neonatal Unit. To keep your baby safe we have created a space for you to store your outdoor clothing, and sinks are provided for you to wash your hands before attending to your baby.

Here on the Neonatal Unit, you are important partners in the care of your baby; you will be supported and empowered to be your baby's primary care-giver, and staff will help and support you to be involved in your baby's care. Unit staff will discuss all aspects of your baby's care with you while you are here with your baby.

Below are some of the items you may wish to bring for your baby to make your stay more comfortable-

- Nappies and cotton wool
- Clean baby clothes (vests, baby-grows, hats, cardigans, mittens)
- Colostrum & breast milk - a hand expressing pack will be provided
- A baby blanket

## Consent and privacy

Some procedures, such as operations and immunisations, will require written consent, however many procedures are low risk and formal consent will not need to be taken each time, although staff will discuss all procedures with you.

While your baby is in the Neonatal Unit, staff record patient information in an electronic record. They use this to care for your baby and help to ensure that the service is run well. Please ask a member of staff if you have any queries.

Your baby's medical records are confidential and will not be discussed with visitors or other unauthorised personnel during your stay. During medical procedures and skin-to-skin contact, screens are available should you wish for privacy for yourself and your baby.

## Ward round

A ward round is where doctors and some of the team caring for your baby come to your baby's cot-side and discuss their care. It is also an opportunity for you to talk to your baby's doctors, ask questions and discuss any concerns that you may have. You are encouraged to attend the ward round so that you can discuss your baby's care with the team.

Ward rounds occur on:

- Mondays, Wednesdays, Fridays, Saturdays and Sundays at approximately 10am
- Tuesdays and Thursdays at approximately 11am

## Family information

Parents have open access to the Neonatal Unit so that they can spend as much time as possible with their babies.

We understand that this is an exciting time for you and you want to introduce your new arrival to family and friends. However for your baby's safety and due to infection prevention controls in place on the unit, we have dedicated visiting times for relatives.

Visiting times for relatives are as follows:

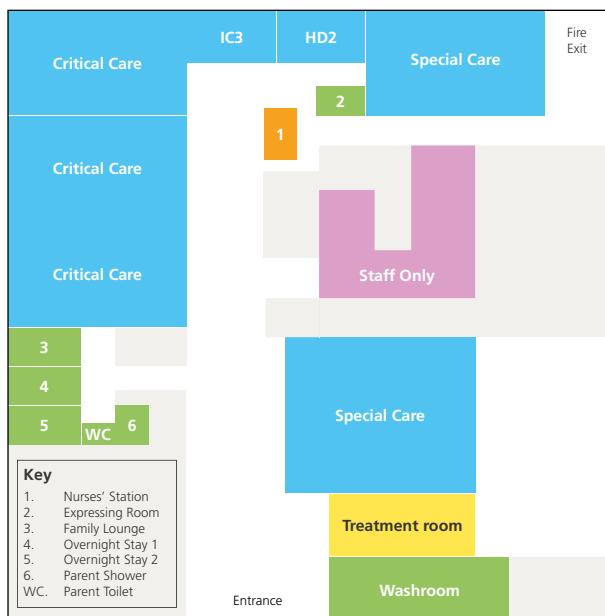
- Grandparents can visit between 10am and 7pm
- Siblings can visit between 10am and 7pm
- Please remember that **only two visitors** are permitted to each cot space at any one time, and **one person present at the cot-side must be a parent**

If you have any queries about visiting times, please speak to the Nurse in Charge on the Neonatal Unit.

## Other information

For travel and parking information, go to: [uhb.nhs.uk/getting-here/](http://uhb.nhs.uk/getting-here/) or please ask your nurse.

The Unit floor plan with parental facilities highlighted on it is below. If you bring food and drink with you, this can be eaten in the Unit's sitting room and stored in the fridge provided; please ensure you label your food and discard any food that's not eaten within 24 hours.



## How did we do? 😊 😐 😞

If you have recently used our services we'd love to hear about your experience. Please scan the QR code or follow the link to share your feedback to help us improve our services. **Thank you.**

[www.uhb.nhs.uk/fft](http://www.uhb.nhs.uk/fft)



## Accessibility

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## Neonatal Unit

Birmingham Heartlands Hospital  
Bordesley Green East, Birmingham, B9 5SS  
Heartlands **0121 424 3508/ 0121 424 3520**  
Heartlands Ward Manager **0121 424 2720**

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