



Neonatal Community Outreach Team NCOT

Who are NCOT?

Neonatal Community Outreach Team (NCOT) are a team of neonatal nurses now working in the community to support babies and their families post discharge.

We have bases at Birmingham Heartlands and Birmingham Women's neonatal units. The team cover babies discharged from Heartlands, Good Hope or Birmingham Women's neonatal units.

We work every day of the year apart from Christmas day.

Our working hours are: Monday to Friday 08:00–18:00
Saturday/Sunday and Bank holidays 09:00–17:00

Why is my baby going home with support from NCOT?

The NCOT are here to provide additional support to you when your baby is ready to go home. As neonatal nurses, we understand that it may be very daunting taking your baby home and that they may have had a rocky journey on the neonatal unit.

We will visit you at home because your baby's consultant has requested our support, or because your baby:

- Needs home oxygen
- Requires some feeds by nasal gastric (NG) tube (50% of feeds by bottle or breast)
- Is under 1.8 kg at discharge
- Is between 34 and 35 weeks corrected gestation
- Has had issues with weight loss or feeding
- Home phototherapy

How does it work?

We will come and say hello while your baby is still on the unit and arrange to come and visit you at home the day after discharge. Together we will decide how often to visit after that.

During our visits we may check your baby's saturations and heart rate, check their temperature, weigh them, change/replace NG tubes and take bloods.

If your baby has gone home on oxygen we will explain how to carry out your baby's next sleep study at home.

We can liaise with and update your baby's consultant on their progress and contact them if you need us to. We also work closely with the allied health professionals such as the physiotherapist, dietician and speech and language team should your baby need input from them.

Little Stars

NCOT hold a baby stay and play and support group every other Wednesday between 10:00–

Information for Patients

12:00 based in a children's centre.

Castle Vale Children's Centre

372 Yatesbury Avenue
Castle Vale
B35 0DG

It is a great opportunity to meet other parents of premature babies who have also been on the unit. Some attend for many years after being discharged. We also have seasonal events and occasionally have guests attend.

We will provide you with the dates of the group closest to your discharge date.

We also bring all our equipment to check saturations and weight if required plus provide refreshments and snacks.

Contacting NCOT

We have an office number you can call and leave messages on if needed. We also have a duty mobile for each site. Please be aware that if we are in a house seeing a patient we may have to wait until we leave to call you back.

Office – **0121 424 2722**

BHH – **07557486990**

BWH – **07557486988**

If you have any questions about our service prior to your baby being discharged, do not hesitate to contact us.

Our office is just off the NNU so the nurse looking after your baby could ask us to pop in and see you, we also do daily walk rounds.

Once home with us, please feel free to call/text us within working hours.

If your baby needs a new NG tube just let us know. If it is out of hours please use your open access passport letter which means you will not have to present and wait in A&E, at your nearest assessment unit (we will inform you which one is closest to your home).

If you are worried about your baby's health please contact your GP or use your passport letter (if your baby is on home oxygen therapy)

If you think it's an urgent, please don't wait for our planned visit. You can ring NHS **111** or use the website. If you are seriously worried or feel it is an emergency please do not hesitate to ring **999**.

NCOT Service for Birmingham & Solihull United Maternity and Newborn Partnership (BUMP)

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email patientexperience@uhb.nhs.uk.