

As parents you are the most important people in your baby's life and therefore, you are not a 'visitor' you are vital members of the neonatal team and are welcome in the unit at any time. We encourage you to be with your baby as much as possible and become involved in their care. Your participation and presence is extremely important for your baby as it helps them to feel loved and secure, this in turn helps to promote optimal brain development.

Ward rounds

We welcome and encourage you to be present for the daily ward round from 9am each day. If attending we ask that you be in the unit and settled prior to the ward round commencing and remain quiet throughout its duration. This is to ensure a calm and peaceful environment for the babies in our care.

The ward rounds are a time to review the care that each baby requires and make a plan for the day. If you wish to discuss any problems or plans in more depth please speak to a member of staff who will arrange a time for you to meet with the medical team.

We will continue to update and meet with you throughout the day to answer any questions you may have.

We may ask you to leave for a short time when it is necessary to protect the privacy and confidentiality of babies being discussed nearby.

Examples are:

- When an emergency arises or certain procedures are being carried out on your baby or a baby close by
- Sometimes during the admission of an ill baby.

Visiting

Grandparents may visit between 2pm and 7pm each day.

Siblings may visit after 2pm each day.

Up to 2 additional nominated adults (including great grandparents) may visit between 5pm and 7pm. Only in special circumstances can the nominated people be changed during your baby's stay. We have to ensure the safety and security of the babies in the unit and having multiple different visitors makes this difficult.

Only 2 people will be permitted at the cot side at anytime. Please note Visiting may be limited to parents only under certain circumstances.

Please explain to your family and friends that we are unable to give them any information about your baby's condition. Information will only be given to parents.

- We do try and reduce the number of people who touch and handle your baby; this is to reduce the risk of infection. To assist with this while your baby is in the intensive care or high dependency area of the unit, we ask that touching and handling be limited to parents only, as babies in these areas tend to be the most vulnerable. This also has the benefit of allowing maximum periods of rest to assist with growth and development. Once

