

Support for Parents on the Neonatal Intensive Care Unit

Philosophy of Care

- For every baby and their family admitted to our Neonatal Unit, we aim to provide excellence in family centred care within a safe and nurturing environment.
- Working in partnership, we will compassionately support and encourage parents and families to participate in all aspects of their babies care.
- We have a research based approach to neonatal care and encourage personal and professional development of all staff.
- It is our belief that every baby should be treated with respect and dignity throughout their unique journey, maintaining confidentiality at all times.

Mission statement

Babies and their families are the centre of our service as we strive for excellence and innovation.

Our Values

- Family centered care that focuses on the need of the baby first and values the family as an important member of the team.
- To provide excellence in clinical care, service and communication.
- Ensure collaboration within our institution and with the multi-disciplinary team who share our mission and goals.
- Leadership that sets the standard for neonatal health for the future.
- Accountability to our babies, communities and each other providing the best services we can.

Family Support Coordinator - Jo Willard

Having a baby stay in the NICU for any reason is not what any parent expects when they are first pregnant. All the staff here understands that it can be a time of many ups and downs and as such, want to support you as much as we can whilst your baby is here with us. Our Family Support Coordinator aims to meet with all parents new to the unit in their first few days here.

She is there for support and signposting regarding any difficult issues and feelings that you may have. Individual time can be booked when needed.

Jo Willard - 07810 756945, Monday – Friday 8am – 4pm

Birth Reflections – Zara and Sandra

The Birth reflection service provides women and their partners the opportunity to talk about their birth experience, to share feelings and reflect on their birth, discussing the whole experience in an atmosphere of trust and safety, helping to clarify events. You might wish to talk about your experience whilst your baby is still on NICU. Many find they need to have time at home to adjust to family life before being able to reflect upon their experience and some do not feel that they need to reflect until the next pregnancy. If you feel the need to reflect and when you are ready you can contact the service for support.

Midwife Specialist Counsellor – 01932 0722879

Perinatal Midwife – Erin Pascoe

Many mothers have periods of feeling worried and/or low but with the added stress of having a baby on NICU we have to be aware that if these feelings do not go away this can be a sign of something more serious. It is not uncommon for new mothers to suffer from depression or anxiety and sometimes from other mental health problems. If you experience these feelings talk to the family support nurse. If you need the extra support she can refer you to Erin Pascoe the perinatal specialist midwife to come and see you. Or you can contact Erin directly

Erin Pascoe – 01932 723833

Neonatal Community Outreach Team – NCOT

The aim of NCOT is to ensure a seamless and supported journey from the Neonatal unit to home. The team is made up of specialist nurses and nursery nurses and they support you and your baby through the process of preparing for discharge. Some baby's require extra care when discharged from NICU. Their role is to make sure that you feel confident and ready to take your baby home.

Once home, if required, NCOT will continue to visit you and support your baby's progress. On occasion (dependent on the baby) there are opportunities for an early discharge with NCOT input for those wishing to establish feeds at home and/or if your baby still requires oxygen.

NCOT – 01932 723674

Little Treasures

This is a group for anyone who has had a baby on NICU or TC. This is where parents can come along to meet families and share experiences with other parents who have spent time in NICU with their premature or poorly baby. It is on the last Thursday of every month from 2pm – 3.30pm at the Clarendon Children's Centre in Ashford

Little Treasures – 01784 424759

E-mail clarendoncc@googlemail.com



Spiritual Needs

A Chaplain is normally available twenty-four hours a day, seven days a week. Our unit Chaplain visits weekly and is available for emotional support regardless of religion. If you wish to have a visit from your own Priest or faith leader and you do not have contact details please let the hospital Chaplain know. Our chaplains can get in touch with your local faith representative for you.

At St. Peter's we have a Multi-Faith Centre, which is open to everyone, is on Level 3 by the Duchess of Kent entrance. The Centre is open from 8.00am - 6.00pm each day. Security staff will unlock it at other times if needed. The Centre includes a Chapel, a Multi-Faith Prayer Room, a Quiet Room and an Ablutions Room for the use of those whose practice it is to observe ritual washing before prayer.

Chaplin - 01932 723324

Support Organisations

Bliss - www.bliss.org

Child Bereavement Charity - www.childbereavementuk.org

Lullaby Trust - www.lullabytrust.org.uk

Multiple Births Foundation - www.multiplebirths.org.uk

Rainbow Trust Children's Charity - www.rainbowtrust.org.uk

TAMBA - www.tamba.org.uk

SANDS - www.uk-sands.org

CRUSE BEREAVEMENT - www.crusebereavementcare.org.uk

Association for Postnatal Illness - www.apni.org



Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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Department: NICU

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔
 ने सुवातुँ उवसमे दी लेंड वै उं खिखा बवके एस नंबर उे डेन बवें: 01932 723553
 اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر میں اس فون نمبر 01932 723553 پر رابطہ کریں
 Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
 यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
 Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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