

Further information

Neonatal Outreach Team

Sophie Ashby – Neonatal Outreach Sister
Yasemin Speller – Neonatal Discharge Co-ordinator

How to contact us

Telephone: 01923 217321

Mobile: 07920 840440

Their working hours are Monday – Friday 07:30am – 3:30pm

For out of hours medical advice please call 111 or dial 999 in an emergency

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email westherts.pals@nhs.uk



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West Hertfordshire
Teaching Hospitals
NHS Trust



A guide to...

Support after discharge

Patient information

Neonatal Outreach Team

Woodland Neonatal Unit
Watford General Hospital

Neonatal Outreach Team

The outreach team will offer support whilst you are on the unit and will offer teaching/advice on parent-craft and Basic Life Support. If you want to talk about anything to do with the process of your baby being discharged and what will happen leading up to it then they will come and see you to answer any questions and support you.

You will be contacted by one of them by telephone within a few days of discharge to see how baby is settling at home. This gives you the opportunity to ask any initial questions that you may have. The team will continue to contact you regularly depending on your baby's age, gestation and progress. They also offer home visits if required to provide additional support. Your baby will be discharged from the community team before reaching four weeks post-term, and will continue under the care of your health visitor.

Community Midwife

If your baby has left the unit before 10 days of age you will be visited by your community midwife and she will weigh your baby and give advice on feeding, as well as checking up on how you are too.

Health Visitor

Your community midwife will then hand over care to your health visitor who will carry out a first home visit. During this visit they will offer you advice and support on caring for your baby, inform you of local baby clinics where you can go to get your baby weighed and local Children's Centres who offer support groups. They will also offer advice on looking after yourself and how to get additional help if needed.

Your health visitor will make a plan with you if your baby is still small or premature to either visit more frequently or request for you to visit the baby clinic for check-ups.

You must register your baby with your GP as soon as possible

They will be your first point of contact for medical care, they carry out a six to eight week post-natal check for you and your baby. If your baby was premature it may be carried out at a later time. We will send your GP a copy of your baby's discharge summary which will inform them of any medications or specialist milk your baby may need. Please contact them to arrange any repeat prescriptions.

If you are concerned about your baby out of hours, please call 111, or call 999 if it is an emergency.

Follow ups after discharge

Some babies require a paediatric consultant follow up appointment or other follow up tests/scans. You will be informed of these on or prior to discharge. Appointments will come through the post or be arranged with you by phone.

Support in the Community

BLISS

Bliss is a UK charity working to provide the best possible care and support for all premature and sick babies and their families.

- You can email them at hello@bliss.org.uk
- They also offer many publications, booklets and leaflets which can be accessed online at www.bliss.org.uk

HertsPrams

HertsPrams are a group of parents who met on the unit. They all had babies prematurely from as early as 23 weeks. They founded a support group so they could continue to share their experiences of being on the unit, carry out amazing fundraising and so importantly, to offer support to other parents. They can be found on Facebook at:

www.facebook.com/groups/hertsprams/
or you can email them on: hertsprams@yahoo.co.uk

Children's Centres

Your local children's centres work closely with midwives, GP's, health visitors, nurseries and community groups to help you get the support you need.

- Baby feeding support
- Sleep routines
- Meeting other parents, family learning activities and parenting courses
- Healthy eating and exercise
- Childcare options and information on returning to work
- www.hertsdirect.org/childrenscentres