

# Neonatal Services

## Visitor information



At Neonatal Services we aim to provide a safe and secure environment for your baby/s and family.

Neonatal Services at Nepean Hospital include two areas that care for newborn babies who need extra medical support: the Neonatal Intensive Care Unit (NICU) and the Special Care Nursery (SCN/HDU).

Entry into Neonatal Services is carefully controlled to keep the space calm and clean, which supports the best possible care and helps prevent infections.

### Entry

Neonatal Services is staffed by a ward clerk from 7am to 10pm every day. Please present to the reception desk to sign-in and the ward clerk will open the door for you.

If the reception desk is unattended, use the sign in book to sign yourself and any visitors in. Press the buzzer (located on the wall to the left of the entrance doors) once, identify yourself and the name of your baby/s, and we will unlock the door for you to enter as soon as possible. We may not be able to answer the door immediately. Please be patient.

We ask that you do not open the door for other visitors when you enter. All visitors must press the buzzer and identify themselves and their baby's surname. They will then be let in by staff.

### Who can visit

Babies in the unit can be very fragile and can be upset by loud noises. They also have a higher risk

of getting infections. Because of this, we have strict rules about who can visit and when.

Parents and siblings of the baby/s are welcome to visit the unit at any time. Other children are not permitted to visit. Please delay visiting if you are unwell (please see Infection control information).

- Parents can nominate up to 6 visitors while their baby is admitted in Neonatal Services.
- Families will be asked to complete a nominated visitor form that will be displayed in your baby's bed space.
- A maximum of 3 people are allowed at the bedside at any one time. One of these people should be a parent.
- If there are additional visitors, we ask that they wait in the reception area until it is their turn to visit.
- Siblings of the baby who are under 12 years old will always need to be supervised by an adult.

### Visiting hours

(excluding parents and siblings)  
11am to 12pm and 6pm to 8pm

### Quiet time

Twice a day we try not to disturb a baby for clinical reasons unless there is an emergency.

Quiet times are 12pm-2pm and 8pm-9pm.

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If possible, we ask that siblings are not present during quiet time so that parents can spend this special time exclusively with their baby/s.

## Infection control

We have strict infection control guidelines to protect all babies in the unit from infection.

Each time you enter Neonatal Services you must:

- Remove all jewellery on your hands and arms, including wrist watches. You may keep your wedding and engagement rings on.
- Remove any long-sleeved coats or jumpers and roll up your sleeves to the elbows.
- Wash your hands and forearms, up to your elbows, at one of the sinks before entering the area where your baby is.
- Regularly use alcohol-based hand rubs available throughout the unit, especially before and after touching your baby.

Let your nurse know by phone that you are unwell. We can advise on a plan to ensure your baby and other babies remain safe and well.

**If you or the baby's siblings or visitors are unwell with respiratory symptoms, fevers, diarrhoea or other transmittable diseases we ask that you do not come into the unit.**

People with artificial nails should have them removed while baby is in the unit. Artificial nails have been found to have an increased number of germs and may scratch your baby. If this is not possible, our staff can provide support about additional cleaning to your hands to minimise the risk of infection to your baby.

## Mobile phones

Personal electronic devices are permitted in the unit. Please ensure you:

- Clean your mobile phone regularly using the mobile phone cleaner available at Neonatal Services reception. Mobile phones can carry harmful bacteria, which may pose a risk to your baby/s.
- Clean any other electronic devices such as iPads and cameras before you enter Neonatal Services.
- **ONLY** take photos and recordings of your baby/s. Please respect the privacy of other patients, families and staff members in the unit.
- Turn ring tones to low or silent. Babies can get upset from loud noises.
- Use headphones if you need to listen to your device.
- Avoid using devices, especially Facetime, during ward rounds.

## Confidentiality

To ensure confidentiality and safety in the unit we ask that you and your visitors stay with your baby. If taking photos and recordings, please ensure no other patients or staff can be identified. Our staff can only provide information to parents of babies.

If your baby is being cared for in a multi-patient bay you may be asked to leave during ward rounds, or if there is an emergency with another baby in the bay.

All staff within Neonatal Services acknowledge that having a baby in the department can be very stressful. We look forward to working with you to provide the best care and support for you and your baby/s.

## Contact details

**Neonatal Services**  
Building A, Level 6  
Nepean Hospital  
Phone: (02) 4734 2850

## Nepean Blue Mountains Local Health District

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Penrith NSW 2751  
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**Email:** NBMLHD-mail@health.nsw.gov.au

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**Facebook:** [www.facebook.com/NBMLHD](https://www.facebook.com/NBMLHD)  
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**Twitter:** @NBMLHD  
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