

Community Neonatal Nursing Service



Information for patients

Neonatology



PROUD TO MAKE A DIFFERENCE

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



The aim of this leaflet is to give you information about the community neonatal service and how it can benefit you and your family. It aims to also answer questions that parents commonly ask about our service.

Why provide a community neonatal service (CNS)?

We provide a community neonatal service to assist you and your family during the transition from hospital to being at home. It is often a difficult time for families whose baby has required specialist care after birth. We believe that you and your baby should be given the opportunity for support to continue once you are at home. This has been shown to give babies the best possible chance for a healthy future.

What does CNS offer our family?

- Advice for you on parenting skills
- Practical and emotional support
- Nursing care for your baby if this is needed
- Monitoring of your baby's weight and growth
- We will teach you the skills that will assist you to care for your baby at home
- We work with other health care professionals, such as doctors and health visitors, to ensure that they receive quality information about you and your baby's health and well-being
- A service that is currently available Monday to Friday, 8.00am - 5.00pm

Which babies are seen by CNS?

All babies admitted to the neonatal unit or transitional care are individually assessed by the team and then, in discussion with parents, decide if they would benefit from further care in the community once they are discharged home.

However, all babies who go home needing naso-gastric feeds, or on oxygen therapy, or who are referred by another healthcare professional will have a routine follow up visit by the CNS.

Why do you need to visit my baby at home?

Your baby may still need some support to ensure that he/she is feeding and growing well or may have a health condition that needs to be monitored. Providing a home service to you and your baby may mean that you can go home earlier if it is safe to do so.

What will happen before I take my baby home?

A few weeks before you take your baby home a member of the CNS will contact you to arrange to see you at home. This visit will be an opportunity for you to discuss going home with your baby and for the community nurse to look at where your baby is going to sleep and give any advice if needed. The CNS understand making time for this visit can be difficult, however, it is important and they will do their best to offer a time that is convenient for you.

Once my baby is at home when will you visit?

We will discuss and agree with you the best time to come and visit you at home. We will always phone to tell you if we are going to be a little late or early.

Please let us know if you are unable to keep your appointment as this will allow us to see other families. We are sometimes accompanied by other professionals. If it is on a day that we plan to visit you and your baby, then we will notify you prior to our arrival.

Safety and security in the community

Our community nurses, whenever possible, will meet you before you go home. If you have not met them before the nurses always carry ID

badges the same as the hospital staff and you should always ask to see this. Our staff try not to come to your house without making an appointment first to ensure safety and security for everyone.

Staff safety and well-being when visiting you at home

In the interests of staff safety please ensure that family pets are kept under control during our visit.

Do I need to have anything ready for you when you visit?

Please have any paperwork related to your baby available for us. You will be given a discharge letter from the ward to give to us on our first visit. We will also need your baby's red book.

It is useful to have a clean small towel/tea towel that we can use to cover the baby scales when we weigh your baby.

I need some advice, what do I do?

Please contact us rather than getting worried. The CNS will discuss with you how and where to access a medical review for your baby if you think he/ she is unwell.

Alternatively, you may want to contact your **GP** or **111**.

How can I contact you if I need to talk to you?

You can always contact the CNS nurse who is visiting you on the following numbers:

June Paulucy **07990 521 791**

Lesley France **07880 003 159**

Emily Walker **07717 867 045**

Jayne Allen **07747 630 953**

Family Care Team office **0114 226 1062**

A member of the CNS is available every Tuesday morning in the neonatal unit and will be happy to meet with you.

Who will continue to visit our family once you have discharged us from the CNS?

When we are ready to stop visiting we will discuss it with you. We will liaise with your Health Visitor and then hand over your baby's care to them.

Parent feedback about our service

Your views and ideas for improving our high quality service are important to us. We have a questionnaire that we would ask you to complete at the end of our care with you.

I still have questions about the Community Neonatal Service

Please talk to the family care sisters or alternatively you can contact the Neonatal Matron Claire Howard on telephone **0114 226 8364**.

If you are pleased or unhappy with any of the care you have received within the Neonatal Service please contact the Matron or the Patient Partnership department on **0114 271 2400**.

Other useful telephone and contact details that you may find useful to make a note of.

GP: Telephone number

Health Visitor: Telephone number

NHS 111: Telephone number **111**



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