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Ashford and St. Peter's Hospitals
NHS Foundation Trust

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمه دارید، لطفا با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگرآپ اِس کا اُردو زبان میں ترجمہ چاہتے ہیں، تو براہِ کرم اِس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

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NHS Foundation Trust

Neonatal Community Outreach Team (NCOT)

Neonatal Intensive Care Unit

Parent Information

Our Aim

"Our aim is to ensure a seamless and supported journey from the unit to home. Co-ordinating discharge plans to enable a baby's safe, timely and effective discharge home and to provide for ongoing health and social care needs."

(Bliss Charter Principle 7)

Who are we?

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

You will most probably have seen us around on NICU. We wear pink T-shirts!

We have an office on NICU, just as you come into NICU on the right. Please feel free to come and see us there if you have any questions, or just want a chat and some reassurance.

Some babies require extra care when discharged from NICU. Our role is to make sure that parents feel confident and ready to take their babies home.

We work closely alongside the family support nurse and although we are not able to follow up every baby that has been on NICU,

Children's Centres

There are lots of Family Centres around locally.

They are welcoming places with lots of lovely organised groups and activities – of which a lot are free! They are a great place to go for extra support and to make new friends.
Most Family Centres also run breastfeeding cafés where you can go and get advice or reassurance regarding breastfeeding.

We run a group called **"Little Treasures**" on the last Thursday of every month from 2-3.30 at The Clarendon Children's Centre in Ashford.
https://www.facebook.com/pg/LittleTreasuresTW15/about/

This is a group for anyone who has had a baby on NICU or TCU to come along to and meet other families whose babies have been there too.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.
If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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Care Plans

Some babies who go home requiring nasal cannula oxygen, a naso-gastric tube or have on-going problems will be given a care plan.

On this care plan there is information about your baby, any on-going health requirements and contact details of any professional involved in your baby's care.

There is also an escalation plan to point you in the right direction if you come across common problems once you are at home. It will give you advice on what to do and who to call.

Red books

When your baby is discharged from NICU, they will be given a "Red Book". There is lots of useful information inside this book for you to read, including information regarding breastfeeding.

There is also lots of information about your baby – including their weights, any immunisations they have had, their baby check, hearing screen results etc.

Your GP, Health Visitor, Community Midwife and NCOT will all need access to this book, so please keep it safe!

Please take your red book to any appointments you have.

we are always happy to support each and every family while here, especially when preparing for home.

NCOT Criteria for follow up:

- Babies less than 36/40 at discharge
- Babies less than 2.000kg at discharge
- Feeding concerns
- Weight gain concerns
- Home oxygen requirement
- Home naso-gastric tube requirement
- Babies with complex health needs
- Babies requiring on-going medication monitoring
- Families with additional on-going care needs
- Babies where breastfeeding is not fully established
- Babies going home using Breast Milk Fortifier
- Babies with certain cardiac conditions

We also follow up individual babies for many other reasons that are not listed above. Especially those who have had a long stay on NICU.

NCOT Working hours and contact details:

We work Monday – Friday 8am - 6pm.

Our office number and single point of contact is:

- **01932 723674** - out of office hours this will be diverted to the Neonatal Unit for your assistance

Our mobile numbers are:

- **07899 846992** – Sue White, Sister NCOT
- **07879 425140** – Deputy Sisters NCOT
- **07721 539275** – Nursery Nurses

Our team email is:
Neonatal.communityteam@nhs.net

Our office phone does have an answerphone service between 08:00-18:00, please feel free to leave us a message, and we will get back to you as soon as possible (although this may not be the same day). Please do not leave a message if it is an emergency.

If you require urgent advice outside of NCOT working hours, then please call your GP, NICU or take your baby to A&E.

Contact NICU on: **01932 722667**

How long do we see babies for?

We usually visit once a week, but more if required.

We aim to see your baby until your 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.

If your baby requires longer term community care we will transfer their care over to the Children's Community Nurses (CCN's) who will continue to look after your baby's needs. For some babies this starts at discharge from NICU.

Supported Discharge Clinic (SDC)

We run a multi-disciplinary clinic, once a week, where we can bring your baby back to see health professionals if required. We are fortunate to have a multidisciplinary team which consists of; dietician, a speech and language therapist and a physiotherapist.

We can discuss this further if your baby requires continuing care with these therapists, or if a referral is required.