

Welcome to the Neonatal Unit at Midland Metropolitan University Hospital

Information and advice for patients

Congratulations on the birth of your baby

About the Neonatal Unit

During your baby's stay, it is a normal part of their journey to move between our different clinical rooms based on their individual treatment plans. Your babies nurse will explain this more to you.

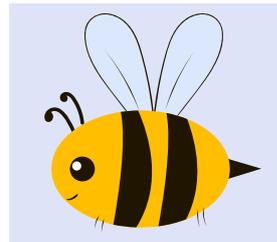
Room Names



Squirrel Room
Intensive Care/
High dependency



Hedgehog Room
Intensive Care/
High Dependency



Bumblebee Room
High Dependency/
Special Care



Caterpillar Room
High Dependency/
Special Care



Ladybird Room
Special Care



Dragonfly Room
Special Care



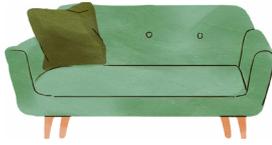
**x4 Bird Named
Rooms**
Isolation



**x4 Flower Named
Rooms**
Staying Over
Rooms

About the Neonatal Unit

x2 Family rooms
or areas to relax



Tea and coffee room



Sound absorbing
floor



Breast milk
expression room



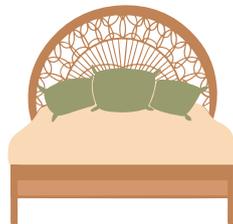
Vending machine
outside



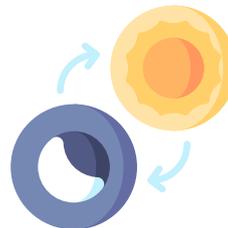
24 hour access to
your baby



x4 Overnight
stay rooms



Lighting that naturally adjusts to
suit you and your baby



Who is who?

There is a team of professionals caring for your baby 24 hours per day, 7 days per week.

Consultant Neonatologists

These are the senior doctors responsible for organising a plan of care for your baby. Each consultant supervises a team of doctors who plan the care for your baby. These doctors are called registrar's, resident doctors and advanced nurse practitioners. They often wear scrubs.



Matron & Ward Manager

Are the direct leaders of the Neonatal Unit. The matron wears a navy blue uniform with red piping and the ward manager wears a navy blue uniform with white piping.

Senior Sisters

Are often the nurse in charge, acting manager and oversee the care of all babies whilst supervising and supporting staff. They wear dark navy uniforms with white piping.

Sisters, Neonatal Nurses and Nursery Nurses

Sisters, Neonatal Nurses and Nursery Nurses Are the nurses who directly care for your baby and are expertly trained. They wear navy blue, blue and light blue uniforms.



Other Neonatal staff

There is a team of professionals caring for your baby 24 hours per day, 7 days per week.

Health Care Assistants - Help us to run our unit smoothly.

Ward Clerks - Are based in reception at the front of the unit and offer help and assistance to you.

Family integrated care lead - A specialist senior sister who is able to support you and your family during your neonatal stay by offering support, guidance and encouragement.

Infant feeding team - A specialist team of midwives who have a vast and extensive knowledge of infant feeding and are available to support you during your stay.

AHP team - Including occupational therapists, speech and language therapists, physiotherapists. They are available to support all of the developmental needs of your baby with their own specialist knowledge.

Discharge Planner - Who is able to guide and support you in preparing for discharge to take your baby home.

NCOT - A team of nurses who work with families in the community and work towards facilitating early discharge for babies where this is clinically appropriate.

Radiographer - A member of staff responsible for capturing x-ray images of your baby when necessary.

Ophthalmologist - A specialist responsible for checking a premature baby's eyes for evidence of a condition called retinopathy of prematurity.

Audiologist - A team of trained individuals who will check all is well with your baby's hearing prior to going home.

Pharmacist - A professional who oversees the medications and fluids given to your baby.

Psychologist - We have a psychologist who is available to speak to you.

What happens when my baby is admitted?

We know that having a baby on the Neonatal Unit can be a worrying time for families and we want to support you.

Below is what might happen when your baby is admitted to our unit:

- Your baby is brought to us in a warm incubator or cot.
- We perform checks on your baby like temperature, heart rate monitoring and oxygen level monitoring.
- We weigh your baby on our scales.
- We may give your baby medicines.
- The medical team will see your baby and make a plan.
- A nurse is assigned to care for your baby.

There are 3 stages of care on our Neonatal Unit.

Intensive care & High Dependency Care (Squirrel/Hedgehog)

These rooms are where your baby will need the most support. Treatment can include help with breathing/ providing oxygen or giving your baby artificial nutrition. Baby's in these rooms are the smallest and often need help with maintaining their temperature.



Special Care (Ladybird & Dragonfly)

This is where your baby requires less support. Your baby is likely getting much bigger, starting some oral feeds and slowly preparing for discharge. Generally babies in these rooms are the most well or stable babies



In your Neonatal journey, your baby may visit just one of these rooms, or all three of these rooms. Every journey is unique. We will discuss any changes with you throughout your stay with us.

Information for families

Visiting Policy

Parents and caregivers have 24 hour access to see their baby and we wish for you to attend the unit as much as possible to bond with your baby.

All other visitors are welcome between the hours of 1pm-7pm. 6 nominated visitors can be chosen, but they must remain the same for the duration of the baby's stay once chosen. We ask that 1 parent/caregiver remains in the room with any visitors and that there are no more than 2 to a bed at any time due to safety.

Parking and public transport travel cost

We provide FREE car parking for all parents/caregivers.

You are entitled to a maximum of 2 car parking permits per day, one at a time.

They must not be shared with any other visitors.

You can obtain them from the ward clerks or the nurse caring for your baby.

If you are having trouble getting to the hospital, please speak to the nurse.

Food Information on the unit

Food vouchers are available for parents/caregivers who spend most of the day with us.

The vouchers provided have a maximum value of £4 for you to choose from the option of hot or cold food in the main restaurant.

Please ask the nurse caring for your baby for a voucher.

You are welcome to bring your own food in to the unit. We have a parent/caregiver fridge available as well as a microwave to allow you to warm up your food. Sometimes we have dry foods like noodles/crisps and snacks available for parents, you will find them in the kitchen or family room when available.

Food venues in the wider hospital

You are welcome to access the other food venues in and around the hospital.

Greggs (Level 0):

Mon - Fri 7am - 6pm, Sat 8am - 6pm, Sun 9am - 5pm.

Costa Coffee (Level 0):

Mon - Fri 7am - 6pm.

Costa Coffee (Level 2 A&E):

Daily - 7:30am - 9pm.

Costa Coffee (Level 5):

Daily - 8am - 8pm.

M&S Food (Level 5):

Daily - 7am - 8pm.

Winter Garden Restaurant (Level 5):

Daily 7:30am - 7pm.

Infection control policy

A premature baby is much more vulnerable to infections! Please follow our infection control guidance to keep your baby safe.

Take off all outdoor jackets at the front door and store in lockers as you walk in. Wash your hands on entry to the unit, before and after touching your baby. If you have a cough, cold or feel unwell, please contact the nurse caring for your baby before coming to the unit.

Accommodation

We have one 'sleepover room' for parents to come and stay overnight- please speak to the nurse caring for your baby if you wish to use this room.

We also have have 4 'rooming in' rooms available. These rooms are usually offered to parents/caregivers when their baby is nearing to discharge or a Mum is establishing breast feeding.

You are encouraged to stay by your baby's bedside overnight and we can provide you with a blanket and pillow.

How can I be involved with my baby's care?

Medical Ward Rounds

What is a ward round? A ward round is where the medical team will discuss your baby's care in great detail and as a multidisciplinary team. They will make a plan of care for your baby. This can differ day to day dependent on the care your baby needs.

It is crucially important that you are part of ward round wherever possible, because it enables you to be fully updated and ask any questions regarding your baby's care. We will encourage you and listen to you, taking into consideration your own inputs and views on your baby. After all, you know your baby the best!

Ward round happens every single day.

Morning: usually around 09:30am - 11:30am.

Evening: usually around 16:00pm - 17:00pm.

AHP Ward Rounds

Our allied health professional team consists of occupational therapists, physiotherapists, speech and language and dieticians. They run a developmental care ward round every Thursday 2-3pm and a nutrition ward round every Tuesday 1.30-2.30pm. Please be encouraged to attend these very important rounds to enable participation and learning regarding your baby's developmental and nutritional needs.

How can I be involved in my baby's care?

Skin to skin contact

This is where your baby is stripped down to their nappy and placed on your bare chest. This is very good for your baby's development, it helps with their breathing, heart rate and temperature.

For you, it will help with bonding and building a close and loving relationship with your baby. If you are Mummy, skin to skin contact also helps with breast milk supply if you are expressing. It is important for both parents to participate in skin to skin contact with their baby.



Family Integrated Care

As a team, we want you to learn how to care for your baby yourselves!

This includes learning how to:

- Change nappy
- Check temperature
- Provide mouth/eye care
- Change clothes
- Change wires and probes
- Bath baby
- Take baby out of incubator or cot
- Position baby correctly
- Feed baby using nasogastric feeding tube
- Feed baby via breast/bottle
- Warm baby's milk
- Give baby medicine

We know it seems scary at the start to be involved if your baby is very small or sick. We will do our best to help, support and encourage you to be involved as much or as little as you feel able in the care of your baby.



What should I bring for my baby?

We know that most families are not prepared for their baby to be admitted to the Neonatal Unit. We can provide the basics for a couple of days, but after that we encourage you to bring in:

- Nappies
- Nappy bags
- Cotton wool/wipes
- Clothes for baby
- Muslin cloths
- Baby bath & shampoo
- If not breastfeeding, own baby bottle!

Feeding your baby

Breastmilk is extremely beneficial for babies, especially premature babies or babies born sick. Breastmilk contains antibodies which protects your baby from infections, helps your baby's brain, eyes and gut to develop. On the Neonatal Unit, we consider breast milk as medicine for your baby.

- If you decide to provide your baby with your milk, we recommend that you hand express your milk within an hour of birth.

- We will give you a hand expression pack when you come to the unit, or the midwife caring for you can provide you with this.
- We have expressing pumps available for you to use on day 3 and can teach you how to use these.
- We also have breast pumps you can loan and take home for the duration of your baby's stay, but please ensure that they are returned at discharge.
- We have a breastfeeding room called 'Blossom' where you can go to express if you do not wish to do this by your baby's bed space.
- We will fully support you with your feeding decisions.

Supporting your unwell or premature baby

The Neonatal Unit needs to be a quiet and calm atmosphere where babies can sleep and rest in order to get bigger and better.

Low lighting and minimal noise in the clinical rooms is really important for the development of your baby.

We kindly ask you not to take phone calls or video calls inside the rooms. If you need to use the phone, please step outside.

We kindly ask you to keep noise to a minimum inside these rooms by talking in a soft and calm voice next to the incubators or cots. We would also encourage you to turn the volumes down on your mobile phones or switch to silent.

The clinical rooms are kept dark and we keep the lights low wherever possible. This is to support premature babies, who find bright lighting stressful and sleep disturbing.

We aim to have a 'quiet or protected time' each day, this is when the babies are not disturbed by medical interventions.

Supporting you and your mental health

We know that Neonatal parents are more at risk of suffering negative mental health consequences, we are here for you, please don't suffer in silence.

There are ways we are able to support you and we can signpost you to relevant and helpful services and charities.

Ways we can support you:

- Having a confidential chat about how you are feeling with nurse caring for your baby/ nurse in charge/family integrated care lead.
- Referring you to a specialist mental health midwife if baby is under 2 weeks old for support.
- Referring you to 'sandwell talking therapies' to speak confidentially to trained counsellors.
- Downloading the 'Canopie' app, which is tailored for neonatal parents.
- Asking to be referred to the networks psychologist, he can offer a one to one session or a phone call.
- Utilising your GP services.

- Reaching out to a charity helpline such as 'PANDA'S or BLISS' who will understand how you are feeling.
- In an emergency, if you are experiencing suicidal thoughts, please call 999 or Samaritans immediately on 116 123.

Scan this QR code
to download the
canopie app



Contact Numbers for the Neonatal Wards

Reception: 0121 507 5100

Squirrel: 0121 507 6457

Hedgehog: 0121 507 5106

Bumblebee: 0121 507 6459

Ladybird: 0121 507 2421

Caterpillar: 0121 507 5092

Images taken from Canva (2025) under licence Content License Agreement

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



A Teaching Trust of The University of Birmingham

Incorporating the Midland Metropolitan University Hospital, City Health Campus, Sandwell Health Campus and Rowley Regis Hospital.

© Sandwell and West Birmingham NHS Trust

M8067

Issue Date: April 2025

Review Date: April 2028