

Dandenong Hospital Special Care Nursery

Information for parents



A Victorian
Government
initiative





David Street
Dandenong VIC 3175

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Congratulations on the birth of your baby and welcome to the special care nursery (SCN) at Dandenong Hospital.

This brochure provides information about our facilities and what to expect when your baby is transferred to our nursery. You will receive more detailed information on admission to the SCN.

Orientation

To familiarise yourself with the SCN please call to arrange a time to visit prior to your baby's transfer.

Transferring to our nursery

Once medically stable, and no longer requiring intensive care facilities, your baby will be transferred closer to your home, to our SCN. We will continue to provide your baby with specialised care and observation.

Your baby may be observed on a monitor after being transferred. Often babies are tired and may not feed as well for a couple of days after the change in their environment. This usually passes in a few days.

Our nursery

Our SCN is a 14-bed, high dependency unit located on level 2 near the Maternity Ward. One of a group of consultant paediatricians will be assigned to manage your baby's care. A paediatric registrar or resident doctor is available in the hospital 24 hours a day.

We aim to provide family-centred care to you and your baby during your stay and encourage you to participate as much as possible in the care and management of your baby. SCN staff will support and guide you in providing this care.

We welcome and encourage parents to be with their baby at any time of the day. It is an important part of your baby's care that they are aware of your presence—can hear your voice and feel your touch.

Other services

Allied health professionals available include:

- speech therapists
- physiotherapists
- social workers
- lactation consultants and a lactation clinic if required.

Nursery routine

The nursing handover is at the start of each shift, usually between 7–7.30 am, 1–1.30 pm and 9–9.30 pm every day.

The paediatricians visit the nursery daily, usually between 8 am and 10 am, to review your baby's progress. We request that parents and visitors respect the privacy and confidentiality of babies during the paediatricians' ward rounds and nursing handovers.

Mobile phones must be turned off or on silent while you are in the nursery. No hot drinks should be brought into SCN.



Baby's progress

As parents, you need to know what is happening to your baby. Don't hesitate to ask nursing staff or doctors to explain anything you do not understand about your baby's care.

Protecting your privacy

We are committed to respecting your confidentiality and preserving your privacy.

Nursery staff will keep your baby's medical history and family's personal information confidential and are also not permitted to discuss with you any details of other babies in their care.

Information about your baby's condition will only be discussed with you and we do not allow people to visit or handle your baby without your permission.

To respect the privacy of all babies and their families, we ask that parents stay with their baby and do not wander around the SCN or touch other babies even if they are crying.

Infection control

Hand washing is an effective way to reduce the spread of disease. For this reason always wash your hands before entering the nursery. If hands are soiled, they should be washed and dried, otherwise the pink hand solution may be used.

Clothes and toys

Disposable nappies are not routinely provided in the nursery. Babies may initially be in disposable nappies but as they get bigger nursing staff will start to use cloth nappies. If you prefer only disposable nappies, then you will need to supply them for your baby.

Baby clothes and sheets are available in the nursery. These items have been kindly donated by past graduates of the special care nursery. Parents are welcome to bring in their own clothes and sheets for their baby, however please ensure you have clearly labelled each item.

Feeding your baby

Breast feeding and expressing pumps are available in our parent's room. Expressing kits are available for purchase and breast pump hire is accessible through the maternity unit. A lactation day stay clinic is located within the hospital or lactation consultants are available for advice upon request.

If you choose to feed your baby formula, nursing staff will also assist you and provide information on preparing formula and sterilising equipment.



Visiting hours

Parents

Visiting hours are unrestricted for parents. You are welcome to visit whenever you wish. Please let staff know in advance when you will be coming in to feed or bath baby so this can be reserved for you.

Parents may phone the nursery at any time to enquire about their baby, however, please inform relatives and friends that staff cannot give them any information about your baby.

Other visitors

Visiting times for all other visitors are preferably during the day, and only accompanied by a parent.

If you wish a visitor to be admitted without the presence of a parent you must put their name in writing on the card provided or they will not be allowed into the nursery.

Due to limited space and to maintain a safe and quiet environment for all babies, only two visitors are permitted per baby (excluding parents).

All visitors must wash their hands on entering the nursery.

Children

Your baby's siblings are welcome under your supervision. Other children under 12 years of age **are not** permitted in the nursery for infection control reasons. We ask that visitors respect the privacy of all our families and do not touch or ask about other babies.

Please note: Family and visitors who are unwell with any infection, such as gastroenteritis, cold or flu, or have come in contact with an infectious disease, should not visit without first discussing with nursery staff.

Parking

The public car park is available at an hourly or daily rate, and we advise to obey parking restriction signs outside of designated car park

Parent's facilities

The parent's room, situated within the nursery, is equipped for feeding, expressing milk, bathing and spending time with your baby. This is a quiet area for baby and family, however space is limited, therefore visitors are restricted to two per baby. A TV is also located in the parent's room, which can be used for both leisure and educational purposes. Please be considerate of others when watching the TV.

It is important to make sure you fit in adequate rest and are eating and drinking well as you care for your new baby. Coffee, tea and juice are available in the nursery for parents and siblings only. Food can be purchased at the café or kiosk near the main entrance, hot and cold food is available from about 7am til 8 pm. Hot drinks are not permitted in the SCN due to the potential risk of spills or burns.



Preparing for discharge

Babies must be feeding well at all feeds for 48 hours and gaining weight before they can be discharged. The paediatric consultant will have final say on the day of discharge.

Rooming-in is encouraged as it provides an opportunity to fully care for your baby with nursing staff in close proximity prior to discharge. Our nursery has two rooming-in rooms, however, due to limited space only mothers are permitted to room-in.

You will need to bring toiletries and pyjamas and appropriate clothing and wraps to take baby home in. Meals are provided for mother whilst rooming-in.

Please ensure the baby capsule or car seat is fitted correctly well before discharge.

After discharge

At discharge your baby's nurse will provide you with information about caring for your baby at home and any appointments or tests needed for your baby after discharge.



All our services comply with relevant information and privacy legislation. SCN staff welcomes any feedback regarding the care of your baby.

