

Welcome to Blakeney Ward

We hope this leaflet will provide you with all the information you need to support you with your stay, but if you have any questions please let us know. Blakeney ward is a 32 bed postnatal ward comprising of four six bedded bays and eight side rooms. The side rooms are usually allocated to women or babies with complex needs.

Side room 5 has facilities designed to enable individuals using wheelchairs easy access to the en-suite bathroom and toilet.

Please speak to a member of staff if you have any special requirements on arrival.

Contact details

- ❖ Blakeney ward main telephone number is 01603 289951.
- ❖ Blakeney Ward, West Block Level 3, Norfolk & Norwich University Hospital, Colney Lane, Norwich, NR4 7UY.

Visiting details

- ❖ Visiting from 09.00 to 21.00 is for partners only. Partners may stay overnight, please refer to information leaflet for partners staying overnight on the postnatal ward.
- ❖ Other visitors may visit between 14.30-16.00 and 19.00-20.00. No children under the age of 16 years old may visit at any time unless they are your own children.

Ward Staff

- ❖ Our ward receptionists provide daily cover from 08.00 to 22:00 weekdays and 10:00 to 17:00 at weekends. When there is no receptionist please be patient when requiring ward access as busy clinical staff will let you in as soon as they can.
- ❖ We have a ward manager for postnatal services, a ward sister and team of midwives supported by midwifery care assistants (MCA).
- ❖ Being a University NHS Trust Hospital you will also be cared for by student midwives who will work alongside their midwifery mentor.
- ❖ Volunteers comprise of General Volunteers and Breast Feeding Peer Supporters. All have identification on them.
- ❖ Bounty visits the ward daily and will ask you if you would like to have your baby's photo taken. You are not under any obligation to have this done and you will be given a bounty bag whatever you decide.
- ❖ SERCO staff comprise of ward cleaners and catering staff.

Meal Times:

- ❖ **Breakfast** 8.30 to 09.00 (brought to your bed).

- ❖ **Lunch** 12.30 to 13.00 (to be collected from the trolley).
- ❖ **Supper** 17.30 to 18.00 (to be collected from the trolley).
- ❖ The Catering trolley is positioned opposite bay 8 and with a choice of hot or cold dishes.
- ❖ Water jugs are changed twice daily, and you may refill your jug at any time from any tap on the ward as they are all drinking water. There is a water cooler by bay 8.
 - ❖ Drinks are offered several times a day.
 - ❖ If you miss a meal or require food in between meals please speak to staff.
 - ❖ A fresh fruit trolley will come round following breakfast.
 - ❖ Please keep your bedside tables free of clutter and rubbish for your water jugs and meal trays.
 - ❖ Bed curtains are pulled back at meal times to enable staff collection of used trays and for offering beverages.
 - ❖ When the food trolley is on the ward for hygiene purposes the toilets next to the trolley are not in use.
 - ❖ All linen skips will be removed from area.
 - ❖ There are hand washing facilities washing facilities in the bay / side room.
- ❖ For safety reasons do not take your baby up to the catering trolley.

Special dietary needs:

- ❖ If you need a special diet for health reasons or have cultural or religious needs please tell our staff and they will ensure you are given appropriate meals.
- ❖ The ward has a patient fridge where labelled food may be placed.

Milk kitchen: (opposite bay 8)

This is for the use of mothers to wash up their expressing equipment and has a fridge to store your expressed milk.

- ❖ No children allowed.
- ❖ Please ask a member of staff for your patient ID labels to stick on the bottle/syringe and write date and time.
- ❖ Bottles are kept in the kitchen to attach to your expressing equipment.
- ❖ Please provide your own formula milk if you plan to formula feed your baby and bring in your own bottles and teats, a sterilising tank will be provided.
- ❖ Please keep the milk kitchen door closed.
- ❖ Breast pumps are kept outside the milk kitchen and due to high demand, please ensure you return them to the corridor after use.
- ❖ If you need to use a breast pump please ask a member of staff for the attachments and a sterilising tank. The attachments can be sterilised and used throughout your stay.
- ❖ Wash attachments thoroughly in the kitchen before putting them in your sterilising tank.
- ❖ The sterilising solution will be changed by staff every 24 hours.

Self-administering medications:

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- ❖ Please bring prescribed medications with you when you come in to hospital and ward staff will discuss with you your medical history, and your medications you have brought in will be reviewed.
- ❖ We aim to promote self-medication so that you can be responsible for your own medication e.g. in control of your own pain management or diabetes.
- ❖ Please refer to the separate pharmacy information leaflet.
- ❖ If you are self-medicating please ensure your drugs are in the locked cabinet and that you leave the key behind at discharge.

In the interests of Health and Safety:

- ❖ Wear appropriate footwear when walking around the ward.
- ❖ Your baby should be placed in the cot and wheeled around the ward rather than carried.
- ❖ Never leave your baby on the bed unattended.
- ❖ When your baby is on the ward you should have your baby with you at all times; and baby should have two identification labels on the wrist and ankle.

NO CO-SLEEPING WITH BABIES:

❖ Sleeping with your baby in bed is NOT recommended because the beds are not designed for co-sleeping and your baby would be at risk. We ask you not to fall asleep with your baby in bed and to put your baby back in the cot when you are feeling sleepy.

Curtains around the bed are kept open (curtains may be closed for privacy and dignity):

- ❖ **This will ensure that staff can observe you and your baby's wellbeing and provide you with any additional support;**
- ❖ Reduces the heat in the bay and enhances the natural light;
- ❖ The cleaner and catering staff can thoroughly complete their tasks around the beds.
- ❖ Gives you the option to communicate with the other mothers and partners.

Luggage:

- ❖ To avoid risks of injury and difficulties in accessing the bed space please keep personal belongings to a minimum as space is limited. Please send excess luggage home.
- ❖ Your bags should be unpacked and items placed in the bedside locker or under the cot.

Personal electrical equipment:

❖ This cannot be PAT tested so phone and laptop charges cannot be used. The trust is not responsible for your personal equipment.

Ward ambulant temperature:

- ❖ New born babies lose their body heat quickly if exposed to changing temperatures. Therefore the ward has to be kept warm and opening windows avoided.
- ❖ We encourage you to wear cool loose fitting clothing and you can bring in a battery operated hand held fan.
- ❖ You will benefit from being as mobile as possible.

- ❖ Fans are available on request.

In the interests of hygiene

- ❖ Visitors are asked not to sit or lie on patients beds
- ❖ We ask patients, visitors and staff to pay particular attention to hand hygiene. Hand sanitiser dispensers are at the end of beds and ward entrance areas.
- ❖ Help to prevent the spread of infection by both hand washing and using the hand sanitiser
- ❖ Staff are regularly audited on their hand hygiene compliance

Sanitary towels:

- ❖ To prevent infection risks wash your hands both before and after changing your sanitary pads and dispose of pads in the appropriate bins in the toilets.

Nappy changing:

- ❖ Bins are provided in each bay and side room for general and clinical waste. Dirty nappies should be placed immediately in the orange bin.
- ❖ Please remember to wash your hands before and after nappy changes.
- ❖ Nappy changing equipment can be found on a trolley in the corridor stocked with plastic changing sheets, towels, baby linen, plastic bowls for water and cotton wool.
- ❖ Please wash your hands before taking the cotton wool.
- ❖ When you change your baby's nappy place your baby on the changing sheet in the cot rather than use your bed as new born babies can roll off a bed, prevents your bed linen from becoming soiled by urine and faeces and reduces the risk of cross infection.
- ❖ There are white linen skips in the corridor for you to place your dirty baby linen in.

Discharge home:

- ❖ Please be aware that even if your doctor has told you that you can go home your discharge has to be processed and you may still have other members of the ward team to see.
- ❖ Please be patient with us because despite our best intentions to expedite your discharge we are also simultaneously admitting, caring for others as well as having to deal with emergencies.
- ❖ In case of any delays please arrange for someone to pick up children from school or to care for pets.
- ❖ Once your discharge process is complete, we would be grateful if you could pack and possibly move to the dayroom if your transport is imminent so that staff can prepare your bed area for someone else. The day room is available for patients and visitors to use.

Key priorities for you:

- ❖ We will support you with your choice of infant feeding.
- ❖ You will be treated with privacy, respect and dignity.
- ❖ Your midwife and midwifery care assistant will introduce themselves at every shift change (and their names will be on the whiteboard on entrance to the bay) so you know who to go to.

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- ❖ Your midwife will discuss your daily plan of care for both yourself and your baby, plan towards your discharge and will update you and your plan accordingly.
- ❖ Your midwife will assess your emotional wellbeing and emotional attachment to baby. Parents who have infant attachment problems will receive services designed to improve their relationship with their baby.
- ❖ You will have the opportunity to see an obstetrician or neonatologist if you request to (your named consultant will be on the whiteboard by your bed).
- ❖ We will provide you with the opportunity to self-administer your medications.
- ❖ Your bed linen should be changed daily or as required.
- ❖ Whilst in hospital you should receive an adequate supply of food and drink.
- ❖ Bathrooms and toilets should be cleaned to a high standard.
- ❖ You will have the opportunity to see the Woman's Health Physiotherapist before discharge (during day hours only).
- ❖ You should be given your discharge paperwork to read prior to leaving hospital so that any errors can be rectified and to ensure that your discharge address is correct.
- ❖ You will be given a community midwife contact number at discharge.
- ❖ You will be advised via a leaflet of the signs and symptoms of potentially life-threatening conditions for you and your baby and how to access emergency treatment.
- ❖ When your baby is with you on the ward, you should have your baby with you at all times and skin to skin contact should be promoted. Baby should have two ID labels on at all times.
- ❖ If your baby is on the neonatal unit you should be given support to visit your baby as you require and good lines of communication between the two areas and via the BLISS liaison nurse.
- ❖ Your baby will have a neonatal examination before discharge home or by 72 hours of age. You will be given an information leaflet explaining the examination and also a leaflet explaining about babies and jaundice.
- ❖ Your baby will have a hearing screen before discharge home or if this is not possible an appointment will be made by the hearing screening department and sent to your address.

We hope you have enjoyed your stay on Blakeney Ward and appreciate any feedback.

