

Frankston Hospital Special Care Nursery

Information for parents



A Victorian
Government
initiative





PENINSULA HEALTH

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Published by Portfolio Services Division, Victorian Government
 Department of Human Services, Melbourne Victoria.

March 2009

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

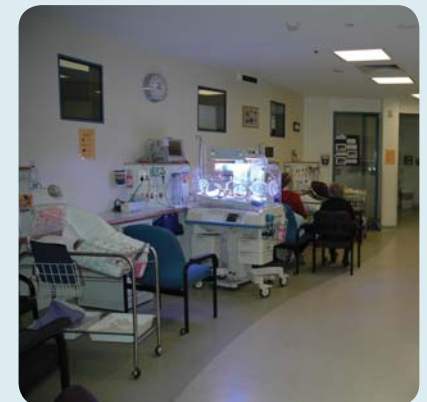
To make the transfer easier for your family we invite you to visit and familiarise yourself with the SCN before your baby is transferred. This is also an opportunity to ask nursing or medical staff any questions regarding the care of your baby.

To arrange a visit contact nursing staff on: (03) 9784 7777

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 require extra monitoring for at least 24 hours 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

The SCN at Frankston Hospital is a 13-bed, Level 2 high dependency unit that provides care for babies requiring specialised care and observation. The SCN is located on Level 4, above the main entrance.

Six consultant paediatricians care for the babies in our SCN. 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:

- lactation consultants
- paediatric physiotherapists
- speech pathologists
- occupational therapists
- social workers.

Nursery routine

Nursing staff shift handover times are 7am, 2 pm and 9.30 pm. Our six paediatricians are rostered on a daily basis and are present on the morning ward round (around 9-10 am). We ask that parents and visitors respect the privacy and confidentiality of babies during the paediatricians' ward rounds and nursing handovers.

We also ask that families and visitors help us maintain a quiet environment for babies to grow and develop by limiting noise and activity when they are in the SCN.

Mobile phones must be turned off or on silent while you are in the nursery.

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.

During rounds you can meet and discuss your baby's progress. At other times, staff can arrange for the paediatric registrar or resident to answer any queries parents may have.

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

The hospital provides clothing and disposable nappies for your baby. You may want to bring your own clothes for your baby. These will need to be clearly labelled with your baby's name. Parents are welcome to bring in their own baby clothes. Please ensure that they are well labelled.

Disposable nappies and other bed linen are provided by the nursery for the length of baby's stay.

Feeding your baby

SCN staff will help you with breast feeding and expressing milk. A lactation consultant is available in the SCN or through the infant feeding support service (IFSS). Breast pumps are also available for hire through IFSS during your baby's stay.

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.

However, we prefer that only parents visit during quiet times, which are daily from 11.30 am–1 pm and 5–6 pm.

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

Visitors are welcome but we ask that they be accompanied by a parent.

Due to limited space and to maintain a safe and quiet environment for all babies, only a total of four visitors (including parents) are permitted at baby's bedside at any one time.

If you are away from the SCN but wish a visitor to be admitted please complete and sign a 'visitors to the nursery' form that will be attached to your baby's chart.

Visitors will only be able to touch or cuddle your baby if you have given permission and it is appropriate at the time.

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.

Siblings will need to be supervised by parents and you may want to bring some quiet activities along for them while you are here.

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

Parking is available within the hospital car parks. Time limits and traffic regulations apply on hospital grounds. Car parking fees (currently \$1.00 per hour) apply 8 am to 6 pm Monday to Saturday.

Parents who have babies in the SCN for long periods will be provided with a parking pass for free parking but must comply with time limits as sign-posted.

Parent's facilities

A parent's room, situated within the SCN is available for feeding, expressing milk and spending time with your baby. It has a lounge, television and facilities for expressing breast milk.

It is important to make sure you fit in adequate rest and are eating and drinking well as you care for your new baby. Tea, coffee and juice are available from the pantry in Maternity Services for parents and siblings and meals can be purchased at the kiosk on level 3 or from the cafeteria on Level 2.

Hot drinks are not permitted in the SCN due to the potential risk of spills or burns.



Preparing for discharge

Some babies may need more specialised care than can be provided at Frankston and require transfer to a tertiary unit such as Monash Medical Centre, Mercy Hospital for Women, Royal Women's Hospital or Royal Children's Hospital. Once your baby is medically stable, the tertiary unit will arrange to transfer your baby back closer to home.

If your baby has reached term and still requires hospital care, a transition process to the paediatric ward can be accessed if medical staff feels it is suitable to continue your baby's care.

The medical and nursing staff will discuss discharge with you closer to the time your baby is ready to go home. Your baby will need to be 3-4 hourly feeding, gaining weight and have no acute ongoing medical problems.

Prior to discharge, we recommend you spend as much time as possible caring for your baby with staff there to answer any questions and support you as you gain confidence.

Social workers are available to provide emotional support, information, referral to support services and assistance with discharge planning.

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

After discharge

A midwife from the Midwifery Home Care team will provide follow-up support prior to the visit from local maternal and child health nurse.

Your baby will be seen after discharge by the admitting paediatrician. Staff will tell you who this is and when they will be in the SCN.

You will also be advised of any medical appointments required for follow-up after discharge.



All our services comply with relevant information and privacy legislation.

To access our privacy policy visit www.peninsulahealth.org.au

