

Newborn Care Centre Information

November 2023

Welcome to Newborn care Centre

Wonderful things does come in small packages at the Royal Hospital for Women's **Newborn Care Centre** (NCC). After 96 years in Paddington, an inner-city suburb of NSW, the Royal Hospital for Women was re-located to the Randwick Hospital Campus in June 1997. On the campus are the Prince of Wales Hospital (POWH) and Sydney Children's Hospital (SCH). Today, The Royal's NCC is one of the largest surgical perinatal neonatal intensive care units in New South Wales with:-

- 46 cots and a team of over 100 nursing and medical staff
- highly specialised care for sick newborn babies – both medical and surgical
- multidisciplinary collaboration and liaison with highly skilled fetal medicine specialists at RHW and paediatric subspecialists from SCH including surgeons, cardiologists, paediatric intensivists, geneticists and metabolic disease specialists
- Different modalities of treatment and care for newborn babies provided such as nitric oxide therapy and high frequency ventilation
- 3 different levels of baby care areas in the unit
 - Level 3 – Intensive Care area with babies who require breathing support, immediate post-operative care, higher level of care than Level 2 babies
 - Level 2 – Special Care area with babies who require some breathing support, some babies establishing on feeds and babies who are more stable
 - Level 1 – Transitional Care area with babies who are establishing feeds fully and having weight gain and parents gaining confidence with their mothercraft skills in preparation for discharge home

- Breastmilk expressing room (pumping room) for mothers only to express breastmilk while baby is in NCC
- Parent's lounge for "time-out" from the baby's bedside. Parents can enjoy their meals or a tea/coffee break in this lounge facility
- A bathroom with shower facilities and next to it is a day-bed rest room for parents. This will need booking on the white board on the room's door. You may need to request for clean linen with the Level 1 nurse
- Two rooming-in suites (Blossom corner) that are used for you and your baby to room-in for a night or two prior to discharge. This will be discussed with you closer to discharge and will require booking with the nurse in Level 1.

Together, in partnership with you as parent/s and families we endeavour to work with you in a compassionate and respectful manner while caring for your baby. We also invite you to ask any questions about your baby's care that you may have so that we can support you through this roller-coaster period.

Parenting in the Newborn Care Centre

As a birth mother, you may still be an in-patient on the post-natal ward or is discharged home. Please know that your baby is receiving the best possible care in the Newborn Care Centre (NCC). Included in this journey, your postnatal recovery is essential so that you are able to provide physical and emotional support to your baby. You are not expected to be with your baby 24/7. Caring for yourself while in postnatal ward and after discharge home is just as important and sometimes your personal circumstances may not allow you to visit frequently as you would like. If you are unable to visit as often as you would like, you are welcome to telephone

NCC for updates on your baby. The staff of NCC will communicate with you as well as when your presence is essential. Either parent can call our main phone number on 93826160 24/7 to speak with the NCC team.

Hand Hygiene

Hand hygiene is the **MOST** effective ways to prevent the spread of germs. To help decrease the spread of germs, we must all take special care the way we wash our hands, wrists and arms.

In NCC we use a topical antiseptic solution (green solution) and water and alcohol hand sanitizers to help remove and kill germs. Each time you enter and before going to your baby's bedside, it is important that you:-

- Hang your coats/jackets on the hooks on the wall opposite the big metal trough sink
- Remove all jewellery (bangles and rings with stones) from the elbow down
- Follow handwashing guidelines posted on the wall above the sink
- Wash arms to the elbows and your hands with the green solution in the pump attached to the wall above the metal trough sink for at least 20 seconds
- Pay attention to cleaning under your nails and between your fingers
- Dry your arms and hands with a paper towel
- Always remember to re-wash your hands every time you enter NCC

Use alcohol hand sanitizer when at the baby's bedside before and after you touch your baby – one squirt onto palm of hands and rub hands until completely dry. Do not rinse-off with water

Mobile Phones

Your mobile phone have a lot of germs that you may not be aware of. These are ways that you can help use minimise the spread of germs and prevent contamination:-

- Please use a V-wipe to clean your phone. Ask a staff to provide if it is not available beside the sink on entry to NCC
- It is important to try not to touch or hold your phone when you are holding your baby. Your baby deserves 100% of your attention while you are holding them, and it is important to use both hands to support your baby
- It is preferred that you text rather than talk. If you must talk, please take your call outside NCC or in

the family waiting room. Remember to wash your hands again upon re-entry to NCC

- To avoid disturbing other babies and their families, set your phone to vibrate or on a soft tone
- You are welcome to take pictures or videos of your baby. Your baby's nurse will be happy to take a photo of you with your baby
- Always use the hand sanitizer whenever you have used your phone to prevent spreading germs that might be on your phone to your baby

Visiting baby - Parents

Spending time with your baby has been shown by research that it improves bonding and helps your baby to settle. NCC encourages you to spend as much time as you can manage with your baby. NCC is a locked unit that will require the ward receptionist to open the door for you. You can use the intercom to gain admission into NCC if there is no one at the front desk or during outside office hours. Please be patient as there may be delay if NCC is busy.

Please do not visit if you are unwell:-

- You have a fever, cough, runny nose, sore throat or any viral symptoms eg diarrhoea
- This is to protect your baby and all other babies in NCC from getting sick.

NCC does not allow parents to sleep:-

- At baby's bedside. This is not safe for the baby.
- In the family lounge or waiting room. It is necessary to be respectful to other families in NCC. Please speak to your social worker or the nursing Team Leader for other arrangements

NCC's main phone-line is 93826160. You are very welcome to phone for updates on your baby especially if you are unable to visit or attend medical rounds. Sometimes you may receive a call from a nurse or doctor with information about your baby which will show on your phone as "No Caller ID". Therefore it is important that you keep your phone with you and unsilenced when you are away from NCC. Please avoid calling during nursing shift change:- 7:00-7:30am and 19:00-19:30pm as the nurses are busy and the phone will not be answered.

Visiting baby – Family and Friends

Unless otherwise specified, these are NCC's visiting rules:-

- Please do not visit if you are unwell:- if you have a fever, cough, runny nose, sore throat or any viral symptoms eg diarrhoea
- Food or drinks (other than water) are not allowed in the clinical area of NCC
- No flowers are permitted in NCC – please consider this before your visit
- No non-parent visitors are permitted between 7:00-7:30am (shift change), 8.30-10.30am (ward rounds), 13:00-15:00pm (quiet time) or 19:00-19:30pm (shift change)

Upon entering the NCC and before going to the baby's bedside:

- Please remove all jewellery from the elbow down
- Put your coats/jackets on the hooks opposite the handwashing sink before handwashing
- Follow the hand washing guidelines posted at the big metal trough sink area
- Wash hands with the green solution in the dispenser pump and water up to the elbows paying special attention to cleaning under your nails and between your fingers
- Wash for 20 seconds
- Dry your arms and hands with a paper towel
- Please wipe down your mobile phone with a V-wipe and use sanitiser spray after handling your phone when in NCC
- Please turn your phone to silent to avoid disturbing the babies in NCC

Quiet Time

Having Quiet time is hugely valuable for your baby, as it promotes deep sleep, supports physiologic stability and encourages growth and repair of brain tissue as shown by research. During this time parents may complete an uninterrupted cycle of kangaroo care or sit quietly by the bedside. During this time we endeavour to have no treatments, x-rays or procedures unless absolutely essential. Quiet time in NCC is between 13:00-15:00pm daily when babies have the opportunity for 2 hours of uninterrupted sleep. Lights are dimmed and noise levels are kept to a minimum. We prefer no other visitors for your baby.

Endorsed 21 October 2021. Reviewed by clinicians and consumers in development stage July to August 2021. Should you wish to discuss any aspect of this information please send an email to portal@royalwomen.org.au

Revised & Reviewed 26th September 2023