

## 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 and/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.**

During birth you will have received one to one care from a midwife, however once transferred to the ward you will be assigned one midwife and a maternity care assistant who will be responsible for up to eight mothers and their baby when there is a full compliment of staff.

### **Contact details**

Blakeney Ward main telephone number is 01603 289951.

Blakeney Ward can be found in the West Block on Level 3 at The Norfolk & Norwich University Hospital, Colney Lane, Norwich, NR4 7UY.

### **Visiting details**

- Visiting is outlined as per the visiting signs displayed around the ward.
- One birth supporter may stay overnight to support you in caring for baby. Supporters who choose to remain on the ward overnight are asked to familiarise themselves with the overnight visiting guide.
- The ward operates a 'quiet time' between 1pm and 3pm when all supporters are asked to leave the ward.
- Adult visitors and siblings may visit between 3pm and 6pm but in the interest of safety there is to be no more than 2 visitors on the ward at any one time. Please discuss any exceptional circumstances with the midwife in charge.
- We ask that anyone with any symptoms of Covid-19 completes a lateral flow before entering the hospital environment. If a positive result, please contact the ward prior to admission. If negative but symptoms are still present, please discuss these with the team on admission.
- The ward doors have electronic access only to ensure the safety of babies within the unit. A member of staff will need to let you in and out of the ward area. Please be patient if there is no receptionist.

## **Ward Staff**

- Our ward receptionists provide daytime cover on the ward. When there is no receptionist, please be patient when requiring ward access. Clinical staff will let you in as soon as they can.
- We have a matron for postnatal services, a ward manager, and team of midwives supported by midwifery care assistants (MCAs) and a housekeeper.
- As a University NHS Trust Hospital, you may also be cared for by student midwives who will work alongside the midwives.
- Volunteers comprise of General Volunteers and Breast Feeding Peer Supporters. All will be wearing their Trust Identification badge.
- BonnieBabi (Some may have previously known as Bounty) visits the ward daily to offer a professional photography session. The team will ask your preference for this, and you are not under any obligation to have this done.
- SERCO staff comprise of ward cleaners and catering staff.

## **Meal Times:**

- **Breakfast** 08.30 to 09.00 (brought to you)
  - **Lunch** 12.30 to 13.00 (to be collected)
  - **Supper** 17.30 to 18.00 (to be collected)
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- The Catering trolley is positioned opposite Bay 8 and offers a choice of hot or cold dishes. Your order for lunch and dinner will be collected during the day.
  - Water jugs are changed twice daily. There is a water cooler by Bay 8 where you can help yourself to refills.
  - Drinks are offered several times a day along with fresh fruit. The catering trolley can only provide mothers with drinks.
  - Please bring a lidded travel mug into hospital to utilise the hot drink station on the ward. This is available for you and your supporter and is located outside the milk kitchen. The hot drink station will be closed during 3pm and 6pm.
  - If you miss a meal or require food in between meals, please speak to staff.
  - Please keep your bedside tables free of clutter to ensure there is space for your water jugs and meal trays.
  - Bed curtains should be pulled back at meal times to enable staff to collect used trays and offer beverages.
  - There are hand washing facilities at various locations around the ward.
  - 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 washing expressing equipment and has a fridge to store expressed milk.
- No children are permitted in the milk kitchen.
- Please keep the milk kitchen door closed.
- Please ask a member of staff for your patient ID labels to label the bottle/syringe and write the date and time.
- If you plan to formula feed your baby. You will need to bring in your own bottles, teats, and your own formula milk. A sterilising tank will be provided.
- If you feel you need to use a breast pump, please ask a member of staff.
- Pump attachments need to be thoroughly washed with hot soapy water in the milk kitchen before putting them in your sterilising tank.
- The sterilising solution will be changed every 24 hours at around 23:00hrs.

### **Self-administering medications:**

- Please bring prescribed medications with you when you come into hospital and ward staff will discuss with you your medical history, and 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.

### **In the interests of Health and Safety:**

- Wear appropriate non-slip footwear (ie no bare feet/socks) 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.
- Your baby should have two identification labels on either the wrists and/or ankles. If one or both are missing, please inform a member of staff.

### **No co-sleeping with baby while in hospital:**

- We have a no co-sleeping policy in hospital. This is because our beds are not designed for co-sleeping.
- We ask you not to fall asleep with your baby in the bed or chair, always put your baby in the cot when you are feeling tired. The lullaby Trust has useful information on how to keep your baby safe while they are sleep.  
<https://www.lullabytrust.org.uk/>

**Keeping curtains open outside of times when you need privacy helps to allow:**

- Staff to observe and offer support as required.
- Reduce the heat in the bay and enhances the natural light.
- The cleaner and catering staff to thoroughly complete their tasks around the beds.

**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.
- Please leave baby's car seat in the car until needed.

**Personal electrical equipment:**

- Please bring power banks as you are unable to charge phones or laptops as they are required to be PAT tested. The trust is not responsible for your personal equipment.

**Ward ambient temperature:**

- Newborn babies lose their body heat quickly if exposed to changing temperatures. Therefore, the ward has to be kept warm, and draft free.
- We encourage you to wear cool loose-fitting clothing, and if desired you can bring in a battery operated handheld fan.
- You will benefit from being as mobile as soon as you feel able.

**In the interests of hygiene**

- Visitors are asked not to sit or lie on the bed and must remain fully clothed.
- 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.
- 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 orange bins.

### **Nappy changing:**

- Dirty nappies should be placed immediately in the orange bin located at the end of the bay or entrance to the side room.
- Please bring your own nappy changing equipment with you and remember to wash your hands before and after nappy changes.
- When you change your baby's nappy, please use the cot rather than use your bed as newborn babies can roll off a bed. It also prevents your bed linen from becoming soiled by urine and faeces and reduces the risk of cross infection.

### **Discharge home:**

- Please be aware that even if your doctor /midwife 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. Despite our best intentions to process 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.

### **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 doors at the entrance to your bay or room.
- 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.
- You will have the opportunity to see an obstetrician or neonatologist (baby doctor) if you request to.
- Your bed linen should be changed on alternate days or as required if soiled. If more towels are needed or bed linen needs changing please notify a member of staff.
- Whilst in hospital you should receive an adequate supply of food and drink.
- Bathrooms and toilets should be cleaned to a high standard. If you find them unclean please inform a member of staff.
- You will have the opportunity to see the Woman's Health Physiotherapist before discharge (during day hours only).

- You will 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.
- The midwife will discuss with you the signs and symptoms of potentially life-threatening conditions for you and your baby and how to access emergency treatment.
- If your baby is on the neonatal unit, we encourage you to go and visit your baby frequently. In addition, the nurses who will be caring for your baby on the Neonatal Unit, the Family Care Liaison Nurses are also able to offer support.
- A neonatal examination will be offered to you for your baby 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.
- A hearing screen will be offered usually before discharge home or if this is not possible, an appointment will be made by the hearing screening department and sent to your address. The hearing screeners will provide you with your baby's red health surveillance book.
- If you have any further questions, please ask any member of the Blakeney team.

We hope you have enjoyed your stay on Blakeney Ward and appreciate any feedback to improve the services we provide. You can complete our feedback survey by scanning the code below:

