



G R A C E

Centre for Newborn Care

the childr^{en}'s hospital at Westmead



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Welcome to Grace Centre for Newborn Care

Your baby has been admitted to Grace Centre for Newborn Care for intensive care or special care treatment.

Grace Centre for Newborn Care is a specialised newborn nursery which provides care for babies needing investigation and treatment for complex medical and surgical problems that cannot be treated by their birth or referring hospital. It is part of a state-wide referral system for sick newborn infants.

Grace Centre for Newborn Care has a team of doctors, nurses and allied health professionals who are specifically trained and experienced in caring for newborn babies needing specialist treatment.

Babies cared for in the Grace Centre for Newborn Care may need one or more of the following treatments:

- A surgical operation
- Mechanical support for their breathing due to prematurity, pneumonia, or operative surgery
- Diagnostic tests involving complex imaging with x-rays, ultrasounds, and other new techniques
- Special studies of body chemistry and cell biology

We know that being in hospital with a sick baby may be very difficult for families. If there is anything we can do to help you, please feel free to ask a staff member at any time.



Rounds

Each day one of our five specialist neonatologists (baby doctors) will see your baby to check on their progress. These visits are called rounds and are usually attended by a variety of medical, nursing and support staff.

You are welcome to be present during rounds and are encouraged to ask questions. During the week, rounds are done twice a day, morning and mid afternoon, and on weekends they occur only in the morning.

Your baby may be under the care of one of the neonatologists, or under joint care with other specialist paediatricians or paediatric surgeons. If you would like to discuss your baby's medical condition, treatment or progress with the doctors concerned, we can arrange an appointment at a convenient time.

Information and enquiries

If you need to telephone for information about your baby's progress, the main number is: **(02) 9845 1178.**

Being with your baby

As parents, you are encouraged to be with your baby as often as you wish – day and night. Supervised visiting by brothers and sisters (please no other children) is also welcomed. However, if your children are not well, we advise they do not visit their new baby until they are feeling better.

Relatives and friends are also welcome, however you need to be present, when they visit. If this is not possible, and you would like your relative or friend to visit without you being present, please let the nurse caring for your baby know. Visitors will not be able to visit without your presence or consent. Because there is a limited amount of space in the nursery, only two visitors (including yourself) are able to be at your baby's cot at one time.

The ward rest time is from 12 noon to 2.30pm each day. During this time we try to give babies a break from nursing and medical procedures. We prefer only parents to be present at this time.

We would like to keep you informed about your baby's progress at all times and you can assist us by leaving up-to-date contact numbers at your baby's bedside.

We do not give information about your baby's condition or progress to other



relatives or friends. You can help reduce the time we spend on the telephone by asking relatives and friends not to ring the nursery, but to obtain information about your baby from you or a friend or relative you nominate.

Washing your hands

Hand washing by staff and parents is the most important way of preventing infection in the nursery. There are wash areas near the reception desk and in the nursery.

We ask that you remove watches, coats and jumpers and wash your hands before entering the nursery.

We provide lockers for parents to store valuables. Please ask the ward clerk for a locker key.

Developmentally supportive care

As part of the care we provide for your baby's medical or surgical condition we are also mindful of the need to:

- Support your baby's development during the busy routines in the nursery
- Promote the relationship between you and your baby
- Enhance your skills in caring for your new baby

- Support you in making decisions for your baby

You are encouraged and supported in attending to your baby's needs, even at critical times during hospitalisation.


Your baby's diary

We provide each family with their own diary to enable their journey during their time in the nursery to be documented by you and by the nurses. A craft box is available for you to use to decorate your baby's diary. We have a digital camera so photographs of your baby can be put on a disc for you to take home with you. You are free to take photos of your baby with your own camera at any time during their stay in the nursery.

Support within the nursery

The unit has a core group of developmental support nurses whose role is to ensure that you and your baby's developmental needs are met. A plan of care will be created, using information gained from observing your baby and from discussion with you and your baby's nurse. This plan will be placed at your baby's bedside.

There is a Parent Advisory Council which consists of families who have had a baby in the nursery. Their role is to provide advice on specific issues related to care



and family support from the parent's perspective. If you are interested in communicating with, or joining the Parent Council, please speak to one of the Nursing Clinical Coordinators.

Informed Consent

When your baby is admitted to the Grace Centre for Newborn Care you will be asked to sign a general consent form for treatment and care for your baby. You will be asked to sign an additional consent form when your baby has to undergo other specific procedures such as an operation, an anaesthetic, immunisation or a specific

investigative test. You will be asked to give permission by verbal consent for some routine tests such as the newborn screening test and the newborn hearing screening test.

Please let us know if you have any special requirements or concerns.

Research/audit

Research is vital to provide the best care for sick babies now and in the future. There are many research projects conducted each year and you may be approached by a member of our team to participate in such a project. All





projects are approved by the Hospital Ethics Committee and your participation is optional and confidential. At no time will your baby's care change because of such participation.

As part of an ongoing evaluation of the care given within the unit, information is routinely recorded, so our activity can be properly audited. This includes details of pregnancy, delivery and care within the nursery until you return home. All information obtained is confidential and access to the data is controlled.

Some of this information, without personal identification, forms part of the NSW and ACT Neonatal Intensive Care Units' (NICUS) Data Collection, which is an audit funded by the NSW Department of Health.

SIDS guidelines

We support the safe sleeping recommendations of NSW Health Department and the SIDS Council of NSW. Your baby may require a more supportive mode of bedding initially, but as the time for discharge approaches and your baby is becoming stronger the SIDS safe sleeping recommendations will be incorporated into your baby's care.

The Patients' Friend

The patients' friend is a service that is available for families when concerns arise that may require support that is not directly connected to the unit. The patients' friend can be contacted on Ext 53535 and is located on Level 2 next to Kid's Health.

Finance department assistance

If you have any questions or queries related to the financial aspects of your baby's hospital stay, the ward clerk can arrange an appointment for you to meet with a staff member from the Hospital Finance Department.

Parent lounge

There is a parent lounge and outside patio for your use. The lounge, which is near the reception desk, has a television, refrigerator and tea/coffee making facilities.

We do request that you please do not bring hot drinks into the ward and you wash-up your cups and plates after use. The courtyard is a strictly non-smoking environment.

Breast feeding and expressing facilities

A lactation specialist can help and advise you on breast feeding and breast expression. Please feel free to ask for a consultation with her.

There are facilities for expressing and storage of expressed breast milk. Please ask one of the nurses for assistance.

Community midwife service

If you have only recently delivered your baby and do not have a midwife but would like to see one, please let us know so a visit from a community midwife can be arranged.

Social worker

The Department of Social Work is concerned with the emotional and social wellbeing of the children and families who attend The Children's Hospital at Westmead. The Department aims to minimise the impact of illness and Hospital treatment on children and families with appropriate support services in their community.

How can social workers in this Hospital help?

Having a baby in hospital can be a stressful time for you and your family. Social workers can help with a range of issues including:

- Dealing with your baby's illness or medical condition
- Accessing hospital and community services
- Family and relationship concerns
- Stress
- Coping with changes, grief and bereavement

If you would like to see a social worker you may ask your doctors or nurse to arrange this, or you may contact the Social Work Department directly. The Social Work Department is located on level one, near the end of the ramp.

Aboriginal health education officer

An Aboriginal Health Education Officer is available to assist Aboriginal children and their families in a variety of ways. Please contact the Department of Social Work for further information.

Hospital services

Parking

Please read the attached leaflet for up-to-date information on parking.

Accommodation For parents

The Parents' Hostel provides accommodation for parents (unfortunately not for other children or relatives) for a set cost per person per night. To book, please see the nurse

caring for your baby or the ward clerk.

Kids Health

The Kids Health service is located on the ground floor of the Hospital. This service provides general parenting information and resources to parents, including an extensive library. There is also a medical information research facility for parents.



Please refer to the Hospital Handbook for further information on services and facilities in the Hospital, as well as information on your rights and responsibilities.

Discharge

Babies are either discharged home in the care of their parents or transferred back to their referring hospital under the care of a paediatric doctor. You are encouraged to discuss your baby's discharge arrangements and ongoing care with your nurse.

The nursery has a full time discharge liaison nurse who has expertise in arranging and supporting your transition from hospital to home.

Before going home please make sure

that you have the following information

- Follow up appointments
- Your baby's feeding regime
- Wound care information (if applicable)
- Your baby's medications and clear instructions on how to use them
- Results of your baby's hearing test
- Who to see or contact if you have difficulties once you get home
- SIDS guideline pamphlet
- Child and Family Health Nurse follow up details
- Your baby's completed health record book



Grace Centre
for Newborn Care...

Working together with
families to provide the best
care for every baby





Grace Centre for Newborn Care

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The Grace Centre for Newborn Care would like to acknowledge the support we have received from the Grace Parent Advisory Council and Carol Selmecci, Nursing Clinical Coordinator.