

Werribee Mercy Hospital Special Care Nursery

Information for parents



A Victorian
Government
initiative





Mercy Health
Care first

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Congratulations on the birth of your baby and welcome to the special care nursery (SCN) at Werribee Mercy 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 the SCN on: (03) 9216 8697

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 will be observed on a monitor 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

Our SCN is a Level 2 high dependency 12-cot unit. Five consultant paediatricians work at WMH with a Paediatrician on call 24 hrs a day. The SCN is located on the South side of the hospital off the Childbirth Unit. The unit is secure 24hrs a day. Hospital access is via the front entrance during visiting hours and via the emergency department after hours.

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
- social workers.



Nursery routine

Nursing handovers are at 7 am, 1 pm and 9 pm each day. We ask 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.

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

Clothing and blankets are available in the SCN. However parents may bring in their own clothing, blankets and bath lotions. Please ensure they are clearly labelled. Parents are to supply disposable nappies, or they can be purchased in the SCN for \$11 for a packet of 18.

Feeding your baby

Expressing milk and breast feeding are encouraged, particularly at the infant bedside. Breast pump kits and privacy screens are available in the SCN. Lactation consultants are available 24 hours a day.

If you choose to bottle feed your baby, ready to feed formula is available in the SCN. We encourage parents to change their baby's sterilising equipment every day.



Visiting hours

Parents

Visiting hours are unrestricted for baby's parents and siblings. 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: 2pm–4 pm and 6 pm–8 pm.

During quiet time (between 12 midday and 2.30 pm) no visitors, except parents, may enter the SCN.

Due to limited space and to maintain a safe and quiet environment for all babies, only two adults are permitted at baby's bedside at any one time.

Visitors are welcome but we ask that they be accompanied by a parent. If you are away from the SCN but wish a visitor to be admitted please complete and sign a 'visitors to the nursery' card that will be attached to your baby's chart.

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

Parking is adjacent to the hospital's front entrance. Parking is not time restricted. Current cost is \$4.00 per day. Please keep the receipt for re-entry all day.

Parent's facilities

A 'parent's room' is located in the SCN where children and parents can watch videos/DVD's, eat meals and have hot drinks. Children must be supervised at all times.

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 and coffee are available for parents in the SCN kitchen. A cafeteria is located in the main hall, open from 8 am to 8 pm. Vending machines are located outside the cafeteria

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



Preparing for discharge

Discharge planning commences as soon as your baby enters the nursery. 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 discharge date.

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

After discharge

Transition care is offered on weekdays by the SCN staff on discharge prior to the maternal child health nurse visit.

A range of community resources are available in the Wyndham and Hobson's Bay areas, including multiple birth clubs and mothers' support groups. A social worker is available to discuss any additional needs prior to and after discharge. A pastoral care service is also available.



All our services comply with relevant information and privacy legislation.

To access our privacy policy visit www.mercy.com.au

