

SWB Neonatal Community Outreach Team (NCOT) Service

Information and advice for parents and carers

Neonatal

Our aim is:

- To facilitate early discharge from hospital of babies with on-going medical/nursing needs.
- To promote a smooth transition from the hospital environment to home
- To safely and effectively empower you as parents to be confident and competent in the care of your own baby at home
- To keep you and your baby together to promote the development of baby and close and loving relationships.
- To prevent readmission to paediatric ward

Some babies require extra care when discharged from the neonatal unit and our role is to make sure that you feel confident and ready to take your baby home.

Your baby may require a feeding tube, oxygen or phototherapy for home and we will give you added information for you to read prior to taking your baby home and ensure you are supported whilst completing your competencies for you to be able to care for your baby safely at home within your own environment.

When your baby is discharged from the neonatal unit, they will be given a red book which has lots of useful information for you to read, including information regarding breastfeeding, weight and immunisations. Your GP, Health Visitor, Community Midwife and NCOT will all need access to this book, so please keep it safe and take to any appointments your baby may have.

NCOT Criteria for follow up:

- Babies who are 34 weeks or greater at time of discharge
- Babies that weigh greater than 1.6 kg
- Feeding/weight gain support
- Home naso-gastric tube requirement
- Home oxygen requirements
- Babies with complex health needs
- Babies requiring on-going medication monitoring
- Families with additional on-going care needs
- Babies with some cardiac conditions
- Babies requiring phototherapy

NCOT home visits

We usually visit 1-3 times a week, but more if required depending on your babies care.

We aim to see your baby until their first outpatient's appointment, which is usually 6-8 weeks after they are discharged from NICU.

If there are still on-going needs at this time we can continue to see your baby, but if your baby requires longer term community care we will transfer their care over to the Children's Community Nurses who will continue to look after your baby's needs.

We are a team of nurses who will support you and your baby through the process of preparing for discharge from the neonatal unit and also support you at home, following discharge.

Please feel free to come and see us there if you have any questions, or just want a chat and some reassurance.

NCOT Working hours and contact details

Neonatal Outreach Team

7 days a week, excluding bank holidays 08.00 – 17.00

Mobile: 07870384017

SWB Neonatal Unit

0121 507 5100

Please do not leave a message if it is an emergency. If you require urgent advice outside of NCOT working hours, then please take your baby to A&E.

For non-urgent advice outside NCOT hours, please refer to your Open Access letter or to your GP.

Further information

BLISS (2025). Travelling home from the neonatal unit. [Online]. London: Bliss. Available from: <https://www.bliss.org.uk/parents/going-home-from-the-neonatal-unit/preparing-to-go-home-from-the-neonatal-unit/travelling-home-from-the-neonatal-unit> [Accessed 4 March 2025].

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